

apprenticeship FRAMEWORK

Animal Care (England)

IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 21 SEPTEMBER 2018

Modifications to SASE came into effect on 21 September 2018. Accordingly, SASE publication DFE-00236-2018 applies **both** to new Apprenticeship starts from 21 September 2018 **and** all Apprenticeships commenced before and not completed by 21 September 2018.

Latest framework version?

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Issue date: Click here to enter text.

Issued By:
Lantra

Apprenticeship Certificates
England

https://acecerts.co.uk/framework_library

Document Status:
Issued

Animal Care (England)

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Framework information

Information on the Issuing Authority for this framework:

[Click here to enter text.](#)

The Apprenticeship sector for [Click here to enter text.](#)

Issue number: 3	This framework includes:
Framework ID: FR03280	Level 2 <input checked="" type="checkbox"/> Level 3 <input checked="" type="checkbox"/> Level 4-7 <input type="checkbox"/>
Date this framework is to be reviewed by: 31/08/2014	This framework is for use in: England

Short description

The Animal Care Apprenticeship frameworks at Level 2 and Level 3 are designed with industry providing apprentices with the competences to carry out their job role and support future progression in the industry.

The Diploma in Work-based Animal Care within the framework has a number of routes which apprentices choose depending on the sub-sector they are working in and these are reflected in the range of jobs such as: animal care assistant, pet shop/retail assistant, dog groomer and dog warden.

Following completion of the Apprenticeship, there are opportunities available, including Further/Higher Education or completing vocational courses at a Land-based College.

Contact information

Proposer of this framework

<Details of who proposed the framework>

Developer of this framework

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Revising a framework

Why this framework is being revised

To remove an Awarding Organisation who are no longer offering the work-based diplomas in Animal Care at levels 2 and 3.

Summary of changes made to this framework

Removal of competence based qualifications delivered by Edexcel.

Qualifications removed

Edexcel Level 2 Diploma in Work-based Animal Care -
600/2169/X

Edexcel Level 3 Diploma in Work-based Animal Care -
600/2186/X

Qualifications added

None

Qualifications that have been extended

None

Purpose of this framework

Summary of the purpose of the framework

The animal care industry covers a wide range of areas including: animal care and welfare, zoos/wildlife establishments, dog grooming, pet care and retail, animal welfare enforcement, animal training, dog/animal wardens, pet services and animals in education and entertainment. This provides a range of jobs such as: animal care assistant, pet shop assistant, dog handler (uniformed forces), animal boarding assistant, dog groomer, pet sitter, animal/dog trainer, dog warden and animal management technician.

Animal health and welfare is a priority for all of the industry and the Animal Care Apprenticeships provide a practical entry and progression route that encourage apprentices to develop their skills and knowledge in areas of interest to them.

Lantra research from 2010/11 estimates that there are approximately 20,240 businesses and 222,850 people working in the animal care industry in the United Kingdom. This research also found that micro-businesses dominate the animal care industry with around 81% of businesses employing fewer than ten members of staff. Therefore, each person has an important role to play within the organisation.

The animal care industry is important for the land-based and environmental sector in England, representing 11% of businesses and 21% of employment within the sector (Lantra Research 2009). During the next ten years (2010 to 2020) the industry will need a minimum of 90,000 new entrants, 42,000 of these at levels 2 and 3 so the apprenticeship will play a vital role in providing the industry with the skills that it needs. The research also found that 15% of businesses in the sector reported a skills gap and only 34% of employers and 40% of employees held an animal care qualification when they started their current job. The aim of the Apprenticeship framework is to upskill entrants and employees in the industry to ensure that they attain the skills to be competent in their job.

The industry values the Apprenticeship which is evidenced by the growth in the completions of the Apprenticeship in England, the number of completions having almost doubled over the last 6 years from 230 in 2007/08 to 454 in 2013/14. Figures for the last three years are shown below:

2013/2014

- Level 2 - 347
- Level 3 - 107
- Total - 454

2012/2013

- Level 2 - 262
- Level 3 - 69
- Total - 331

2011/2012

- Level 2 - 316
- Level 3 - 43
- Total - 359

During the review of this Apprenticeship, Lantra involved the English members of its industry and virtual group, which accounts for 125 individuals and organisations including Guide Dogs for the Blind, Blue Cross, Dogs Trust and the RSPCA.

It is the view of the animal care industry that because of the nature of their business, work-based learning through Apprenticeships is a good way for people to learn the necessary skills required to work in a practical environment. This important entry mechanism has therefore been highlighted by employers in the Animal Care Industry Action Plan, which states the need to prioritise and increase the awareness and uptake of the Animal Care Apprenticeship framework.

The animal care framework offers one pathway with a number of routes which is reflective of the areas of work within the animal care industry.

