

# City & Guilds Level 3 Award / Certificate in the Principles of Animal Management within a Pet Store (7762-13)



[www.cityandguilds.com](http://www.cityandguilds.com)  
February 2022  
Version 3.0

Qualification handbook  
500/7573/1  
500/7650/4

A large, stylized graphic in the center of the page. It features a sunburst or starburst pattern of light blue rays emanating from a central point. Overlaid on this pattern is the text "ANIMAL CARE" in a bold, white, sans-serif font. The text is set against a dark blue, 3D-style rectangular background that has a slight shadow effect.

**ANIMAL CARE**



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# City & Guilds Level 3 Award / Certificate in the Principles of Animal Management within a Pet Store (7762-13)



## Qualification handbook

www.cityandguilds.com  
February 2022  
Version 2.0

<b>Qualification title</b>	<b>Number</b>	<b>Guided Learning Hours (GLH)</b>	<b>Total Qualification Time (TQT)</b>
Level 3 Award in the Principles of Animal Management within a Pet Store	7762-13	50	80
Level 3 Certificate in the Principles of Animal Management within a Pet Store	7762-13	120	180

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# 1 Introduction to the qualifications

This document contains the information that centres need to offer the following qualifications:

<b>Qualification title and level</b>	<b>City &amp; Guilds qualification number</b>	<b>Qualification accreditation number</b>
Level 3 Award in the Principles of Animal Management within a Pet Store	7762-13	500/7650/4
Level 3 Certificate in the Principles of Animal Management within a Pet Store	7762-13	500/7573/1

These qualifications are aimed at learners who wish to progress to or are working in the pet store industry. They cover the principles of animal management within a pet store and the principles of pet store management systems and procedures. The Level 3 Award/Certificate in the Principles of Animal Management within a Pet Store (7762-13) qualifications can contribute towards the knowledge and understanding required for the related work-based qualification while not requiring or proving evidence of occupational competence. The qualification is suitable for learners established in the industry and/or sufficiently advanced to study for a level 3 qualification. It provides a valuable route for learners who do not have access to an N/SVQ or work based qualification.

**The qualifications replace 7762-03 City & Guilds Award/Certificate in the Principles of Animal Management within a Pet Store which will no longer be open to new registrations after 1 September 2011.**

The Level 3 Award/Certificate in the Principles of Animal Management within a Pet Store (7762-13) were developed in association with the Pet Care Trade Association.

## 1.1 Qualification structure

To achieve the City & Guilds Level 3 Award in the Principles of Animal Management within a Pet Store, learners must pass either one of the units. To achieve the City & Guilds Level 3 Certificate in the Principles of Animal Management within a Pet Store, learners must pass both units.

<b>Qualification title</b>	<b>Number</b>	<b>Guided Learning Hours (GLH)</b>	<b>Total Qualification Time (TQT)</b>
Level 3 Award in the Principles of Animal Management within a Pet Store	7762-13	50	80
Level 3 Certificate in the Principles of Animal Management within a Pet Store	7762-13	120	180

The diagram below illustrates the unit titles, the credit value of each unit and the title qualifications which will be awarded to learners successfully completing the required of units and/or credits. It also shows any excluded combination of units.

<b>Unit accreditation number</b>	<b>City &amp; Guilds unit number</b>	<b>Unit title</b>	<b>Mandatory/ optional for full qualification</b>	<b>Credit value</b>
F/502/4723	Unit 303	The principles of animal management within a pet store	Mandatory	10
A/502/4722	Unit 304	The principles of pet store management systems and procedures	Mandatory	8

## 1.2 Opportunities for progression

On completion of these qualifications learners may progress into employment or to the following City & Guilds qualifications:

An NVQ in Animal Care or the City & Guilds Level 3 Certificate, Subsidiary Diploma, Diploma or Extended Diploma in Animal Management.

