

LANAnC70- SQA Unit Code HA8K 04

Plan, manage and evaluate the provision of pet care services



Overview

This standard covers the planning, management and evaluation of the provision of pet care services.

Users of the standard will need to ensure that practice reflects up-to-date information and policies, and that they work within the limits of their authority, expertise, training, competence, experience and legislative requirements.

This standard is suitable for those providing pet care services including dog walking, home-boarding, pet/home sitting, day boarding and animal transportation services.

Home boarding is not considered suitable for cats.

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Performance criteria

You must be able to:

- P1 maintain a high level of professional competence 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 ensure that environmental and health and safety policies and risk assessment requirements are put into practice across your area of responsibility
- P4 develop a plan for the provision of pet care services with clearly defined aims and policies
- P5 define contingency plans for dealing with problems that might arise
- P6 develop procedures to support the provision of the pet care services
- P7 ensure facilities, supplies, equipment and any other resources required are available for the successful provision of the pet care services
- P8 ensure that everyone involved in the provision of the pet care services has the skills and knowledge required to carry out the activities
- P9 calculate the cost implications of your plan
- P10 manage the provision of the pet care services
- P11 monitor and evaluate the provision of the pet care services, taking appropriate action and making changes to the plan where required
- P12 ensure appropriate records are set up, maintained and stored as required by relevant legislation and the organisation

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Knowledge and understanding

You need to know and understand:

- K1 your professional responsibilities and the need to maintain professional competence
- K2 your responsibilities under relevant animal health and welfare and other animal-related legislation and codes of practice
- K3 your responsibilities under relevant environmental and health and safety legislation, codes of practice and business policies
- K4 **what should be considered when developing a management plan** for the provision of pet care services
- K5 where and when to seek professional advice and guidance
- K6 the process of establishing measurable aims and objectives for your plan
- K7 the importance of developing policies and procedures for the provision of the pet care services
- K8 how to establish the resource requirements for the successful provision of the pet care services
- K9 the importance of ensuring that staff have the skills and knowledge required to provide the pet care services
- K10 the importance of assessing the cost-effectiveness of the plan
- K11 the types of **problems that may arise** and their consideration in the plan
- K12 laws governing the use of animal medicines
- K13 how to manage and monitor the provision of pet care services effectively
- K14 the importance of evaluating the provision of pet care services and reviewing and revising your plan to ensure it continues to meet objectives
- K15 appropriate records to be kept, the importance of confidentiality and the requirements of the Data Protection Act 1998

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Scope/range

What should be considered when developing a plan to deliver pet care services:

- 1 the range of pet care service provided and how the plan may vary by service and the requirements of individual animals and their owners
- 2 species included, and breed, if relevant
- 3 needs assessment of the welfare requirements for the animals looked after
- 4 housing and husbandry requirements
- 5 dietary and feeding requirements
- 6 access and handling by people
- 7 interaction with other animals
- 8 safety and security requirements
- 9 training requirements and appropriate methods to be used
- 10 exercise requirements and appropriate methods to be used
- 11 health monitoring appropriate to the species
- 12 requirement for vaccinations according to the species
- 13 identification of the animal, including scanning for microchip
- 14 requirements for prophylactic treatments
- 15 access to and provision of veterinary attention
- 16 emergency arrangements
- 17 transportation requirements
- 18 legislation and licensing requirements
- 19 appropriate insurances and liabilities
- 20 bio-security considerations
- 21 waste management
- 22 any special requirements or restrictions

Problems that may arise:

- 23 health issues
- 24 notifiable diseases
- 25 isolation
- 26 emergencies

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- 27 animal escapes
- 28 the need for euthanasia

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Glossary

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

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