Job roles at Level 2 (Intermediate Apprenticeship) may include: animal care assistant, pet shop/retail assistant, animal/dog groomer, dog handler (uniformed forces) and animal boarding assistant.

Job roles at Level 3 (Advanced Apprenticeship) may include: dog groomer, animal/dog trainer, dog warden, animal management technician, zoo/animal keeper and pet shop manager.

Further information on the animal care industry can be found at: www.lantra.co.uk/research.

Aims and objectives of this framework (England)

The aim of the Level 2 and 3 Apprenticeships is to build on the success of its predecessor by including updated qualifications to meet the skill needs of employers,

attracting new applicants into the animal care sector to fill vacancies and provide a progression pathway for apprentices to fill higher level jobs.

The objectives are to:

1. Continue the increase in uptake of both the Intermediate Apprenticeship and progression to the Advanced Apprenticeship in Animal Care by attracting new apprentices into the sector, especially those from under-represented groups, to meet the changing skills needs of employers
2. Upskill those working in animal care jobs to ensure that they attain the skills required to be competent in their profession
3. Increase awareness of the two levels of Apprenticeships with employers and young people
4. Provide clear progression and information to higher level jobs, via Further Education and Higher Education where appropriate. Career information within animal care is available on Lantra's website www.lantra.co.uk/careers.

Entry conditions for this framework

If you are interested in working with animals, there are many different types of jobs, for example working for the RSPCA as an animal care assistant, working with small animals in a pet shop, or working in more of a specialist area as a dog handler, within the armed forces. By taking an apprenticeship in Animal Care you will be able to work towards one of these jobs.

Duration of the Apprenticeship

It has been agreed with industry during the development of the apprenticeship framework that the minimum duration of the Intermediate Apprenticeship is 18 months and the Advanced Apprenticeship is 24 months.

Entry requirements for the Intermediate Apprenticeship

There are no specific entry requirements to enter the Level 2 Intermediate Apprenticeship in Animal Care, however, there are qualifications or experience that will

help learners understand the sector prior to starting:

- Voluntary experience within the animal care industry
- Have previously worked in, or are currently working within, the
- industry Level 1 Diploma in Animal Care
- Level 1 Diploma in Work-based Animal Care
- Level 1 Award in Practical Small Animal
- Skills Level 1 Certificate in Practical Small
- Animal Skills Units taken as part of
- foundation learning GCSEs/A levels.

Progression opportunities onto the Animal Care Intermediate Apprenticeship also exist for adult learners who have experience within the animal care industry or who are looking for a career change.

Entry requirements for the Advanced Apprenticeship

The animal care industry wants the entry requirements for the Advanced Apprenticeship in Animal Care to be flexible, so therefore has suggested that one of the following should be completed:

- Intermediate Apprenticeship in Animal
- Care NVQ Level 2 in Animal Care
- Level 2 Diploma in Work-based Animal
- Care Level 2 Diploma in Animal Care
- Level 2 Certificate in Practical Animal
- Care Level 2 Certificate in Animal Care

- Practical experience within the animal care
- industry 3 GCSEs (A*-C)/A levels

(There are many qualifications within animal care, those named above are a few suggestions).

Initial assessment

Training providers and employers should use an initial assessment process which is fit for purpose. This will ensure that applicants starting on the Intermediate Apprenticeship/Advanced Apprenticeship have a fair opportunity to demonstrate their ability and to tailor programmes to meet individual needs, recognising prior qualifications and experience.

Recognition of Prior Learning (RPL)

If applicants have units towards the Level 2 and 3 Diploma in Work-based Animal Care these will be reviewed during the initial assessment to see if Recognition of Prior

Learning can be claimed.

Learners who have completed the 14-19 Diploma may have completed units or short courses which will provide underpinning knowledge towards the Intermediate Apprenticeship, this will be assessed during an initial assessment allowing Recognition of Prior Learning (RPL) where appropriate.

All apprentices must achieve the required Key/Functional Skills. Applicants may already hold the equivalent qualifications. Refer to Transferable Skills section for more details.

Level 2

Title for this framework at level 2

Animal Care

Pathways for the framework at level 2:

Pathway 1: Animal Care

Level 2, Pathway 1: Animal Care

Description of this pathway

Animal Care is for those maintaining the health and welfare of animals. A minimum of 54 credits which is made up of the following:

- Combined qualification - 44 credits
- Level 1 Functional Skills in English - 5 credits
- Level 1 Functional Skills in Mathematics - 5 credits

Entry requirements for this pathway in addition to the framework entry requirements

No additional pathway entry requirements.