## 1.3 Qualification support materials

City & Guilds also provides the following publications and resources specifically for these qualifications:

<b>Description</b>	<b>How to access</b>
Qualification Handbook	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a> or <a href="http://www.nptc.org.uk">www.nptc.org.uk</a>
Assignment guide	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>
Marking guide	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>
Fast track approval forms/generic fast track approval form	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>
Europass Certificate	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>



## 2 Centre requirements

This section outlines the approval processes for Centres to offer the Level 3 Award/Certificate in the Principles of Animal Management within a Pet Store (7762-13) and any resources that Centres will need in place to offer the qualifications including qualification-specific requirements for Centre staff.

### Centres already offering City & Guilds qualifications in this subject area

Centres approved to offer the 7762-03 Level 3 Award/Certificate in the Principles of Animal Management within a Pet Store may apply for approval for the 7762-13 Level 3 Award/Certificate in the Principles of Animal Management within a Pet Store using the fast track form providing they meet all of the approval criteria specified in the fast track form guidance notes.

### 2.1 Resource requirements

#### Physical resources and site agreements

As long as the requirements for the award are met, tutors/assessors may design courses of study in any way that they feel best meets the needs and capabilities of the learners. Units are broadly the same size and centres may deliver them in any order they wish. Centres may wish to introduce other topics as part of the programme which will not be assessed through the qualifications, e.g. to meet local needs.

#### Human resources

Staff delivering these qualifications must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be technically competent in the areas for which they are delivering training and/or have experience of providing training. This knowledge must be at least to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- be occupationally knowledgeable in the area of animal management for which they are delivering training. This knowledge must be at least to the same level as the training being delivered
- have credible experience of providing training.

Centre staff may undertake more than one role, e.g. tutor and assessor or internal verifier, but must never internally verify their own assessments.

#### Assessors and internal verifiers

While the Assessor/Verifier (A/V) units are valued as qualifications for centre staff, they are not currently a requirement for the qualifications.

Assessors should be occupationally competent, either qualified to level 4 or above in animal care and management or have sufficient and current experience of working in the industry, or a related industry, at this level. They should have had formal training in assessment, which may be A1, D32/33 or other training that allows the assessor to demonstrate competence in the practice of

assessment. This training may be carried out in-house or with an external agency. It would be envisaged that the training would encompass, but not be limited to:

- Assessment planning
- Methods of assessment
- Feedback
- Recording of evidence.

Internal verifiers/qualification coordinators must be occupationally competent or qualified to at least level 4 in animal care and management or have sufficient and current experience of working in the industry, or a related industry, at this level. They should have had formal training in assessment, as above, and have experience of internal verification of NVQs, or training in the quality assurance systems required by the awarding body.

### **Continuing professional development (CPD)**

Centres are expected to support their staff in ensuring that their knowledge remains current of the occupational area and of best practice in delivery, mentoring, training, assessment and verification, and that it takes account of any national or legislative developments.

## **2.2 Learner entry requirements**

There are no formal entry requirements for learners undertaking these qualifications. However, centres must ensure that learners have the potential and opportunity to gain the qualifications successfully. Learners should not be entered for a qualification of the same type, content and level as that of a qualification they already hold.

### **Age restrictions**

These qualifications are not approved for use by learners under the age of 16, and City & Guilds cannot accept any registrations for learners in this age group.

## 3 Course design and delivery

### 3.1 Initial assessment and induction

Centres will need to make an initial assessment of each learner prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify:

- any specific training needs the learner has, and the support and guidance they may require when working towards their qualifications. This is sometimes referred to as diagnostic testing.
- any units the learner has already completed, or credit they have accumulated which is relevant to the qualifications they are about to begin.

City & Guilds recommends that centres provide an induction programme to ensure the learner fully understands the requirements of the qualifications they will work towards, their responsibilities as a learner, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

### 3.2 Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

Centres may design course programmes of study in any way which:

- best meets the needs and capabilities of their learners
- satisfies the requirements of the qualifications.

When designing and delivering the course programme, centres might wish to incorporate other teaching and learning that is not assessed as part of the qualifications. This might include the following:

- literacy, language and/or numeracy
- personal learning and thinking
- personal and social development
- employability

Where applicable, this could involve enabling the learner to access relevant qualifications covering these skills.

