



ANIMAL CENTRE INDUCTION

SUMMER WORKBOOK

Level 2 Technical Certificate in Animal Care

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“A safe and healthy environment is the basic minimum standard of any workplace. We go beyond that standard to promote a good example of a community that thrives on the quality of its environment and in its ability to care for its staff and students.” - WSC



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Welcome to...

WEST SUFFOLK COLLEGE
ANIMAL STUDIES 2023/2024

Congratulations, you have been accepted on the Level 2 Technical Certificate in Animal Care! We hope you are excited to be joining us in September!

Over the summer it is important that you prepare for your studies with us by undertaking a series of tasks. Some of these will have been sent to you already.

Completing this work will help you to:

- Familiarise yourself with the Animal Centre.
- Know the dress code and assist you in purchasing the required PPE.
- Recognise the importance of safe working practices when working in the animal centre and in the animal care sector.
- Identify how to deal with emergencies and keep yourself, others and our animals safe.
- Guide you through policies and procedures relating to the day to day tasks carried out in the Centre.
- Cover unit 201: Safe and effective working practices in the land-based industries.

When the academic year begins in September all new starters partake in induction week. This is an opportunity to meet your peers and teaching staff, find your feet and understand the basic requirements of the course.

Within the first six weeks you will be completing a short multiple choice test covering content from unit 201: Safe and effective working practices in the land-based industries. This induction workbook has been designed as a great tool to help you revise and ensure you are prepared for the test! The multiple choice test is a **mandatory** element of your course and **must** be achieved at pass to successfully complete the qualification. Use the resources provided to complete the tasks and questions. To help with revision, we will be reviewing your answers within this workbook as a group during your first few weeks at college, therefore it is essential that you have them completed to the best of your ability! Completing the workbook also shows willing and determination to work hard which is exactly the positive attitude we need to see from our new students!

LOCKERS

The college has lockers for students to use around the site. You must use your own padlock for these, and lockers must be emptied before each term break. The use of lockers is at your own risk, the college cannot accept any responsibility for items stored in these. It is asked that personal belongings are stored in lockers **only** when carrying out practical sessions in the animal centre.

ANIMAL CENTRE DRESS CODE

It is important that you **always** follow the Animal Centre's strict dress code policy and wear the required PPE. This is to ensure that you, the other students and staff, and the animal's safety is paramount at all times. It is followed by all that enter the Animal Centre – including staff! When carrying out tasks in the Animal Centre you will come into contact with dirt (including urine/faeces) and potentially harmful pathogens such as bacteria, viruses or fungi. To reduce the risk of these spreading and causing disease, it is important for us to dress appropriately and maintain the centre's hygiene standards. In addition, the dress code reduces the likelihood of accidents!

You **must** follow the below dress code at all times when working within the Animal Centre:

Wear steel toe capped shoes or boots (separate to the footwear you wear around the college grounds)

Wear the WSC Animal Studies embroidered tunic (order details found below)

Wear full length trousers with no rips or tears

Have your hair tied back if it is shoulder length or longer

Skirts, shorts, cropped trousers are not permitted

Headwear including beanies, caps or hoods cannot be worn

Jewellery including rings, watches, bracelets, necklaces, hoops, scaffold piercings etc must be removed before the start of the session (small, flat studs are acceptable)

False nails or nail varnish are not permitted and must be removed

It is vital that PPE is ordered as soon as possible to ensure you'll be safe when working with the animals. Occasionally, PPE orders can take a while to be delivered, so for this reason we allow students to borrow PPE within the first six weeks only. If PPE hasn't been ordered after the initial six week period, you will no longer be able to borrow PPE and won't be able to attend practical sessions until you have the correct PPE. In this instance, instead you may be asked to undertake activities outside of the Animal Centre like litter picking, in order to support our local community and surrounding wildlife.



Please remember that some of our animals are housed outdoors, therefore it is essential to dress appropriately for the weather/season. For this reason, the purchasing of a small foldable raincoat is strongly advised.

I have read and understood the Animal Centre dress code policy. I accept I must abide by this policy for the duration of the academic year.

Signed..... Date.....

PURCHASING PPE



Steel toe cap shoes or boots can be purchased from anywhere. Some example of suppliers are: Amazon, Homebase, B&Q, ScrewFix, Shoe Zone, Sports Direct.

These shoes must only be worn when carrying out practical activities in the Animal Centre and should not be worn around the college campus as this defeats the purpose.