Job title(s)	Job role(s)
Animal/Dog Groomer	Animal grooming involves the care of dogs, cats and rabbits. This role includes assisting with shampooing, trimming and checking the animals' skin, eyes, ears, mouth, nose, feet and nails for any problems.
Pet Shop Assistant/Retail assistant	Work in retail outlets caring for and selling live animals. The work may include: dealing with a range of customer enquiries; helping with deliveries and shelf-filling; feeding and providing water to the animals and cleaning out cages; changing substrate and bedding; removing faeces.
Animal Care Assistant	Animal care assistants look after the day-to-day care of animals in a variety of different settings under supervision. The work is carried out in places such as kennels and catteries, animal welfare centres, farm parks and grooming establishments and veterinary hospitals.
Dog Handler (Uniformed Forces)	Dog handlers work with their dogs to help prevent and detect crime or to find lost and missing people. A Dog Handler and their dog train for a specific purpose. Various organisations use working dogs, such as the police, HM Revenue and Customs, the armed forces, fire and rescue services and prisons
Animal Boarding Assistant	Animal boarding workers care for animals staying in boarding or quarantine establishments usually while their owners are away. The majority of boarding establishments are provided for dogs and cats. However, there are also boarding facilities available for other animals such as rabbits and parrots

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

B1 - Level 2 Diploma in Work-based Animal Care

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1 a	500/6818/0	NPTC/C&G	44	330-440	
B1 b	500/6740/0	ABC Awards	44	330-440	

Relationship between competence and knowledge qualifications

There is one qualification, the Level 2 Diploma in Work-based Animal Care, which includes both competence and knowledge.

The competence and knowledge elements will be achieved through completion of the mandatory and optional units listed within the awarding organisation's (NPTC/C&G, ABC Awards or Edexcel) guidance and must total a minimum of **44 credits**. At least 11 credits must be achieved through completion of the knowledge units listed below, which are assessed via independent methods. The remaining units of the Diploma contain both competence and knowledge and have integrated assessment methods.

Knowledge elements:

- Ensure your own actions reduce risks to health and safety (5 credits)
- Promote and maintain the health and well-being of animals (4 credits)
- Control and restrain animals (2 credits).

Transferable skills (England)

Apprentices must complete, or have completed, one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications in order to successfully complete their Apprenticeship.

The list of acceptable qualifications may vary depending on the Apprentice's completion date of their Apprenticeship. Please check the qualifications that are acceptable for each Apprentice.

If Apprentices do not have acceptable evidence of the achievement of these mandatory qualifications, at the required grade/level, an Apprenticeship certificate cannot be awarded.

ENGLISH

For the current list of acceptable English qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require English achievement above the minimum SASE requirement?

YES

NO

If YES, please state the grade/level required for English:

Click here to enter text.

MATHS

For the current list of acceptable Maths qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require Maths achievement above the minimum SASE requirement?

YES

NO

If YES, please state the grade/level required for Maths:

Click here to enter text.

Inclusion of Information and Communications Technology (ICT)

Is ICT a framework requirement? **YES** **NO**

ICT

For the current list of acceptable ICT qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require ICT achievement above the minimum SASE requirement

YES

NO

If YES, please state the grade/level required for ICT:

Click here to enter text.

Progression routes into and from this pathway

The Level 2 Intermediate Apprenticeship in Animal Care is valued by the animal care industry as an entry route into the industry.

There are no specific entry requirements to enter the Level 2 Intermediate Apprenticeship in Animal Care, however, there are qualifications or experience that will help learners understand the sector prior to starting:

- Voluntary experience within the animal care industry
- Have previously worked in, or are currently working within, the industry
- Level 1 Diploma in Animal Care
- Level 1 Diploma in Work-based Animal Care
- Level 1 Award in Practical Small Animal
- Skills Level 1 Certificate in Practical Small Animal
- Animal Skills Units taken as part of foundation learning
- GCSEs/A levels

Learners who have completed the 14-19 Diploma may have completed units or short courses which will provide underpinning knowledge towards the apprenticeship, this will be assessed during an initial assessment allowing Recognition of Prior Learning (RPL) where appropriate.

Progression opportunities onto the Animal Care Intermediate Apprenticeship also exist for adult learners who have experience within the animal care industry or who are looking for a career change.

Progression from the Level 2 Intermediate Apprenticeship:

Apprentices successfully completing the Intermediate Apprenticeship have opportunities to progress within the industry by continuing onto the Advanced Apprenticeship in Animal Care or other Further Education courses such as:

- Level 3 Diploma in Work-based Animal Care
- Level 3 Award in Practical Animal Care Skills
- Level 3 Certificate in Practical Animal Care
- Skills Level 3 Certificate in Animal

Management

- Level 3 Diploma in Animal Management
- Level 3 Extended Diploma in Animal Management.

Typical jobs apprentices will be able to progress onto on completion of the Level 2 Intermediate Apprenticeship will depend on the qualifications and experience gained, but could include: zoo/animal keeper; dog groomer; animal/dog trainer; dog warden and animal management technician.

