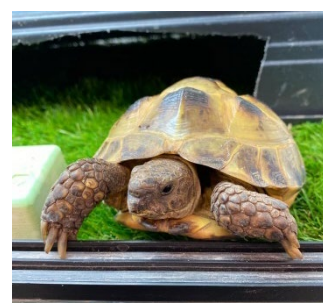




## ANIMAL CENTRE INDUCTION WORKBOOK

### Level 3 Animal Management



*“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 2024/2025

**Congratulations**, you have been accepted on the Level 3 Advanced Technical Extended Diploma in Animal Management. 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.

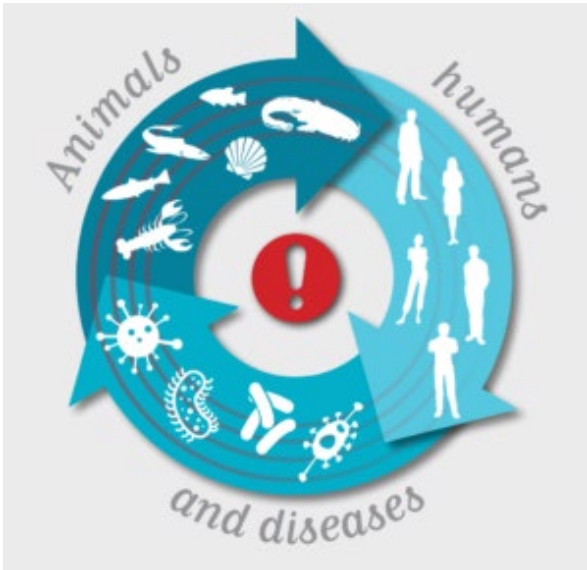
### **Completing this work will help you to:**

- 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 some topic areas to prepare you.

When the academic year begins in September all students take part in induction week. This is an opportunity to meet your peers, find your feet, familiarise yourself with the college and understand the basic requirements of the course.

There are some tasks within this booklet we would like you to complete before you join team Animal Studies, and these are mix of topics which you will be covering within your time at college. This will help you prepare for the beginning of the academic year. Some topics you may remember discussing when you came for interview such as work experience hours, PPE for the animal centre, topics as well protocols for the animal centre. We will show you within your first week, where to hand in the summer work booklet.

## ANIMAL CENTRE DRESS CODE



In the animal industry it is common practice for an establishment to have a dress code policy to look smart and to be safe.

It is important that you **always follow the animal centres strict dress code policy and wear the stipulated PPE**. This is to ensure that you, other students, staff and the animal's safety is paramount at all times. It is followed by everyone that enters the animal centre – including staff. When carrying out tasks in the animal centre you will come into direct 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 centres 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 vanish are not permitted and must be removed

At times you may be required to wear gloves, an apron, shoe covers, a face mask or eye protection. This will be provided by the animal centre staff and is usually only required in extreme cases for example disease outbreak, or due to a specific animal's risk rating.

**Please be made aware that you will be working in all weather conditions outside so it is advisable that you purchase a light pack a mac that can go over your tunic which is ONLY used for the animal centre. This mimics working in the animal industry.**

## PPE LOCKERS

Lockers are available near to the Animal Centre during your timetabled practical sessions only so that you can safely store your belongings. You will need to remove your items at the end of each practical session and take these with you. Permanent lockers are available within some of the college's main buildings for more regular use. You will need to provide your own padlock to keep your items in the lockers safe. We suggest you write your name in all of your PPE to avoid it getting lost.

## PURCHASING PPE

It is essential that you always follow the dress code whilst in the animal centre. This will act as your uniform when in the Animal Centre, it is your responsibility to order and care for it.

Steel toe cap shoes or boots can be purchased from a variety of suppliers including 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 to ensure **strict biosecurity** is maintained.

The navy veterinary style tunic must be purchased from [mycollegeuniform.com](http://mycollegeuniform.com). Please follow the below instructions to purchase your tunic. 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 (if working in the cold) underneath. Please see the Salonwear size chat on the following page.



*Once you receive your tunic it will be your responsibility to bring it to practical sessions and that it is regularly washed.*

*(Please ensure you pick the correct size; items cannot be returned as they are embroidered)*

## 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.

### Salonwear Customer Service

0113 237 9024

[customerservices@salonweardirect.co.uk](mailto:customerservices@salonweardirect.co.uk)

## West Suffolk

### Veterinary Ladies

How to order your Salonwear Uniform from  
[www.mycollegeuniform.com](http://www.mycollegeuniform.com)

**Course Code: Wes- Veterinary Ladies**

#### Your Uniform Consists of:

1x Navy/White Trim Alcott Tunic with embroidery

1x Navy Pull Over Hoodie with embroidery



This item has embroidery/print.