The navy veterinary style tunic can be purchased by following the instructions below. You will be carrying out physical tasks in your uniform so please purchase a suitable size to ensure you are comfortable and able to fit a jumper and potentially a coat (if working outside in the cold) underneath. Please see the Salonwear size chart on the following page. Coats will NOT be permitted to be worn over the top of tunics

so please order a suitable size.

HOW TO ORDER

Your tunic must be purchased from Salonwear Direct, please follow the steps below to order. If you have any queries regarding the ordering process, please use the contact information below. The college does not take any responsibility for the ordering or care of your PPE.

Orders are delivered in bulk to the college and will be distributed by the relevant staff member.

Once you receive your tunic it will be your responsibility to bring it to practical session and that it is regularly washed. It should be remembered that you may have additional practical sessions during lessons and so you should always have your tunic and boots in college with you.

West Suffolk

Veterinary Ladies

How to order your Salonwear Uniform from
www.mycllegeuniform.com

Course Code: Wes- Veterinary Ladies

Your Uniform Consists of:

1x Navy/White Trim Alcott Tunic

1x Navy Pull Over Hoodie Hoodie



This item has embroidery/print.

Tunic Only, Total Cost: £29.94 (Including VAT & delivery)

1. Log onto www.mycllegeuniform.com
 2. Enter your unique course code **Wes- Veterinary Ladies**
 3. The page will display all compulsory items for your course as chosen by the college
 4. Select ALL compulsory items or you will NOT be able to continue with your order
 5. Press CONTINUE (*please note you must select All compulsory items to complete your order*)
 6. You can now add any optional items you may require
 7. Continue to checkout and register an account with us by using your First Name, Surname, email address and a password of your choice.
 8. Please make sure you fill out all of the boxes.
 9. Once the payment details have been added, it will then take you on to the next page which will confirm your order number which starts with #6000. Please make a note of this to help us find your order should you need to contact us.
 10. During busy periods orders can take up to 3 weeks to receive your order due to our embroidery/ print lead times, if your order is not with you after 3 weeks please contact us.
-

contact us:

Email: students@salonweardirect.co.uk

Please Note – Personalised items (items with embroidery or print) cannot be returned for a refund or exchange, please make sure you select your correct size.

Salonwear Direct
Part of the DENCOWEAR family

West Suffolk College

Veterinary Male

How to order your Salonwear Uniform from

www.mycollegeuniform.com

Course Code: Wes-Veterinary Male

Your Uniform Consists of:

1x Navy/White Trim Drayford Tunic Tunic

1x Navy Pull Over Hoodie Hoodie



This item has embroidery/print.

Tunic Only, Total Cost: £31.20 (Including VAT & delivery)

1. Log onto www.mycollegeuniform.com
 2. Enter your unique course code **Wes-Veterinary Male**
 3. The page will display all compulsory items for your course as chosen by the college
 4. Select ALL compulsory items or you will NOT be able to continue with your order
 5. Press CONTINUE (*please note you must select All compulsory items to complete your order*)
 6. You can now add any optional items you may require
 7. Continue to checkout and register an account with us by using your First Name, Surname, email address and a password of your choice.
 8. Please make sure you fill out all of the boxes.
 9. Once the payment details have been added, it will then take you on to the next page which will confirm your order number which starts with #6000. Please make a note of this to help us find your order should you need to contact us.
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contact us:

Email: students@salonweardirect.co.uk

Please Note – Personalised items (items with embroidery or print) cannot be returned for a refund or exchange, please make sure you select your correct size.

Salonwear Direct

Part of the **DENCOWEAR** family

West Suffolk College

Hoodie

How to order your Salonwear Uniform from

www.mycollegeuniform.com

Course Code: Wes-Hoodie

Your Uniform Consists of:

1x Navy Pull Over Hoodie Hoodie



This item has embroidery/print.

Total Cost: £32.38 (Including VAT & delivery)

1. Log onto www.mycollegeuniform.com
 2. Enter your unique course code **Wes-Hoodie**
 3. The page will display all compulsory items for your course as chosen by the college
 4. Select ALL compulsory items or you will NOT be able to continue with your order
 5. Press CONTINUE (*please note you must select All compulsory items to complete your order*)
 6. You can now add any optional items you may require
 7. Continue to checkout and register an account with us by using your First Name, Surname, email address and a password of your choice.
 8. Please make sure you fill out all of the boxes.
 9. Once the payment details have been added, it will then take you on to the next page which will confirm your order number which starts with #6000. Please make a note of this to help us find your order should you need to contact us.
 10. During busy periods orders can take up to 3 weeks to receive your order due to our embroidery/ print lead times, if your order is not with you after 3 weeks please contact us.
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contact us:

Email: students@salonweardirect.co.uk

Please Note – Personalised items (items with embroidery or print) cannot be returned for a refund or exchange, please make sure you select your correct size.