Further information on careers in the animal care industry including job profiles, progression maps and case studies can be found at www.lantra.co.uk/careers.

For apprentices who wish to continue their development of skills and qualifications beyond Level 3, opportunities exist to progress further into Higher Education with Foundation Degrees/Degrees. These are explained in the progression from Advanced Apprenticeship section.

Employee rights and responsibilities

Employee Rights and Responsibilities (ERR) within the Intermediate Apprenticeship in Animal Care

Within the Intermediate Apprenticeship in Animal Care apprentices need to complete the ERR workbook. Lantra's Animal Care ERR workbook contains a number of tasks with short answer questions covering the nine outcomes listed below, which learners can complete at their own pace. The workbook can be found on Lantra's website www.lantra.co.uk/ERR.

There are nine national outcomes/standards that all learners must know and/or understand:

1. Knows and understands the range of employer and employee statutory rights and responsibilities under employment law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010 and health and safety legislation, together with the responsibilities and duties of employers
2. Knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health and safety and equality and diversity training must be an

integral part of the apprentice's learning programme

3. Knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme
4. Understands the role played by their occupation within their organisation and industry
5. Has an informed view of the types of career pathways that are open to them
6. Knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities
7. Knows where and how to get information and advice on their industry, occupation, training and career
8. Can describe and work within their organisation's principles of conduct and codes of practice
9. Recognises and can form a view on issues of public concern that affect their organisation and industry.

Certification Requirements for ERR

All providers and apprentices must complete the Apprenticeship Consent Form when claiming for the Apprentice's apprenticeship certificate. The universal form covers declarations for the apprentice to:

- confirm the existence of an Apprenticeship Agreement between themselves and their employer;
- confirm their achievement of all ERR requirements;
- confirm their achievement of all 6 PLTS;
- confirm that they have received at least the minimum levels of GLH set out in their framework and have undertaken training both on and off the job.

All apprentices must sign this form at the end of programme to give their authority for the claimant, named on the form, to make a claim, on their behalf, for their Apprenticeship completion certificate.

Level 3, Pathway 1: Animal Care

Description of this pathway

Animal Care is for those maintaining the health and welfare of animals. A minimum of 64 credits which is made up of the following:

- Combined qualification - 54 credits
- Level 2 Functional skills in English - 5 credits
- Level 2 Functional Skills in Mathematics - 5 credits

Entry requirements for this pathway in addition to the framework entry requirements

No additional entry requirements.

Job title(s)	Job role(s)
Zoo/Animal Keeper	Zoo Keepers are responsible for the day-to-day care and welfare of animals in a zoo, wildlife/safari park, aquarium or special collection. Keepers may work with a wide range of animals from mammals and birds to reptiles and amphibians to fish and invertebrates.
Dog Groomer	Although the majority of animal grooming involves the care of dogs, the industry has grown and become much more diverse. It now also includes grooming services for other animals such as cats and rabbits. Animal grooming can be very rewarding as grooming can prevent and alleviate suffering.
Animal/Dog Trainer	There are many types of animal trainer jobs requiring their own training and skills. The majority of animal training focuses on dogs. However, there are other types of animal training including horses trained to perform in horse shows or wild animal training involving lions or elephants
Dog Warden	A Dog Warden will work with a variety of people to raise awareness of the Animal Welfare Act and encourage responsible animal ownership. Dog Wardens will work with other welfare organisations to improve the standards of care and welfare for companion animals
Animal Management Technician	Animal Management Technicians deal with day-to-day care of animals in colleges, schools and universities. It involves working with a wide range of animals, students, teaching staff and external visitors/agencies. Involvement in holiday/weekend clubs for children could also form part of the role.

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

B1 - Level 3 Diploma in Work-based Animal Care

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1 a	500/6815/5	NPTC/C&G	54	351	N/A
B1 b	500/6738/2	ABC Awards	54	355	N/A

Relationship between competence and knowledge qualifications

There is one qualification, the Level 3 Diploma in Work-based Animal Care, which includes both competence and knowledge.

The competence and knowledge elements will be achieved through completion of the mandatory and optional units listed within the awarding organisation's (NPTC/C&G, ABC Awards or Edexcel) guidance and must total a minimum of **54 credits**. At least 14 credits must be achieved through completion of the knowledge units listed below, which are assessed via independent methods. The remaining units of the Diploma contain both competence and knowledge and have integrated assessment methods.

Knowledge element:

- Promote, monitor and maintain health and safety and security (6 credits)
- Plan the handling and restraint of animals (4 credits)
- Plan, supervise and control the movement of animals (4 credits).

Transferable skills (England)

Apprentices must complete, or have completed, one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications in order to successfully complete their Apprenticeship.

The list of acceptable qualifications may vary depending on the Apprentice's completion date of their Apprenticeship. Please check the qualifications that are acceptable for each Apprentice.