#### Total Cost:

Tunic only - £29.94 (Including VAT & delivery)

Tunic & Hoodie - £56.32 (Including VAT & delivery)

1. Log onto [www.mycollegeuniform.com](http://www.mycollegeuniform.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](mailto: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.

# West Suffolk College

## Veterinary Male

How to order your Salonwear Uniform from  
[www.mycollegeuniform.com](http://www.mycollegeuniform.com)

**Course Code: Wes-Veterinary Male**

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### Your Uniform Consists of:

1x Navy/White Trim Drayford Tunic Tunic

1x Navy Pull Over Hoodie Hoodie



These items have embroidery/print.

#### Total Cost:

Tunic only - £31.20 (Including VAT & delivery)

Tunic & Hoodie - £57.58 (Including VAT & delivery)

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1. Log onto [www.mycollegeuniform.com](http://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.
  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](mailto: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.

# West Suffolk College

## Hoodie

How to order your Salonwear Uniform from  
[www.mycollegeuniform.com](http://www.mycollegeuniform.com)

**Course Code: WSUFC-HOOD**

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### Your Uniform Consists of:

1x Navy Pull Over Hoodie Hoodie



This item has embroidery/print.

**Total Cost: £32.38 (Including VAT & delivery)**


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1. Log onto [www.mycollegeuniform.com](http://www.mycollegeuniform.com)
  2. Enter your unique course code **WSUFC\_HOOD**
  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.
-




## SALONWEAR SIZE CHART

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

		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](http://www.salonweardirect.co.uk)

		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](http://www.salonweardirect.co.uk)

## 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 ensure that you are accountable for your decisions and actions, but also 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.

### **HIGH LEVEL OF ATTENDANCE:**

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

### **COMMITMENT TO THE ANIMAL SECTOR:**

Demonstrate commitment to the animal sector by challenging yourself to excel.

### **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

### **ACCOUNTABILITY FOR QUALITY AND PERFORMANCE:**

Demonstrate accountability for the quality of your own work.

### **SUPPORTING YOUR PEERS:**

Support other students on your course and within the animal studies department

### **ACT SAFELY, RESPECTFULLY WITH INTEGRITY:**

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

### **PROVIDE HIGH STANDARDS OF ANIMAL WELFARE:**

Ensure optimal animal care and welfare alongside compliance with legislation.

### **PROMOTE BEHAVIOURAL EQUALITY:**

Demonstrate behaviours that support equality, diversity and inclusion.

## EXPECTATIONS WITHIN THE ANIMAL CENTRE

- Arrive promptly to sessions. You must be in your PPE and ready to start when the lesson is timetabled to begin. This may require you to be ready 10 minutes before the lessons starts, so you are changed and ready.
- 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 your own learning.
- Follow training, policies, and good working practices always. 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 be reviewed by staff each half term.**

## Expectations in the Classroom

- Arrive promptly to lessons.
- Be ready to learn- **have pen and paper ready to take notes in lesson.** Please be advised we do not allow students to take notes on their phone. \*
- Be respectful of everyone in the classroom.
- Phones to be on silent and in bags unless instructed by the teacher.
- ID badges are always visible.
- If in a computer room to not play games on the computer, or unplug or move the computers.
- Always follow the student conduct.

## ANIMAL CENTRE TOUR

We have a wide range of animals in the centre to help you obtain a variety of skills for your future careers. The Animal Studies team are here to guide you through all elements of your qualification. This workbook will introduce you to tasks you will be carrying out whilst studying and you will receive full training on all processes and tasks in the animal centre. During your time at West Suffolk College we will help you to obtain the skills needed to provide the best care for animals and help you in your future careers.

We are all responsible to maintain the welfare of the animals, staff, and the students. This is something you will learn about in detail over the course of the year. It is vital that you always follow training provided by staff. If you are ever concerned about an animal's welfare, you must report this to a staff member **immediately**. Please do not carry out a task without a full understanding on how to do so. If you don't know, just ask.

The Animal Centre is divided into 4 rooms and an outside stable with paddock. Each room has colour coded cleaning equipment which **MUST** only be used in the specific room to ensure proper biosecurity measures are in place. You will undergo training on proper use and care of equipment which must be always followed.

### **ISOLATION - Yellow Equipment:**

New animals or sick animals are housed in this room, this is to ensure the reduce the risk of disease spreading.

