

## Overview

This standard is about caring for animals in a retail environment.

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 relevant staff training is carried out and that staff are competent. The licence will state that 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 confirm that you meet the relevant legal responsibilities for providing a duty of care under the current animal health and welfare legislation.

This standard is suitable staff working in an animal retail environment who have received relevant training in the care of animals in a retail environment.

## Performance criteria

### *You must be able to:*

1.  
work professionally and ethically and within the limits of your authority, expertise, training, competence and experience
2.  
carry out your work in accordance with the relevant environmental and health and safety legislation, risk assessment requirements, associated codes of practice and organisational policies, including fire and other emergency procedures
3.  
carry out your work in accordance with the relevant animal health and welfare and animal-related legislation, associated codes of practice and organisational policies
4.  
assess how to provide for the welfare needs of the animals in your care
5.  
check that animals entering the retail environment, except for fish, are quarantined
6.  
provide accommodation that is relevant to the animal including space for sleeping, space in which to move around freely and exhibit normal behaviours, and somewhere to hide away if needed
7.  
check that accommodation is safe, secure and protected (e.g. from draughts, sun, weather, predators, interference)
8.  
check that accommodation is regularly cleaned, maintained and repaired where necessary
9.  
provide enrichment as required for the species of animal, including interaction with humans where this is suitable
10.  
provide the required environmental conditions for the species of animal and check that the conditions are monitored
11.  
check that animals are supplied with the required amounts of food and drink, relevant to their needs, at suitable intervals

12.

approach, handle and restrain the animal in a way suitable to the species, which promotes animal welfare, avoids behaviour giving rise to welfare concern and maintains health and safety

13.

maintain hygiene and bio-security in accordance with workplace instructions, organisational practice and the relevant legislation, to ensure animals are protected from the outbreak or spread of disease

14.

monitor the health and welfare of the animals at regular intervals and take the required action in cases of illness or injury

15.

care for animals that are being treated for illness or injury

16.

confirm that all animals offered for sale in the retail environment are in good health

17.

check that when an animal has been sold, it is handed to the purchaser in a container suitable for transportation

18.

provide the purchaser with written care and welfare instructions suitable for the species of animal, along with relevant advice and information

19.

confirm that the purchaser buying the animal are over the age of 16

20.

deal with waste in accordance with workplace instructions, organisational practice and the relevant legislation

21.

confirm that records are maintained and stored as required by the relevant legislation and organisational policy

## Knowledge and understanding

### *You need to know and understand:*

1.  
your professional and the limits of your own authority, expertise, training, competence and experience
2.  
the types of animals that may be stocked under the terms of the retailer's licence
3.  
your responsibilities under the relevant animal health and welfare and animal-related legislation, associated codes of practice, organisational policies and the Veterinary Surgeons Act
4.  
your responsibilities under the relevant environmental and health and safety legislation, associated codes of practice and organisational policies, including fire and other emergency procedures, especially the arrangements for the evacuation of animals
5.  
how the welfare needs of the animals in your care may be assessed and addressed
6.  
the organisational procedures for dealing with animals entering into the retail environment and the importance of quarantine
7.  
the required quarantine procedures for the animal species that you stock in the retail environment
8.  
the accommodation requirements for different animal species you stock, including the size, construction materials to use, stocking densities and requirements when housing animals together
9.  
the requirements for cleaning, maintenance and repair of the accommodation
10.  
the environmental enrichment that is relevant to the care of the animal species, including where interaction with humans is suitable
- 11.

the environmental conditions required by different animal species, and the importance of ventilation

12.

the importance of a suitable contingency plan for essential heating, ventilation, aeration or filtration systems

13.

the type, amount, frequency, presentation and storage of feed and water for the animals in your care

14.

how to approach, handle and restrain different animal species in a manner that promotes animal welfare, avoids behaviour giving rise to welfare concern and maintains health and safety

15.

the importance of maintaining hygiene and bio-security and the methods for achieving this

16.

the relevant legal and organisational requirements for the handling, transport, storage and disposal of waste, including dead animals

17.

the importance of monitoring animals, how frequently this should be done, the signs that may indicate illness or injury and when to seek advice from the retailer's veterinary surgeon

18.

what to do with animals that are under veterinary treatment e.g. isolation, treatment, euthanasia

19.

the vaccination requirements for different animal species and the timing of vaccinations

20.

the conditions that would prevent an animal being offered for sale in a retail environment

21.

which containers are suitable for purchasers to use to transport animals home safely and securely

22.

the relevant animal care and welfare information that you should provide to the purchaser

23.

the records that need to be kept in relation to the care of animals in a retail environment, and the importance of completing these in accordance with the relevant legislation and organisational policy

---

## Glossary