If Apprentices do not have acceptable evidence of the achievement of these mandatory qualifications, at the required grade/level, an Apprenticeship certificate cannot be awarded.

ENGLISH

For the current list of acceptable English qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require English achievement above the minimum SASE requirement?

YES

NO

If YES, please state the grade/level required for English:

Click here to enter text.

MATHS

For the current list of acceptable Maths qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require Maths achievement above the minimum SASE requirement?

YES

NO

If YES, please state the grade/level required for Maths:

Click here to enter text.

Inclusion of Information and Communications Technology (ICT)

Is ICT a framework requirement? **YES** **NO**

ICT

For the current list of acceptable ICT qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require ICT achievement above the minimum SASE requirement

YES

NO

If YES, please state the grade/level required for ICT:

Click here to enter text.

Progression routes into and from this pathway

The animal care industry values the Level 3 Advanced Apprenticeship as an entry/progression route into the industry. From the Level 2 Intermediate Apprenticeship there is direct progression onto Level 3, or learners may progress straight onto the Advanced Apprenticeship from another programme.

Progression onto the Advanced Apprenticeship:

The animal care industry wants the entry requirements for the Advanced Apprenticeship to be flexible, so therefore has suggested that one of the following should be completed:

- NVQ Level 2 in Animal Care
- Level 2 Diploma in Work-based Animal
- Care Level 2 Diploma in Animal Care
- Level 2 Certificate in Practical Animal
- Care Level 2 Certificate in Animal Care
- Practical experience within the animal care
- industry 3 GCSEs (A*-C) /A levels

14-19 Diploma learners who have completed the Higher Diploma may have completed units within this, which could provide underpinning knowledge and will be assessed during an initial assessment so that Recognition of Prior Learning (RPL) can be applied if appropriate.

Progression opportunities onto the Animal Care Advanced Apprenticeship also exist for adult learners who have experience within the animal care industry or who are looking for a career change.

Progression from the Advanced Apprenticeship:

Apprentices successfully completing the Advanced Apprenticeship have opportunities to progress within the industry by progressing to other Higher Education courses such as a HNC/D, Foundation Degree (Fdg/FdSc) or Degree (BSc). Examples of courses available across the UK include:

- BSc Hons in Animal Science
- FdSc in Animal Behaviour and Welfare
- Fdg in Animal Management
- HNC/D Animal Care
- BSc Animal Welfare
- Fdg Animal Health
- BSc Animal Biology

For apprentices who wish to continue their development of skills and qualifications beyond Degree level, opportunities exist to progress further into Higher Education with courses such as a Post Graduate Diploma (PGdip) Master's Degree (MSc), including:

- MSc/PGdip in Animal Welfare
- MSc in Wild Animal Biology
- MSc/MRes/PGdip in Equine Health and Welfare.

Some useful websites to visit regarding Higher Education are www.ucas.co.uk, www.cave.ac.uk or www.prospects.ac.uk, all of these have information about courses and providers along with specific information on entry requirements.

Apprentices looking to progress in their employment from the Advanced Apprenticeship may be able to work towards managerial positions such as animal boarding manager or pet shop manager. Progression will be dependent on the qualification and experience an individual possesses, as achievement alone of the Level 3 Advanced Apprenticeship does not guarantee entry to these opportunities.

Further information on careers in the animal care industry including job profiles, progression maps and case studies can be found at www.lantra.co.uk/careers.

Employee rights and responsibilities

Employee Rights and Responsibilities (ERR) within the Advanced Apprenticeship in Animal Care

Within the Advanced Apprenticeship in Animal Care apprentices need to complete the ERR workbook. Lantra's Animal Care ERR workbook contains a number of tasks with short answer questions covering the nine outcomes listed below, which learners can complete at their own pace. The workbook can be found on Lantra's website www.lantra.co.uk/ERR.

Apprentices who have already undertaken an Intermediate Apprenticeship may have already completed the ERR workbook or they may have undertaken an accredited unit. These apprentices will not be required to repeat this section but they will be required to provide evidence of completion within their portfolio.

There are nine national outcomes/standards that all learners must know and/or understand:

1. Knows and understands the range of employer and employee statutory rights and responsibilities under employment law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010 and health and safety legislation, together with the responsibilities and duties of employers
2. Knows and understands the procedures and documentation in their organisation, which recognise and protect their relationship with their employer. Health and safety and equality and diversity training must be an integral part of the apprentice's learning programme
3. Knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme
4. Understands the role played by their occupation within their organisation and industry
5. Has an informed view of the types of career pathways that are open to them
6. Knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities
7. Knows where and how to get information and advice on their industry, occupation, training and career
8. Can describe and work within their organisation's principles of conduct and codes of practice
9. Recognises and can form a view on issues of public concern that affect their organisation and industry.