Salonwear Direct

Part of the DENCOWEAR family

SALONWEAR SIZE CHART

(Please ensure you pick to correct size, items cannot be returned as they are embroidered)

Women's Size Chart

salonwear 
Leading Fashion for the Salon

		XXS	XS	S		M		L		XL		2XL		3XL		4XL	
Dress Order Size		4	6	8	10	12	14	16	18	20	22	24	26	28	30	32	34
Bust	ins		31	32	34	36	38	40	42	44	46	48	50	52	54	56	58
	cm		79	81.5	86.5	91.5	96.5	101.5	106.5	111.5	116.5	121.5	126.5	131.5	136.5	141.5	146.5
Waist	ins		25	26	28	30	32	34	36	38	40	42	44	46	48	50	52
	cm		63.5	66	71	76	81	86	91	96	101	106	111	116	121	126	132
Hips	ins		34	35	37	39	41	43	45	47	49	51	53	55	57	59	61
	cm		86.5	89	94	99	104	109	114	119	124	129	134	139	144	149	154

www.salonweardirect.co.uk

Men's Size Chart

salonwear 
Leading Fashion for the Salon

		XS	S		M		L		XL		2XL		3XL	
Chest	ins	32	34	36	38	40	42	44	46	48	50	52	54	56
	cm	81.5	86.5	91.5	96.5	101.5	106.5	111.5	116.5	121.5	126.5	131.5	136.5	141.5
Waist	ins	26	28	30	32	34	36	38	40	42	44	46	48	50
	cm	66.5	71.5	76.5	81.5	86.5	91.5	96.5	101.5	106.5	111.5	116.5	121.5	126.5

www.salonweardirect.co.uk

WORK EXPERIENCE

As part of your course you **must** undertake **150 hours** of industry relevant work experience on your non timetabled days.

It is important that you organise a placement to commence **as soon as possible** as placements fill up incredibly quickly.

Below is a suggestion of wording for emails or letters to placements. However, we always suggest visiting in person in the first instance or phoning to speak with managers in person as it demonstrates an ability to be proactive and will set you apart from other candidates.

Example email:

Dear *(Add name)*

I have recently been accepted onto the Level 2 Technical Certificate in Animal Care, at West Suffolk College. As part of my course, I need to complete 150 hours of work experience, I would be interested completing my work experience with you because *(write a few sentences as to why you are interested)*. I am currently unsure of what day of the week I would require for work experience, however, as soon as I have been made aware I will inform you.

Please feel free to contact me on *(provide contact information)*

Yours Sincerely

(Add your name)

Work Experience Contact Tracker

Placement Details	When did you contact them?	Have they responded?	What was the outcome?

You **MUST** be able to demonstrate your efforts to secure a placement, therefore please use the above table to record what attempts have been made.



Scan our handy QR code to give you an idea of work experience placement providers in your local area!

I have read, understood, and accept that I must complete 150 hours of work experience to pass the qualification.

Signed..... Date.....

PROFESSIONAL STANDARDS

You will encounter 'Professional Standards' in many of the careers within the Animal Sector. They reflect a desired and achievable level of performance against which your actual performance can be compared. The main purpose of professional standards is to direct and maintain high standards of conduct within the Sector. They provide an evaluation tool for yourself and your peers to ensure the success of the business, or in our case your success on the course.

Professional standards guarantee that you are accountable for your decisions and actions, and for maintaining competence during your career. Whilst you are on an Animal Studies course you are required to work towards and achieve the 8 Professional Standards included in the attachment, constantly reflecting on how to improve your performance both practically and in theory sessions.

1. HIGH LEVEL OF ATTENDANCE:

Attendance must be above 95% in all areas of the Study Programme, including English and Maths.

2. COMMITMENT TO THE ANIMAL SECTOR:

Demonstrate commitment to the Animal Sector by challenging yourself to excel.

3. RESPECTFUL INTERACTIONS WITH STAFF AND PEERS:

All interactions with staff (both within the college and externally within your work placement) and peers must be respectful

4. ACCOUNTABILITY FOR QUALITY AND PERFORMANCE:

Demonstrate accountability for the quality of your own work.