## 4 Assessment

### 4.1 Summary of assessment methods

City & Guilds provides the following assessments:  
An Assignment Guide containing assignments for each unit

The Assignment Guide for these qualifications is available to download from our website password protected; the passwords will be advertised on the Walled Garden catalogue.

### Time constraints

All assignments must be completed and assessed within the learner's period of registration. Centres should advise learners of any internal timescales for the completion and marking of individual assignments.

### 4.2 Assignments

There are two assignments  
303 - Principles of animal management in a pet store  
304- Principles of pet store management systems and procedures

### 4.3 Re-submission of work

Centres are advised to adopt the following policy on the re-submission of work:

Learners who fail an assignment on the formal (summative) submission, or who would like the opportunity to improve their grade, may re-submit once only and may then achieve either a Pass, Merit or Distinction as appropriate. An appropriate time period between formal submission and re-submission should be set by the centre. Multiple re-submissions are not permitted. Learners who fail to hand in work on the formal submission date, where there is no legitimate reason, should be capped to a maximum of a Pass grade only at the re-submission stage. It is at the discretion of the centre to set informal (formative) submission dates, if appropriate, and a formal submission date.

### 4.4 Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) recognises the contribution a person's previous experience could contribute to a qualification.

## 5 Units

### Summary of units and modules

City & Guilds unit number	Title	Unit number
Units		
303	The principles of animal management within a pet store	F/502/4723
304	The principles of pet store management systems and procedures	A/502/4722
Certification modules		
901	Certification module for Level 3 Award in the Principles of Animal Management within a Pet Store – pass grade	N/A
902	Certification module for Level 3 Certificate in the Principles of Animal Management within a Pet Store – pass grade	N/A

## 6 Registration and Certification

Tutors and Examination Officers should ensure that candidates are registered onto 7762-13 and that all 7762-13 documentation for teaching and administration with City & Guilds is used.

When candidates' results are submitted to City & Guilds, centres should also submit the relevant Award or Certificate certification module, according to which units the candidate has achieved, so that the appropriate certificate is generated.

<b>Level 3 Award in the Principles of Animal Management within a Pet Store</b>	
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<b>(7762-13)</b>	
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<b>QAN 500/7650/4</b>	
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Rules for achievement of qualification	A minimum of 8 credits from two optional units (303 or 304) plus 901 for certification
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<b>Level 3 Certificate in the Principles of Animal Management within a Pet Store</b>	
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<b>(7762-13)</b>	
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<b>QAN 500/7573/1</b>	
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Rules for achievement of qualification	A minimum of 18 credits from two mandatory units (303 and 304) plus 902 for certification
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- Learners must be registered at the beginning of their course. Centres should submit registrations using Walled Garden or Form S (Registration), under scheme/complex 7762-13.
- When assignments have been successfully completed results should be submitted on Walled Garden or Form S (Results submission). One of the certification modules 901 or 902 needs to be submitted to generate the appropriate certificate. Centres should note that results will not be processed by City & Guilds until verification records are complete.
- Learners achieving the number and combination of assessment components required to meet a defined Rule of Combination will be issued with a Full Certificate. Centres must submit a certification module to allow this to happen.

Full details on the procedures for all City & Guilds qualifications can be found on the City & Guilds on-line catalogue.

## Unit 303

# The principles of animal management within a pet store

**Level: 3**

**Credit value: 10**

### **Rationale**

The learner will be able to have an in depth knowledge and understanding of animal management. This qualification promotes progression within the Sector. Learners can also specialise with particular animal groups. It can be completed as part of the requirements of the Pet Store Licensing System.

The unit covers the identification and biological details of small mammals, cats and dogs, reptiles and amphibians, aquatic species and pet and aviary birds. Sources of supply and selling techniques are also covered with a review of the equipment and accessories required for the wellbeing of different species within the range.

### **Outcomes**

There are five outcomes to this unit. The learner will be able to:

1. describe animal identification and management for small mammals
2. describe animal identification and management for dogs and cats
3. describe animal identification and management for reptiles and amphibians
4. describe animal identification and management for aquatic species
5. describe animal identification and management for pet and aviary birds.