Certification Requirements for ERR

All providers and apprentices must complete the Apprenticeship Consent Form when claiming for the Apprentice's apprenticeship certificate. The universal form covers declarations for the apprentice to:

- confirm the existence of an Apprenticeship Agreement between themselves and their employer;
- confirm their achievement of all ERR requirements;
- confirm their achievement of all 6 PLTS;
- confirm that they have received at least the minimum levels of GLH set out in their framework and have undertaken training both on and off the job.

All apprentices must sign this form at the end of programme to give their authority for the claimant, named on the form, to make a claim, on their behalf, for their Apprenticeship completion certificate.

The remaining sections apply to all levels and pathways within this framework.

How equality and diversity will be met

Animal care industry

The animal care industry employees are mainly females 71%, which is significantly higher than the sector average of 32% (UK) female employees and England's average at 46%. Whilst the industry doesn't preclude males from working in the sector, it is suggested that the imbalance is due to an out-dated perception of animal care employment as traditionally a female dominated industry despite many roles in animal care being carried out by males. It is interesting to note that Further Education enrolments onto animal care related learning programmes are also mainly females at 79% compared with work-based learning enrolments 77%.

There is a wide range of hands-on roles for people of all ages and abilities together with an increasing need for skilled managerial, high-tech and specialist people. Lantra's research predicts that 110,000 people will be needed over the next decade across the land-based sector.

The industry offers a wide range of opportunities in such a diverse industry, from handling, supervising and caring for animals from small and domestic and exotic pets to wildlife and zoo animals. Employers are looking for employees who show enthusiasm and have basic employability skills such as team working, turning up on time and communication skills.

There are no actual barriers to recruitment into the industry, although there may be some physical restrictions in parts of the animal care industry especially while working with and handling animals. This should not rule anyone out as there may be opportunities for people with a physical disability to work elsewhere in the industry. Indeed, the industry is very experienced in dealing with people with physical restrictions, as the Guide Dogs for the Blind and Hearing Dogs for Deaf People operate within this industry.

Care should be taken by providers and employers that unfair discrimination does not occur.

Apprenticeships are seen as an important route to encourage and facilitate a greater diversity of individuals into the industry. Training providers MUST comply with the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to the industry, using the nine legally protected characteristics of:

1. Age
2. Disability
3. Gender
4. Gender reassignment
5. Marriage and civil partnerships
6. Pregnancy and maternity
7. Race
8. Religion and Belief
9. Sexual orientation

Resolutions and further work

The units within the Diploma in Work-based Animal Care have been written in collaboration with partner awarding organisations to ensure that they are free from bias, accessible to all apprentices and are applicable to a wide range of roles and businesses within Animal Care. Because of the diverse nature of the Animal Care sector the Diploma in Work-based Animal Care has been developed from these units to allow maximum flexibility and choice within the rules of combination.

Lantra will work with its Animal Care Industry Group to promote the need for skilled managerial, high-tech and specialist people. This will also take into account the need to increase male and ethnic participation in the industry. Activities will include:

- Increasing the awareness of the Animal Care Apprenticeship with specific promotions, in particular focusing on under-represented groups, males etc
- Increasing marketing and communications, highlighting the opportunities to a wide range of careers
- Using Lantra's careers web pages to inform careers advisors and apprentices of the opportunities available in the industry.

Through the Animal Care Industry Group, issues relating to standards, training and business productivity have been identified and the group has developed an industry action plan to prioritise issues such as recruitment and upskilling within the industry.

On and off the job guided learning (England)

Total GLH for each pathway

Total Guided Learning Hours

Intermediate Apprenticeship (Level 2)

The total amount of Guided Learning Hours (GLH) which includes both on and off-the-job guided learning for the Animal Care Intermediate Apprenticeship is 581 GLH.

It is expected that apprentices undertaking this pathway would be able to complete the programme within 18 months. The requirement, therefore, is for an apprentice to undertake a minimum of 387 hours in year 1 and 194 in the remaining 6 months of the programme.

Advanced Apprenticeship (Level 3)

The total amount of Guided Learning Hours (GLH) which includes both on and off-the-job guided learning for the Animal Care Advanced Apprenticeship is 614 GLH.

It is expected that apprentices undertaking this pathway would be able to complete the programme within 24 months. The requirement, therefore, is for an apprentice to undertake a minimum of 307 hours in each year of the programme.

Minimum off-the-job guided learning hours

Off-the-job GLH

Off-the-job Guided Learning Hours (GLH) is defined as time for learning activities away from normal work duties.

