

## Overview

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

Users of the standard will need to confirm that their practice reflects current information and policies, and that they work within the limits of their authority, expertise, training, competence, experience and the relevant 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.

## 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.  
comply with the relevant animal health and welfare and animal-related legislation and associated codes of practice
3.  
confirm that the relevant environmental and health and safety policies and risk assessment requirements are put into practice across your area of responsibility
4.  
develop a plan, with clearly defined aims and policies, for the provision of pet care services
5.  
define contingency plans for dealing with problems that might arise when providing pet care services
6.  
develop procedures to support the provision of the pet care services
7.  
confirm that facilities, supplies, equipment and any other resources required are available for the successful provision of pet care services
8.  
check that everyone involved in the provision of pet care services has the skills and knowledge required to carry out the activities
9.  
calculate the cost implications of your plan
10.  
manage the provision of the pet care services
11.  
monitor and evaluate the provision of pet care services, taking action and making changes to the plan where required
12.  
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.
2.  
your professional responsibilities when planning pet care services and the limits of your authority, expertise, training, competence and experience
3.  
your responsibilities under the relevant environmental and health and safety legislation, associated codes of practice and organisational policies
4.  
your responsibilities under the relevant animal health and welfare and animal-related legislation, associated codes of practice and organisational policies
5.  
what should be considered when developing a management plan for the provision of pet care services
6.  
where and when to seek professional advice and guidance
7.  
the process of establishing measurable aims and objectives for your plan
8.  
the importance of developing policies and procedures for the provision of the pet care services
9.  
how to establish the resources requirements for the successful provision of the pet care services
10.  
the importance of confirming that staff have the skills and knowledge required to provide the pet care services
11.  
the importance of assessing the cost-effectiveness of the plan
12.  
the types of problems that may arise and how these should be considered in the plan
- 13.

the relevant laws governing the use of animal medicines

14.

how to manage and monitor the provision of pet care services

15.

the importance of evaluating the provision of pet care services and reviewing and revising your plan to confirm that it continues to meet the aims and objectives

16.

the records that need to be kept in relation to planning pet care services and the importance of completing these in accordance with the relevant legislation and organisational policy

## Scope/range

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

1.  
the range of pet care service provided, how the plan may vary by service and the requirements of individual animals and their owners
2.  
the species included, and the breed, if relevant
3.  
the needs assessment of the welfare requirements for the animals that are being 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:

1.  
health issues
2.  
notifiable diseases
3.  
isolation
4.  
emergencies
5.  
animal escapes
6.  
the need for euthanasia
7.  
animal welfare issues
8.  
human health and safety issues

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## Glossary

### Current animal welfare legislation:

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

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**Developed by** Lantra

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**Version Number** 1

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**Date Approved** 30 Mar 2020

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**Indicative Review Date** 30 Mar 2025

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**Validity** Current

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**Status** Original

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**Originating Organisation** Lantra

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**Original URN** LANAnC70

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**Relevant Occupations** Pet Care Services

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**Suite** Animal Care and Welfare

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**Keywords** dog walking; pet sitting; home boarding; pet; day care

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