### **Assessment**

Externally set assignment 303 in the Principles of Animal Management within a Pet Store.

# **Outcome 1      Describe animal identification and management for small mammals**

## **Underpinning knowledge**

The learner will be able to:

1. identify breeds within a species
2. outline biological data for small mammals
3. outline husbandry techniques small mammals
4. identify sources of supply of small mammals
5. describe selling procedures for small mammals
6. review the equipment and accessories required for the keeping and wellbeing of different species of small mammals.

## **Range**

### **Animals**

Rabbits, Guinea pigs, gerbils, Syrian hamsters, dwarf hamsters (Roborovski, Chinese and Russian), rats, fancy mice, chinchillas, degus, ferrets, chipmunks

### **Biological data**

Gestation, birth weight, numbers in litter, weaning age, adult weight, breeding life, life expectancy

### **Husbandry**

Feeding, housing, bedding, handling, sexing, health, cleaning



## **Outcome 2      Describe animal identification and management for dogs and cats**

### **Underpinning knowledge**

The learner will be able to:

1. identify breeds of cats and dogs
2. outline biological data for dogs and cats
3. outline husbandry techniques for dogs and cats
4. identify sources of supply of dogs and cats
5. describe selling procedures for dogs and cats
6. review the equipment and accessories required for the keeping and wellbeing of dogs and cats.

### **Range**

#### **Dogs and cats**

Dogs and puppies, cats and kittens

#### **Biological data**

Gestation, birth weight, numbers in litter, weaning age, adult weight, breeding life, life expectancy

#### **Husbandry**

Feeding, housing, handling, sexing, health, cleaning

## **Outcome 3      Describe livestock identification and management for reptiles and amphibians**

### **Underpinning knowledge**

The learner will be able to:

1. identify species of reptiles and amphibians
2. outline biological data for reptile and amphibian species
3. outline husbandry techniques for reptile and amphibian species
4. identify sources of supply for reptile and amphibian species
5. describe selling procedures for reptile and amphibian species
6. review the equipment and accessories required for the keeping and wellbeing of different species of reptile and amphibian species.

### **Range**

#### **Reptiles and amphibians**

Snakes - Royal Pythons, Garter Snake, King Snake, Rosy Boa, Corn snake

Lizards - Leopard Gecko, Crested Gecko, Yemen Chameleon, Bearded Dragon, Water Dragon, Green and Brown Anoles, Blue tongued Skink, Berber

Chelonians - Tortoises, Horsfield Tortoise, Painted Turtles, Map Turtles

Amphibians - Axolotls, Whites Tree Frogs, Fire Bellied Toads, Horned Frogs, Fire salamander

#### **Biological data**

Life cycle, breeding life, life expectancy

#### **Husbandry**

Feeding, housing, cleaning, heating, lighting, humidity, ventilation, handling, hibernation, health, sexing

#### **Legislations**

Endangered Species (Import and Export) Act 1976, the Control of Trade in Endangered Species (enforcement) Regulations 1997, EU Regulation 1/2005 - Welfare of Animals (Transport) 2006

## **Outcome 4      Describe livestock identification and management for aquatic species**

### **Underpinning knowledge**

The learner will be able to:

1. identify species of ornamental fish
2. outline husbandry techniques for ornamental fish
3. identify sources of supply of ornamental fish
4. describe selling procedures for ornamental fish
5. review the equipment and accessories required for the keeping and wellbeing of different species of ornamental fish.

### **Range**

#### **Ornamental fish**

- **Cold water:**

Goldfish, Oranda, Koi, Sterlet

- **Tropical freshwater:**

Guppy, Black Molly, Neon Tetra, Congo Tetra, Piranha, White cloud mountain minnow, Zebra danio, Tiger barb, Cherry barb, Tinfoil barb, Red tail black shark, Dwarf Gourami, Siamese fighting fish, Angel fish, Kribensis, Firemouth Cichlid, Blue Zebra Cichlid, Bronze corydoras, Clown loach, Plecostomus

#### **Husbandry techniques**

Feeding, setting up systems, heating, lighting, filtration, decoration, gravel, water quality and stocking densities, hygiene, diseases, handling

## **Outcome 5      Describe livestock identification and management for pet and aviary birds**

### **Underpinning knowledge**

The learner will be able to:

1. identify varieties of pet and aviary birds
2. outline biological data for a range of species of pet and aviary birds
3. outline husbandry techniques for pet and aviary birds
4. identify sources of supply for pet and aviary birds
5. describe selling procedures for pet and aviary birds
6. review the equipment and accessories required for the keeping and wellbeing of different species of pet and aviary birds.