For the framework the amount of off-the-job GLH is as follows:

- Animal Care Intermediate Apprenticeship – a minimum of 200 off-the-job guided learning hours must be delivered over the 18 month period. 133 off-the-job guided learning hours must be delivered within the first year, followed by 67 hours in the remaining 6 month period. This exceeds the minimum requirement of 30% off-the-job GLH per year.
- Animal Care Advanced Apprenticeship – a minimum of 200 hours off-the-job guided learning hours must be delivered over the 24 month period. 100 off-the-job guided learning hours must be delivered each year. This meets the minimum requirement of 100 off-the-job GLH per year.

How this requirement will be met

Off-the-job guided learning should:

- Be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager
- Allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager
- Be delivered during contracted working hours
- Be delivered through one or more of the following methods: individual and group teaching, e-learning, distance learning, coaching, mentoring, feedback and assessment, collaborative/networked learning with peers and guided study.

Examples of off-the-job learning for the Animal Care Intermediate Apprenticeship/Advanced Apprenticeship are:

- Animal species and husbandry
- requirements Animal health and welfare
- The study of Communication/English and Application of
- Number/Maths Human and animal first aid training
- Taught sessions contributing to employee rights and responsibility knowledge
- Induction where activities are covered away from normal work duties

Evidence of off-the-job guided learning

Off-the-job guided learning must be recorded in a diary, workbook, portfolio or attendance records. This evidence needs to be checked and signed by the assessor and employer.

A completed sign off sheet from the provider evidencing that the appropriate off-the-job guided learning hours have been completed should be sent to Lantra at the time of claiming the Apprenticeship certificate. This form is available on Lantra's website <http://www.lantra.co.uk/forms>.

This evidence will be collected through the following:

- Level 2/3 Diploma in Work-based Animal Care
- Level 1/2 Functional Skills/Key Skills in Communication/English, Application of Number/Maths - 45 GLH per key/functional skill
- Employee rights and responsibilities
- Personal learning and thinking

- skills Induction.

Minimum on-the-job guided learning hours

On-the-job guided learning is defined as skills, knowledge and competence gained within normal work duties.

Intermediate Apprenticeship (Level 2)

For the Level 2 framework the amount of on-the-job guided learning is as follows:

- Animal Care Intermediate Apprenticeship – a minimum of 381 on-the-job guided learning hours must be delivered over the 18 month period. 254 on-the-job guided learning hours must be delivered in year 1 and 127 GLH in the remaining 6 months.

Advanced Apprenticeship (Level 3)

For the Level 3 Advanced Apprenticeship the amount of on-the-job guided learning is as follows:

- Animal Care Advanced Apprenticeship - a minimum of 414 on-the-job guided learning hours must be delivered over the 24 month period. 207 on-the-job guided learning hours must be delivered in each year.

How this requirement will be met

Job roles within the Animal Care Apprenticeships require a high level of technical competence and knowledge, which will be undertaken through work-based training, practice and experience.

On-the-job guided learning should:

- Achieve clear and specific outcomes which contribute directly to the successful achievement of the framework and this may include accredited and non-accredited elements of the framework
- Be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager
- Allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager.
- Be delivered during contracted working hours
- Be delivered through one or more of the following methods: individual and

group teaching, e-learning, distance learning, coaching, mentoring, feedback and assessment, collaborative/networked learning with peers and guided study.

Examples of on-the-job guided learning that a learner will be focusing on within the workplace for the Animal Care Apprenticeship are:

- Husbandry skills for different species
- Animal health and welfare
- Safe use of equipment
- Environmental awareness
- Employability skills
- Team working and communications
- Task specific workplace instruction or team briefings
- Taught sessions by the workplace line manager/instructor as opposed to formal planned taught sessions off-the-job on employee rights and responsibilities knowledge
- Induction where activities are covered within normal work duties

Evidence of on-the-job guided learning

On-the-job guided learning must be recorded in a diary, workbook, portfolio or attendance records. This evidence needs to be checked and signed by the assessor and employer.

A completed sign off sheet from the provider evidencing that the appropriate on-the-job guided learning hours have been completed should be sent to Lantra at the time of claiming the Apprenticeship certificate. This form is available on the Lantra website <http://www.lantra.co.uk/forms>.

This evidence will be collected through the following:

- Level 2/3 Diploma in Work-based Animal Care
- Level 1/2 Functional Skills/Key Skills in Communication/English and Application of Number/Maths - 45 GLH per key/functional skill

Certification Requirements for GLH

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- confirm the existence of an Apprenticeship Agreement between themselves and their employer;
- confirm their achievement of all ERR requirements;
- confirm their achievement of all 6 PLTS;
- confirm that they have received at least the minimum levels of GLH set out in their framework and have undertaken training both on and off the job.

All apprentices must sign this form at the end of programme to give their authority for the claimant, named on the form, to make a claim, on their behalf, for their Apprenticeship completion certificate.

Personal learning and thinking skills assessment and recognition (England)

Summary of Personal Learning and Thinking Skills

This section sets out the requirements for completion of all the Personal Learning and Thinking Skills (PLTS) outcomes and then goes on to give more detailed information about how each one is to be evidenced.