### **EXOTICS - Green Equipment:**

There are over 40 enclosures and an aquarium in the exotics room. There are many species of reptile, amphibian, fish and invertebrates housed here.

### **NOCTURNAL - Red Equipment:**

The lighting in this room allows us to see the nocturnal animals that are typically active at night active during the day. The red light cannot be seen by these species and therefore acts as night for them. We operate a hands-off approach in this room to help teach how different sectors within the industry care for animals.

### **SMALL MAMMAL AND BIRD - Blue Equipment:**

There are over 50 enclosures in this room, including floor pens, racking tanks and aviaries. We have a variety of domestic and exotic birds and mammals housed here.

### **STABLE AND Paddock - Purple Equipment:**

Our goats have the large paddock connected to the centre that is accessible outside. There are 2 species of goat housed here: African pygmy and golden guernsey. As well as a variety of ducks and geese.

## TIMETABLED PRACTICAL SESSIONS:

**ANIMAL DUTIES:** During these sessions you will be assisting with the day to day running of the centre. This will give you valuable experience with the animals as well as working in an animal collection. These skills will be linked to all modules in the qualification and are essential to ensure you pass your practical elements of the course and support you with work experience. For further information regarding the processes that you will be undertaking in your Animal Duties session, **please click on the link below to find guidelines, regarding strip and spot cleans.**

<https://sway.office.com/EALF6sSQEElyMbVP?ref=Link&loc=play>

**ANIMAL TRAINING:** Using your knowledge from Unit 305: Animal Behaviour and Communications, Unit 312: Animal Training and your new skillset from work undertaken in the centre, you will be training a species of your choice for a minimum of five weeks. This will be planned, implement and documented which will form 2 of your mandatory assignments.

**EXOTICS:** Knowledge learnt from Unit 310: Exotic Health and Husbandry will be developed practically. You will receive training on the specialist care and equipment needed to meet species needs housed in both the exotic and nocturnal room. These skills will also be linked to a wider variety of captive species house in different areas of the animal industry. You have 2 practical mandatory assessment to complete which assess your ability to provide care for a variety of species.

# ANIMAL HUSBANDRY

Animal husbandry is a blanket term used to cover all the necessary care required to meet an animal's needs (see *Five Animal Needs* for more information). This includes:



Handling & Restraining Safely



Maintain and Clean Accommodation



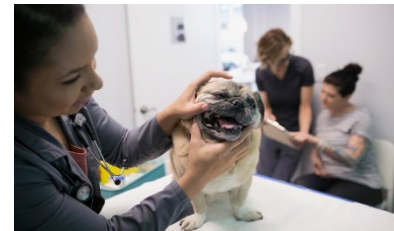
Check the Accommodation for Safety and Security



Provide Food & Water



Monitor Food & Water Intake



Health Check and Complete Records



Provide a Stimulating Environment



Groom

Each animal has different husbandry requirements which you will learn about over the duration of the course. Information regarding species specific needs is accessible in the Animal Centre through QR Codes, species husbandry manuals and online via Microsoft Teams (our Virtual Learning Environment or VLE).

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. 'How to' information is provided below and can be used as a revision aid once you have started your training in the centre. Please know that this information covers tasks in general and some animals may require more specialist care.

## HANDLING AND RESTRAINING ANIMALS

During induction week all students will undertake an animal handling induction which will cover the correct handling methods for a variety of species. It is important that you use the handling and resistant techniques provided in training only, as this guarantees handler and animal safety as well as ensuring handling is a positive experience for animals (as well as what they are used to).

We operate a **traffic light system** to ensure that animals are not over handled. Please see details below;

- Animal can be handled after carrying out a behavioural assessment
- Animal will have been previously handled. Complete a behavioural assessment before handling
- Animal must not be handled. There is a high risk of being bitten or causing injury or stress

Please see staff if you are concerned about any animal and its ability to be handled. If you are unsure on how to handle the animal you are working with, please ask. We would rather repeat ourselves than have an injured or stressed animal. Additionally, to the traffic light system we follow a risk scale which indicates the potential risk to the handler and the animal due to the likelihood of escape or injury. This scale will allow you to adapt practice when trained to meet the needs required to reduce the risk.