### **Range**

#### **Pet and aviary birds**

Parrots - African Grey Parrots, Amazon Green Parrot, Cockatoo, Macaw

Parakeets - Ring Necked Parakeets, Budgerigars, Cockatiels, Lovebirds

Finches - Zebra Finches, Bengalese Finches

Canaries

Waxbills: Red eared, Orange Cheeked

Doves - Diamond Doves

Quails - Chinese Painted

Softbills - Mynahs, Peking Robin

Nectar feeders - Lorikeets, tanagers, sugar birds, sunbirds, humming birds

Chickens

#### **Husbandry techniques**

Feeding, housing, cleaning, handling, sexing, health

## Unit 304

# The principles of pet store management systems and procedures

**Level: 3**

**Credit value: 8**

### Rationale

The learner will be able to outline relevant legislation relating to the supervision, care, health, welfare and wellbeing of animals and staff within a pet store environment. It is aimed at those already employed or seeking employment in a Supervisory or Management capacity in the sector. It can be used as progression from level 2 programmes. It can be completed as part of the requirements of the Pet Store Licensing System.

The unit covers differences between classes of animals, their wellbeing and health checks. The unit provides learners with knowledge on health and hygiene routines, animal nutritional requirements, preventative treatments and stocking densities. The signs of common diseases and parasites and their treatments are also covered.

The unit covers the legislation that relates to pet store management. It will also give learners knowledge on the employment and training of staff, health and safety issues, customer relations, licensing and financial systems, design, layout, and stock control.

### Outcomes

There are 3 outcomes to this unit. The learner will be able to:

1. review animal health and hygiene problems, requirements and procedures
2. outline pet trade legislation in relation to companion animals, the workplace and retailers and consumers
3. describe management systems and procedures within the pet store environment.

### Assessment

Externally set assignment 304 in the Principles of Pet Store Management Systems and Procedures.

# **Outcome1      Review animal health and hygiene problems, requirements and procedures**

## **Underpinning knowledge**

The learner will be able to:

1. explain the differences between classes of animals
2. define the term disease
3. describe how to perform a health check
4. outline the principles of caring for sick animals
5. explain health and hygiene routines and preventative treatments for animals
6. identify common parasites found in a pet store environment
7. describe the clinical signs of infestation and the treatments
8. explain the principles of the nutritional requirements of animals
9. explain stocking densities and where information relating to this may be found.

## **Range**

### **Classes**

Vertebrates, invertebrates

### **Disease**

Contagious, infectious, zoonotic, notifiable, transmission routes, signs of ill health, observation of stock, health checks

### **Hygiene**

Grooming, coat types, teeth, ears and nails, preventative treatments, exercise facilities (puppies and kittens), cleaning routines and disposal of excreta and soiled bedding

### **Parasites**

- Internal - round worms, tape worms, flukes
- External - fleas, mites, ticks

### **Caring for sick animals**

Isolation, administering medicines, euthanasia

# **Outcome1      Review animal health and hygiene problems, requirements and procedures**

## **Nutrition**

Feeding behaviour, types of food, feeding regimes, food storage

## **Stocking densities**

Small mammals, cage birds, reptiles and amphibians, ornamental fish (water quality criteria)

## **Outcome 2      Outline pet trade legislation in relation to companion animals, the workplace and retailers and consumers**

### **Underpinning knowledge**

The learner will be able to:

1.      outline legislation relating to companion animals
2.      outline legislation relating to the workplace
3.      outline legislation relating to retailers and consumers.