5. SUPPORTING YOUR PEERS:

Support other students on your course and within the Animal Studies department

6. ACT SAFELY, RESPECTFULLY AND WITH INTEGRITY:

Display model behaviours in both theory and practical areas that demonstrate our values in action.

7. PROVIDE HIGH STANDARDS OF ANIMAL WELFARE:

Ensure optimal animal care and welfare alongside compliance with legislation.

8. PROMOTE BEHAVIOURAL EQUALITY:

Demonstrate behaviours that support equality, diversity and inclusion.

EXPECTATIONS

- Arrive promptly to sessions. You must be in your PPE and ready to start when the lesson is timetabled to begin
- No eating or drinking in the Animal Centre unless prearranged with staff
- You must not enter any room where animals are housed without a staff member present
- Work quietly to minimise disruption and animal stress
- Notes should be taken during sessions as handouts and lesson resources will be limited in the practical areas. You will not be prompted to take notes, you need to be responsible for this.
- Follow training policies and good working practices at all times. If you are unsure on how to complete something, **please ask a staff member for help.**

Your performance and attitude are continuously monitored and will form part of your 'Practical Animal Skills Development' grades. This is reviewed by staff each half term.

Introduction to the Animal Centre.

The animal centre is split into four key areas. Each area is colour coded with specific equipment to prevent cross contamination. The areas are as follows:

Mammal room- Home to lots of small domestic mammal species

Exotics room- Home to a mixture of reptiles, amphibians and invertebrates

Nocturnal room- Home to some of our more unusual creatures

Outdoor paddock- Home to a herd of goats alongside ducks and geese



Dandelion and Weed- Mammal room



Beatrice and Boo- Exotics room



Hank- Outdoor paddock



Treacle- Nocturnal room

ANIMAL HUSBANDRY

Animal husbandry is a blanket term used to cover all the necessary care required to meet an animal's needs. This includes:



Handling & Restraining Safely



Maintain and Clean Accommodation



Check the Accommodation for Safety and Security



Provide Food & Water



Monitor Food & Water Intake



Health Check and Complete Records



Provide a Stimulating Environment



Groom

Training will be given on how to carry out all processes. Additionally, there are protocols, helpful posters and information boards throughout the Animal Centre to guide you. Please know that this information covers tasks in general and some animals may require specialist care.

Every so often we undertake tasks that are not directly linked to working hands-on with animals, but these tasks are highly beneficial to the Animal Centre. These tasks could include; stock checks, dusting, refilling food/substrate, disinfecting bins, centre perimeter tidying, scrubbing/cleaning floors and cleaning windows for example. Every sector of the animal industry will have jobs not too dissimilar from these, so while you may think it's strange to be cleaning windows or doing some de-cobwebbing, these are all fairly routine tasks that are undertaken.

Weekly Timetabled Practical Sessions

ROUTINE DUTIES (1H30M Session)

You will be responsible for the day to day running of the Animal Centre, to include cleaning of accommodation, and providing feed and water to animals. Throughout the session, you will rotate through various tasks to gain a comprehensive understanding of daily animal care routines. Staff provide guidance and supervision, ensuring proper techniques and safety protocols are followed. This is the session where you may be expected to complete some of the extra jobs mentioned on the last page (stock checks, dusting, refilling food/substrate etc.)

CARING FOR EXOTICS (1HR Session)

You will be given the opportunity to work with a mixture of reptiles, amphibians, invertebrates and fish. You will explore how to safely handle and restrain these animals, as well as learning how to perform a basic physical health check. You will also investigate the specific enclosure requirements these animals need in order to remain healthy. You are required to complete two practical assessments through the course of the year for this session which are marked and graded.

FEEDING & ACCOMMODATION(1HR Session)

You will explore a variety of feeding methods for a range of species, as well as designing interactive feeding enrichment devices for the animals. You will study accommodation types for animals and the husbandry practices linked to these. There are no practical assessments for this module, however, these practical sessions will help to prepare you for your end of year practical synoptic.

Working Safely



You are always supervised when working in the Animal Centre. You will be carrying out a variety of tasks to help maintain the health and welfare of all the animals at the Centre. We work as a team (staff and students) and are all responsible for the animal's care. Therefore, you **must** have a full understanding of a task before carrying it out to avoid mistakes, or worse, accidents occurring.

We are here to coach you to achieve and to guide you to get to the best result!
Remember: If you don't know, please ask!



This QR code will allow you to access 'Padlet'. Here, you will find resources related to working safely within the Animal Centre. Whilst we will cover a lot of this during lessons, it is important to familiarise yourself with the information first. You will also need to use some of the information included on Padlet to complete the written questions towards the end of this Summer Workbook.