Within the Animal Care Apprenticeship there are many opportunities for learners to demonstrate and collect evidence for each of the PLTS outcomes through the units within the Diploma in Animal Care. The awarding organisations (C&G/NPTC, ABC Awards and Edexcel) have developed with Lantra a Record of Achievement, which is based on quality assured evidence collected throughout the Apprenticeship. This ensures that the PLTS are formally assessed.

Lantra requires learners to complete the Animal Care PLTS Record of Achievement and providers/assessors will need to check the evidence provided and complete the sign off sheet that can be found on Lantra's website www.lantra.co.uk/apprenticeships.

Apprentices who have already undertaken an Intermediate Apprenticeship at Level 2 may have already completed PLTS. These apprentices will not be required to repeat this section but they will be required to provide evidence of completion at the time of certification of the Advanced Apprenticeship.

It will be the responsibility of the centre to ensure this information is retained for the internal verifier to ensure quality assurance.

The completed sheets must be sent into Lantra when claiming for the Apprenticeship certificate.

Certification Requirements for PLTS

All providers and apprentices must complete the Apprenticeship Consent Form when claiming for the apprentice's Apprenticeship certificate. The universal form covers declarations for the apprentice to:

- confirm the existence of an Apprenticeship Agreement between themselves and their employer;
- confirm their achievement of all ERR requirements;

- confirm their achievement of all 6 PLTS;
- confirm that they have received at least the minimum levels of GLH set out in their framework and have undertaken training both on and off the job.

All apprentices must sign this form at the end of programme to give their authority for the claimant, named on the form, to make a claim, on their behalf, for their Apprenticeship completion certificate.

Creative thinking

People think creatively by generating and exploring ideas, making original connections. They try different ways to tackle a problem, working with others to find imaginative solutions and outcomes that are of value.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Generate ideas and explore possibilities;
- Ask questions to extend their thinking;
- Connect their own and others' ideas and experiences in inventive ways; Question their own and others' assumptions;
- Try out alternatives or new solutions and follow ideas through; Adapt ideas as circumstances change.

Independent enquiry

People process and evaluate information in their investigations, planning what to do and how to go about it. They take informed and well-reasoned decisions, recognising that others have different beliefs and attitudes.

Skills, behaviours and personal qualities for apprentices:

- Identify questions to answer and problems to resolve;
- Plan and carry out research, appreciating the consequences of decisions; Explore issues, events or problems from different perspectives;
- Analyse and evaluate information, judging its relevance and value;
- Consider the influence of circumstances, beliefs and feelings on decisions and events; Support conclusions, using reasoned arguments and evidence.

Reflective learning

People evaluate their strengths and limitations, setting themselves realistic goals with criteria for success. They monitor their own performance and progress, inviting feedback from others and making changes to further their learning.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Assess themselves and others, identifying opportunities and achievements;
- Set goals with success criteria for their development and work;

- Review progress, acting on the outcomes;
- Invite feedback and deal positively with praise, setbacks and criticism; Evaluate experiences and learning to inform future progress;
- Communicate their learning in relevant ways for different audiences.

Team working

People work confidently with others, adapting to different contexts and taking responsibility for their own part. They listen to and take account of different views. They form collaborative relationships, resolving issues to reach agreed outcomes.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Collaborate with others to work towards common goals;
- Reach agreements, managing discussions to achieve results;
- Adapt behaviour to suit different roles and situations, including leadership roles; Show fairness and consideration to others;
- Take responsibility, showing confidence in themselves and their contribution;
- Provide constructive support and feedback to others.

Self management

People organise themselves, showing personal responsibility, initiative, creativity and enterprise with a commitment to learning and self-improvement. They actively embrace change, responding positively to new priorities, coping with challenges and looking for opportunities.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Seek out challenges or new responsibilities and show flexibility when priorities change;
- Work towards goals, showing initiative, commitment and perseverance;
- Organise time and resources, prioritising actions;
- Anticipate, take and manage risks;
- Deal with competing pressures, including personal and work-related demands;
- Respond positively to change, seeking advice and support when needed;
- Manage their emotions, and build and maintain relationships.

Effective participation

People actively engage with issues that affect them and those around them. They play a full part in the life of their school, college, workplace or wider community by taking responsible action to bring improvements for others as well as themselves.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Discuss issues of concern, seeking resolution where needed;
- Present a persuasive case for action;
- Propose practical ways forward, breaking these down into manageable steps;
- Identify improvements that would benefit others as well as themselves;
- Try to influence others, negotiating and balancing diverse views to reach workable solutions;
- Act as an advocate for views and beliefs that may differ from their own.

apprenticeship FRAMEWORK

For more information visit-
www.acecerts.co.uk/framework_library