### **Range**

#### **Legislation – companion animals**

The Protection of Animals Act, the Control of Trade in Endangered Species (enforcement) Regulations 1997, Pet Animals Act, Wildlife and Countryside Act, Welfare of Animals during Transit Order, Animals Act, Zoonosis Order, Veterinary Surgeons Act, Veterinary Medicines Regulations, Animal Welfare Act, Anomaly Health and Welfare Act (Scotland), Dangerous Wild Animals, The Pet Animals Act, The Dangerous Dog Act, Breeding and Sale of Dogs (Welfare) Act and Welfare in Transport of Regulation (EC)

#### **Legislation – workplace**

Health and Safety at Work, COSHH, Consumer Protection, Equal Opportunities, Minimum Wage, Disability Act, The Offices and Shops Act, Employer Liability, Fire Precaution Act, Electricity at Work Regulations, Environmental Protection Act, Manual Handling Operations Regulations, Health and Safety (Display Screen Equipment) Regulations, Management of Health and Safety at Work Regulations, Provision and Use of Work Equipment Regulations, Workplace Regulations, Personal Protective Equipment at Work, Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR)

#### **Legislation – retailers and consumers**

Consumer Protection Act, Trade Description Act, Sale and Supply of Goods Act, General Product Safety Regulations, Unfair Terms in Consumer Contracts Regulations, customers' rights, defective goods, Pet Shop Licence, Livestock Register purchases and sales, Weights and Measures Act



## **Outcome 3      Describe management systems and procedures within the pet store environment**

### **Underpinning knowledge**

The learner will be able to:

1. review store location, design and layout
2. outline the financial procedures and systems
3. describe the principles of stock control
4. describe the principles of staff employment and training
5. describe emergency procedures in relation to the pet store environment
6. outline the principles of good customer care
7. review the licensing inspection system.

### **Range**

#### **Location, design and layout**

Shop design, size, marketing, displays, promotions, product range, displays and image

#### **Financial procedures**

Accounts, petty cash, cash flow forecast, costing and pricing, handling payments, taxation - PAYE, VAT, EPOS

#### **Stock control**

Stock rotation, out of date stock, receiving orders

#### **Staff employment and training**

Contracts of employment, training, employment of minors, equal opportunities, health and safety

#### **Emergency procedures**

Fire, accidents

#### **Customer care**

Complaints, repeat trade, pet care advice leaflets, Model Standards Conditions and Codes of Practice, related animal groups and societies

## **Outcome 3      Describe management systems and procedures within the pet store environment**

### **Licensing inspection**

Inspection system as determined by current legislation, records and administration, licence

### **Business Types**

Sole trader, partnership, franchise, limited company

## Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on [www.cityandguilds.com](http://www.cityandguilds.com).

**Centre Manual – supporting customer excellence** contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification. Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of learners
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

**Ensuring quality** contains updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document contains information on:

- Management systems
- Maintaining records
- Assessment
- Internal verification and quality assurance
- External verification.

**Access to Assessment & Qualifications** provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for learners who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- **Walled Garden**  
Find out how to register and certificate learners on line
- **Events**  
Contains dates and information on the latest Centre events
- **Online assessment**  
Contains information on how to register for e-assessments.

## Useful contacts

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### UK learners

General qualification information

T: +44 (0)844 543 0033

E: [learnersupport@cityandguilds.com](mailto:learnersupport@cityandguilds.com)

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### International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: [intcg@cityandguilds.com](mailto:intcg@cityandguilds.com)

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### Centres

Exam entries, Registrations/enrolment, Certificates, Invoices, Missing or late exam materials, Nominal roll reports, Results

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)

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### Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

E: [singlesubjects@cityandguilds.com](mailto:singlesubjects@cityandguilds.com)

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### International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: [intops@cityandguilds.com](mailto:intops@cityandguilds.com)

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### Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, E-assessment, Navigation, User/menu option, Problems

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: [walledgarden@cityandguilds.com](mailto:walledgarden@cityandguilds.com)

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### Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: [business\\_unit@cityandguilds.com](mailto:business_unit@cityandguilds.com)

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### Publications

Logbooks, Centre documents, Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

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