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## Overview

This standard covers caring for animals in a retail store.

All retail premises offering animals for sale need to be licensed. The licence specifies the number and type of animals that may be stocked. The licensee must be able to demonstrate that appropriate staff training is carried out and that staff are competent. Trained staff need to be available to care for the animals and no animal should be stocked or sold unless at least one member of staff on call is familiar with its care and welfare.

You will need to be aware of your own limitations and ensure that you meet the legal responsibilities for duty of care under animal health and welfare legislation.

This standard is suitable for appropriately trained retail staff with responsibility for the care of animals in a retail store.

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### Performance criteria

*You must be able to:*

- P1 maintain your own professional conduct and ethics, and work within the limits of your own authority, expertise, training, competence and experience
- P2 comply with relevant animal health and welfare, and other animal-related legislation and associated codes of practice at all times
- P3 assess how the welfare needs of the animals in your care may be provided for
- P4 ensure incoming animals, except for fish, are effectively quarantined
- P5 provide accommodation that is suitable for the animal including space for sleeping, space in which to move around freely and exhibit normal behaviours, and somewhere to hide away if needed
- P6 ensure accommodation is safe, secure and protected (e.g. from drafts, sun, weather, predators, interference)
- P7 ensure accommodation is regularly cleaned, maintained and kept in a good state of repair
- P8 provide enrichment as appropriate for the species, including interaction with humans where this is appropriate
- P9 provide appropriate environmental conditions and ensure they are monitored
- P10 ensure animals are supplied with adequate amounts of food and drink, appropriate to their needs, at suitable intervals
- P11 ensure animals are handled in an appropriate manner, according to the species, and that your approach to handling the animal does not adversely affect its behaviour
- P12 ensure appropriate levels of hygiene and bio-security are maintained to protect animals from the outbreak or spread of disease
- P13 ensure waste is dealt with safely and correctly, in accordance with legal and organisational requirements
- P14 monitor the health and welfare of the animals at regular intervals and take appropriate action in cases of illness or injury
- P15 deal appropriately with animals that are being treated for illness or injury
- P16 ensure that all animals offered for sale are in good health
- P17 ensure that animals that have been sold are handed to the purchasers in suitable containers
- P18 provide the purchaser with written instructions suitable for the species, and other relevant advice and information as appropriate
- P19 ensure animals are not sold to people under 16
- P20 ensure appropriate records are maintained and stored as required by relevant legislation and the organisation

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- P21 carry out all work in accordance with relevant environmental and health and safety legislation, risk assessment requirements, codes of practice and company policies, including fire and other emergency procedures

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### Knowledge and understanding

*You need to know and understand:*

- K1 your professional and ethical responsibilities, and the limits of your own authority, expertise, training, competence and experience
- K2 the animals that may be stocked under the terms of the retailer's licence
- K3 your legal duty of care under animal health and welfare legislation and codes of practice, and other relevant legislation affecting the keeping and sale of animals
- K4 how the welfare needs of the animals in your care may be assessed and addressed
- K5 the procedures for dealing with incoming animals and the importance of quarantine
- K6 appropriate quarantine procedures for the species that you stock
- K7 requirements for accommodation for different species including size and construction materials
- K8 requirements for cleaning, maintenance and repair of accommodation
- K9 stocking densities and requirements for housing animals together
- K10 minimum age at which different species may be offered for sale
- K11 requirements for environmental enrichment, appropriate to the species, including where interaction with humans is appropriate
- K12 requirements for environmental conditions for different species and the importance of ventilation
- K13 requirements for the type, amount, frequency, presentation and storage of feed and water for the animals concerned
- K14 safe methods of handling for different species
- K15 the importance of maintaining appropriate levels of hygiene and bio-security and how this can be achieved
- K16 the legal and organisational requirements for the handling, transport, storage and disposal of waste, including dead animals
- K17 the importance of monitoring animals, how often this should be done and the signs that may indicate illness or injury
- K18 when to seek advice from the retailer's veterinary surgeon
- K19 what to do with animals that are under veterinary treatment e.g. isolation, treatment, euthanasia
- K20 the vaccination requirements for different species and the timing of

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vaccinations

- K21 conditions that would prevent an animal being offered for sale
- K22 appropriate containers for purchasers to transport animals home safely and securely
- K23 information that should be given to the purchaser
- K24 the importance of maintaining complete and accurate records as required by relevant legislation and the organisation, the importance of confidentiality and the requirements of the Data Protection Act 1998
- K25 your responsibilities under relevant environmental and health and safety legislation, codes of practice and company policies, including fire and other emergency procedures, including arrangements for the evacuation of animals
- K26 the importance of an effective contingency plan for essential heating, ventilation, aeration/filtration systems, as appropriate
- K27 the importance of Continuing Professional Development (CPD) to maintain professional competence

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### Glossary

**Animals** are defined as any vertebrate animals; invertebrates are exempted from the regulations

#### **Current animal welfare legislation:**

- England and Wales, Animal Welfare Act 2006
- Scotland, Animal Health and Welfare Act 2006
- Northern Ireland, Welfare of Animals Act (Northern Ireland) 2011

#### **Environmental conditions:**

- temperature
- humidity
- lighting
- ventilation

#### **Information that should be given to the purchaser could include:**

- how to transport the animal home
- welfare needs specific to that animal
- correct care of the animal including:
  - feeding
  - housing
  - handling
  - husbandry
  - accessories
  - veterinary care
- record of vaccinations
- any known conditions

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### Care for animals in a retail store

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