



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

Welcome to West Suffolk College Animal Studies 2025/2026

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.

Please complete this document on the computer, this can be a sperate word document or pages at the end of the document- if you have any problems or questions, please contact your programme lead Jasmine Mathews; jasmine.matthews@easterneducationgroup.ac.uk

ALL TASKS NEED TO BE COMPLETED FOR YOU TO PASS

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 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

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.



Access the QR code to see further information regarding the animal centre such as:

- Lockers
- Ordering PPE
- Cleans
- Protocols

This link is incredibly important, as it goes through all the protocols and information in the animal centre, this will help you for when you start in September. You might want to write up the cleaning protocols in a notebook so you can re visit them when you start.

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.

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, implemented 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 housed in different areas of the animal industry.

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. If you **DO NOT** complete the 150hrs of work experience, you will **NOT PASS** the course.

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.



There is an expectation that students find their own placements, as discussed at Interview, we expect all out students to have a placement within the first 4 weeks of term, otherwise you will not complete the 4-week checklist (please see page 24). Students CAN NOT start these placements until all paperwork is completed, and it has been HASP checked by Katie Hartwell.

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

Please complete the contact tracker sheet below for each placement you have contacted. I have provided an example below of how to complete:

| Placement Details | When did you contact them and how? | Have they responded? | What was the outcome? |
|----------------------|------------------------------------|----------------------|-----------------------|
| <i>Eastgate Vets</i> | <i>13/6/2025 (via email)</i> | <i>No</i> | |
| | | | |
| | | | |
| | | | |

The information from this can be transferred to your work experience portfolio when you start.

IF you find a placement or have any issues, please contact your work experience coordinator Katie Hartwell
Katie.hartwell@easterneduxationgroup.ac.uk

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 animal's care. Therefore, you **must** have a full understanding of a task before carrying it out to avoid mistakes, or accidents from occurring. **You will be completing a health and safety exam within the first 8 weeks of your time on the course, so it is imperative that you have a basic understanding of health and safety.**

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**

There will be a quiz on these legislations within the first two weeks of term 😊

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.

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 19th September** by teams (you will be shown how to do this within the first few weeks of college)

Summer Work Task:

You have been offered a volunteer role at an exotic animal Rescue Centre. Before your placement begins, the manager has asked you to demonstrate your understanding of the Five Animal Needs as outlined in the Animal Welfare Act (2006). As you will be working with a range of exotic species (such as reptiles, amphibians, birds, and small mammals), it's essential that you understand how these needs apply differently to exotic animals compared to more familiar domestic species. Your task is to create a short essay that explores the Five Animal Needs and how failing to meet these can lead to poor welfare in exotic animals.

Your task:

- An outline of the Five Animal Needs:
 - What each need means.
 - Why it is important for maintaining good health and welfare.
- Examples of how these needs apply to exotic animals, such as:
 - A bird (e.g. parrot)
 - A reptile (e.g. gecko)
 - A small exotic mammal (e.g. sugar glider)
 - An amphibian (e.g. tree frog)
- Consequences of failing to meet these needs, specifically how poor husbandry can lead to welfare problems.
- Include images or diagrams to help explain your points.

This pre-course task will give you a strong foundation in understanding the Five Animal Needs, which you will then expand upon during the course by looking into ethical sourcing and relevant legislation related to exotic animals. You'll revisit this task when completing Task 1 of your

assignment. This knowledge is also required in your mandatory modules such as Animal Health and Welfare, which form part of your theory exam in March.

Success Criteria:

- **PASS:** You have outlined the five animal needs and given brief examples of how poor husbandry can lead to welfare issues in exotic animals.
- **MERIT:** You have provided more detailed examples and explained how each need affects the health and wellbeing of exotic animals when not met.
- **DISTINCTION:** You have given a comprehensive explanation of the five needs, used well-chosen exotic animal examples, and clearly explained the link between unmet needs and poor welfare due to inappropriate husbandry.

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 Programme Lead Jasmine on the contact information below: Jasmine.matthews@easterneducationgroup.ac.uk

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 of the animal centre and becoming a member of team animal studies.

4-week checklist

These all need to be completed to confirm you place on the course, again if you have any questions please contact your Programme Lead- Jasmine Matthews

Jasmine.matthews@easterneducationgroup.ac.uk



Four-Week Checklist for Animal Studies Students at West Suffolk College

| | | | |
|----------------------|--|-------------------------|--|
| Student Name: | | Course Director: | |
| Course Title: | | | |

The initial six-week induction period is designed to assess your commitment, readiness, and ability to adhere to professional standards. Successfully completing each element demonstrates your suitability for the course, ensuring you are equipped with the necessary skills, knowledge, and professional behaviours to succeed in your studies and future careers.

Failure to meet these requirements may indicate that alternative provisions are more appropriate, allowing you to find a path better suited to your strengths and interests.

To be completed by the end of Week 4:

| 01 | Academic and Placement Preparation | Date Complete: |
|----|---|--------------------------|
| | Submit completed summer workbook and any pre-assigned tasks | <input type="checkbox"/> |
| | Access the Padlet of work experience placements and identify potential WEX placements to contact | <input type="checkbox"/> |
| | Purchased branded tunic and sturdy boots | <input type="checkbox"/> |
| | Purchased A4 lined paper and stationary for note taking | <input type="checkbox"/> |
| 02 | Orientation and Initial Setup | Date Complete: |
| | Completed induction on Microsoft Teams: <ul style="list-style-type: none"> Files (session materials) Calendar Notifications Assignments | <input type="checkbox"/> |
| | Downloaded a copy of timetable onto personal device | <input type="checkbox"/> |
| | Accessed Markbook and completed the initial sections of the Individual Learning Plan (ILP) | <input type="checkbox"/> |
| 03 | Work Experience Placement (WEX) Confirmation | Date Complete: |
| | Confirm WEX placement with Course Director | <input type="checkbox"/> |
| | Submit placement details to Work Placement Officer (WPO) on GroFar for approval | <input type="checkbox"/> |
| 04 | Engagement, Feedback and Standards | Date Complete: |
| | Achieved at least 95% attendance rate | <input type="checkbox"/> |
| | On time for all timetabled sessions and activities (punctuality) | <input type="checkbox"/> |
| | Adhere to college absence procedure, notifying PPT | <input type="checkbox"/> |
| | Submission of assignment work, meeting deadlines | <input type="checkbox"/> |
| | Attend an induction review meeting with your Personal Progress Tutor (PPT) | <input type="checkbox"/> |
| | Met and upheld professional standards throughout the first four weeks | <input type="checkbox"/> |

| | |
|------------------------------------|--|
| Student Signature: | |
| Personal Progression Tutor: | |
| Course Director: | |