- Hand must be washed upon entering the animal centre, and when you leave
- Sanitise or wash hands in-between tasks. If your hands have obvious debris this must be washed off before sanitising with the alcohol gel or it is ineffective
- When using disinfectant, all debris (dust, animal hair, faeces, urine, substrate, food etc) must be removed from the surface before use.
- Damaged or broken equipment must be reported to staff immediately to avoid harm.
- Clean and use all equipment in line with training and instructions.
- Follow the cleaning equipment colour codes at all times to promote good biosecurity.
- Leave work stations tidy after use, this includes sinks and work surfaces
- If you do not know how to complete a task please ask a staff member for assistance
- **If you make the mess, you clear it up! When you've finished, help others! We're a TEAM!**

**Please remember, once trained if you are unsure how to complete a task, please speak to staff for further guidance. This is a safe learning environment.**

## Work Experience

All the skills that you learn while on the Animal Centre are transferable, this means you can demonstrate these skills when you complete your work experience hours. It is a requirement within this qualification that you complete **150hrs of work experience**. This equates to about 20 weeks. You have a scheduled work experience day within your timetable, so that you can complete this alongside your studies. We understand that work experience can be difficult to find, this is why we recommend looking sooner rather than later. Please use the padlet QR code to find some placements which our students have previously used.

Below is an example of what you could write to potential placements and a tracker, so we can see within your induction week who you have contacted.

Dear *(Add name)*

I have recently been accepted onto the Level 3 Advanced Technical Diploma in Animal Management, 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**

<b>Placement Details</b>	<b>When did you contact them?</b>	<b>Have they responded?</b>	<b>What was the outcome?</b>



## Working Safely



You are always supervised when working in the animal centre, whether that is a practical lesson, duties session or during work experience. You will be carrying out a variety of tasks to help maintain the health and welfare of all of the animals at the Centre. We work as a team (staff and students) and are all responsible for the animals care. Therefore, you **must** have a full understanding of a task before carrying it out to avoid mistakes, or accidents from 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!

## LEGISLATIONS AND PROCEDURES

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

The list below outlines important legislation that is essential to follow to maintain a safe working environment. We will now look at some in more detail, to understand the key points of each within the first few weeks of term. **However, there are some key pieces of legislation which you need to be aware of when working on the animal centre, those legislations highlighter in green, please use the blank page to complete some research notes on how these link to the animal centre.**

- **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**

Companies that produce substances that are classed as hazardous must label packaging clearly with its potential risk. Some of these symbols you may come across when working within the animal industry or even on the animal centre. These symbols are a requirement under COSHH.

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## Legislation Research

# Summer Work Task

## What is Summer Work?

In the Level 3 Animal Management Advanced Technical Diploma, the summer work for initial assessment serves as a critical tool for evaluating students' understanding and application of key concepts in animal management. This assessment requires students to demonstrate their ability to think critically, provide thorough explanations, and justify their responses.

For the summer work, students may be tasked with completing a variety of activities, such as creating a detailed care plan for a specific animal species, analysing a case study to identify potential animal health issues, or developing a management strategy for a hypothetical animal facility. These tasks require students to think critically about the welfare and needs of animals, consider various factors that may impact their management, and provide thorough explanations for their decisions.

Furthermore, students will need to justify their responses by drawing on relevant evidence, scientific principles, and best practices in animal management. This will help them to develop a deeper understanding of the subject matter and strengthen their ability to make informed decisions in real-world scenarios.

Overall, the summer work for initial assessment in the Level 3 Animal Management Advanced Technical Diploma is an opportunity for students to demonstrate their critical thinking skills, ability to provide thorough explanations, and capability to justify their responses. By completing these tasks successfully, students will be better prepared to excel in their studies and future careers in the field of animal management.

## When is it due?

Your Summer work needs to be submitted by: **Friday 20<sup>th</sup> September** by teams (you will be shown how to do this within the first few weeks of college)

## Summer Work Tasks:

You are an animal keeper at a local animal collection looking after a range of small and large animals. It is your responsibility to manage the day-to-day care of the animals.

### Task 1:

Produce a weekly feeding plan for your allocated animal, to include how the food is presented. Justify your choices in a written report.

### Task 2:

Design an enclosure for your allocated animal to include annotations and linking the enclosure design to the Five Animal Needs. Justify your choices.

**You can use research to help produce your reports, however, please provide a reference list.**

**Please remember when undertaking research to use UK websites only for information regarding your species and ensure that they are reliable such as RSPCA and Blue Cross and not Wikipedia. All research should be written in your own words and not copied from the website, this will be classed as plagiarism, and you will be asked to re-write the report and be capped at a pass.**

**If you are unsure please email your course director Jasmine on the contact information below: [Jasmine.matthews@easterneducationgroup.ac.uk](mailto:Jasmine.matthews@easterneducationgroup.ac.uk)**

**Summer Work Tasks- please add an extra page if needed**

## Student Declaration

Scan the QR code of the page to sign the student declaration that you have read this document and agree to the terms.



**We look forward to seeing you in September!!**