LEGISLATION AND PROCEDURES

Legislations are laws set by the government and are made official by parliament. It is a legal requirement to follow the procedure outlined by legislations which means people and/or companies can be prosecuted if these are not followed. This can result in fines, a criminal record and/or imprisonment depending on the severity of violation.

There are many legislations which we **ALL** must follow in the Animal Centre for the safety of us and the animals!

The list below outlines important legislation that is essential to follow to maintain a safe working environment, as well as keeping the animals healthy. There is further information regarding these on the padlet if you wanted to complete some further research.

- Health and Safety at Work Act (1974) **HASAWA**
- Provision and Use of Work Equipment Regulation (1998)
- Reporting Injuries Disease and Dangerous Occurrences Regulation (2013) **RIDDOR**
- Control of Substances Hazardous to Health Regulation (2002) **COSHH**
- Management of Health and Safety at Work Regulation (1999)
- Personal Protective Equipment Regulations (1992) **PPE**
- Regulatory Reform (2005) Fire Safety
- Environmental Protection Act (1990) **EPA**

Enrichment & Meeting Animals Needs.

The Animal Welfare Act 2006 is an important piece of legislation which you will become very familiar with during your time within Animal Studies. Please watch the video's relating to the five animal needs and enrichment ideas on Padlet.

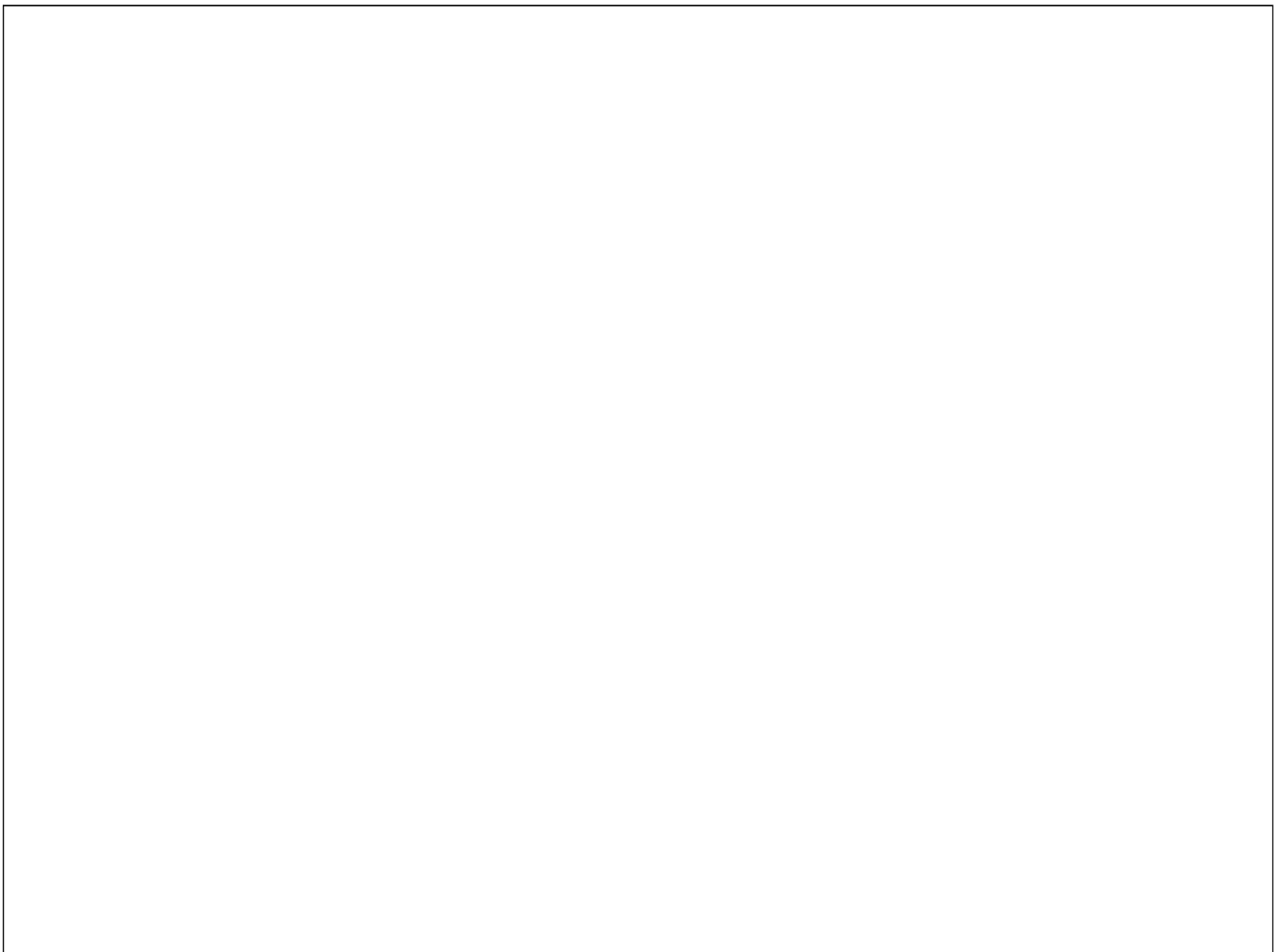
Enrichment is an important tool that we use in the animal care industry to promote animals wellbeing. This can be in the form of toys, items within an enclosure to explore, or exciting ways to encourage foraging for food.

With this in mind, it's time to get creative! To link with your 'Animal Feeding & Accommodation' practical lessons, please design, draw and label a feeding enrichment device for an animal in the box below. After you have completed this, please answer the questions, linking the answers to your new creation! Please select **one** of the following animals to design your enrichment device for;

-Hamster

-Rat

-Sugar Glider



QUESTIONS

Please answer the questions below related to your feeding enrichment device. You may need to undertake some extra background research to complete some!

1) What species have you designed the feeding enrichment device for?
.....

2) What is the natural diet of this animal? (*Circle correct option*)

Carnivore

Herbivore

Omnivore

Frugivore

Insectivore

3) What natural feeding behaviour will you aim to encourage in your animal through the use of the enrichment device (E.g. foraging, hunting)
.....
.....
.....
.....
.....

4) What equipment and materials will you need to physically construct your feeding enrichment device?
.....
.....
.....
.....
.....

5) Which of the five animal needs from the Animal Welfare Act 2006 will you be meeting by providing the feeding enrichment device to your chosen animal?
.....
.....
.....
.....
.....

6) One of the five animal needs is ensuring that animals are 'free from pain, suffering, injury and disease'. Name one way we could meet this need within the Animal Centre at West Suffolk College.
.....
.....
.....
.....
.....

7) What are the consequences of not meeting the Animal Welfare Act 2006?
.....
.....
.....
.....

Health & Safety Mock Exam

Within the first 6 weeks at college you will be required to sit a Health and Safety exam.

This is a mandatory element of the course and the exam **must** be passed in order to gain the qualification.

The following link is a mock exam which is very similar to what the real thing will look like when you come to sit it!

Use the padlet information as a revision tool before attempting the mock exam.

The pass mark is 16 out of 25, see how you get on! The exam is set to be self-marking so you can check any mistakes or wrong answers afterwards, simply follow the link to begin the test, good luck! Please record your score below;

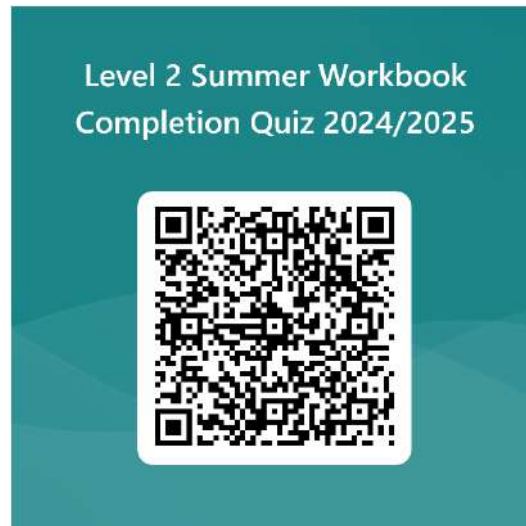
MOCK EXAM RESULT FIRST ATTEMPT: out of 25.

LINK TO MOCK EXAM: [Level 2 Health & Safety Mock \(office.com\)](#)

Please ensure you complete all questions using all resources provided. The workbooks will be reviewed and marked during induction week so please bring these with you.

You will be able to use the workbook to revise for your 25-question multiple choice exam which you will undertake during your first 6 weeks in college. Remember this is an essential part of your qualification and must be passed to ensure successful completion of the qualification.

Please scan the QR code below to confirm completion of your Summer Workbook.



Enjoy your summer break and we look forward to welcoming you in September! If you have any questions in the meantime please do not hesitate to contact us on 01284 701301.

