

Level 2 Certificate of Technical Competence in Pet Sitting (0146-20)

November 2016 Version 1.0

Qualification Handbook

Qualification at a glance

Industry area	Animal Care
City & Guilds number	0146-20
Age group	16-18, 19+
Entry requirements	Learners must have achieved a Level 2 Animal related qualification before starting this qualification.
Assessment	To gain this qualification, candidates must successfully achieve the following assessments: <ul style="list-style-type: none"> One to one practical assessment with oral questioning, written tasks
Grading	Pass only
Approvals	Full centre approval Qualification approval
Support materials	If applicable
Registration and certification	Registration and certification of this qualification is through the Walled Garden, and is subject to end dates.

Title and level	Size (GLH)	TQT	City & Guilds qualification number	Ofqual accreditation number
Level 2 Certificate of Technical Competence in Pet Sitting	18	21	0146-20	603/0791/2

Version and date	Change detail	Section
1.0	First version	

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1 Introduction

Purpose statement

The following purpose is for the **City & Guilds Level 2 Certificate of Technical Competence in Pet Sitting (603/0791/2)**.

Area	Description
OVERVIEW	
Who is this qualification for?	<p>If you are looking for a career within the animal care industry, then this qualification is aimed at you.</p> <p>Working with animals is extremely rewarding, but it can require long hours, with dedication and enthusiasm for the role. This qualification is suitable if you are 16 years old or over.</p> <p>You will gain the practical skills and knowledge that are important for working as a pet sitter. Pet sitting can involve looking after a wide range of animals to include cats, dogs, rabbits and guinea pigs, through exotics, pet pigs, chickens, sheep or goats, for example. You could also progress to further learning and training in this area.</p>
What does this qualification cover?	<p>This qualification covers the skills you will need to progress to work as a pet sitter. Mandatory content covers:</p> <ul style="list-style-type: none">• roles and responsibilities of a professional pet sitter• current legislation and codes of practice• potential problems and emergencies. <p>The assessment for this qualification will require you to achieve:</p> <ul style="list-style-type: none">• a practical assessment with oral questioning <p>In order to take this qualification, you need to hold a level 2 qualification in animal-related area, such as:</p> <ul style="list-style-type: none">• Level 2 Diploma in Animal Care• Level 2 Technical Certificate in Animal Care• Level 2 Diploma in Work-based Animal Care• Level 2 Diploma in Equine Care• Level 2 Diploma in Agriculture• Level 2 Certificate of Technical Competence in Animal Health, Husbandry and Handling

WHAT COULD THIS QUALIFICATION LEAD TO?

Will the qualification lead to employment, and if so, in which job role and at what level?

Achievement of this qualification demonstrates to employers or the public that you have the practical skills and knowledge they are looking for when recruiting/seeking the services of a pet sitter.

Why choose this qualification over similar qualifications?

There are no other recognised qualifications for pet sitters at this level.

Will the qualification lead to further learning?

Yes. Once you have successfully completed this qualification, you could go on to study other level 3 college-based animal management qualifications over one year or two years.

Over one year:

- Level 3 Advanced Technical Certificate in Animal Management (360)
- Level 3 Advanced Technical Diploma in Animal Management (540)

Over two years:

- Level 3 Advanced Technical Extended Diploma in Animal Management (720) (Zoos/Wildlife) or (Animal Management/Applied Science)
- Level 3 Advanced Technical Extended Diploma in Animal Management (1080) (Zoos) or (Wildlife) or (Animal Management) or (Applied Science)

This qualification could also lead you to higher level training and learning within the industry.

WHO SUPPORTS THIS QUALIFICATION?

Employer/Professional Trade Association

The Pet Industry Federation.

FURTHER INFORMATION

Please refer to the Qualification Handbook, available on the City & Guilds website, for more information on the structure of this qualification, the content of the units, and assessment.

Qualification structure

For the **Level 2 Certificate of Technical Competence in Pet Sitting** learners must be trained and assessed in the unit listed below.

Unit number	Unit title	GLH
Learners must achieve 201		
201	Pet sitting	18

2 Centre requirements

Approval

New centres will need to gain centre approval. Existing centres who wish to offer this qualification must go through City & Guilds' **full** Qualification Approval Process. Please refer to the City & Guilds website for further information on the approval process: www.cityandguilds.com.

Centres that are approved to offer the relevant subject-related QCF qualifications, new Technical qualifications or work-based qualifications will receive **auto-approval** for these qualifications. Please see the document on the webpage for 0146, under 'additional documents'.

Centre staffing

Staff delivering these qualifications must be able to demonstrate that they meet the following requirements:

- be technically competent in the areas in which they are delivering
- be able to deliver across the breadth and depth of the content of the qualification being taught
- have recent relevant teaching and assessment experience in the specific area they will be teaching, or be working towards this
- demonstrate continuing CPD.

Physical resources

Centres must be able to demonstrate that they have access to the equipment and technical resources required to deliver this qualification and its assessments. Centres must have access to a range of animal species and have sufficient animals so that animal welfare standards are kept.

Internal quality assurance

Internal quality assurance is key to ensuring accuracy and consistency of tutors and markers. Internal Quality Assurers (IQAs) monitor the work of all tutors involved with a qualification to ensure they are applying standards consistently throughout assessment activities. IQAs must have, and maintain, an appropriate level of technical competence and be qualified to make both marking and quality assurance decisions through a teaching qualification or recent, relevant experience.

Age restrictions

This qualification is approved for learners aged 16 – 18, 19+.

Employer involvement

Employer involvement is strongly recommended to maximise the value of each learner's experience. Centres are required to involve employers in the delivery of the Certificate of Technical Competence and/or their assessment, for every learner. This must be in place or planned before delivery programmes begin and available to the EQA for inspection and monitoring.

3 Administration

Approved centres must have effective quality assurance systems to ensure valid and reliable delivery and assessment of qualifications. Quality assurance includes initial centre registration by City & Guilds and the centre's own internal procedures for monitoring quality assurance procedures.

Consistent quality assurance requires City & Guilds and its associated centres to work together closely; our Quality Assurance Model encompasses both internal quality assurance (activities and processes undertaken within centres) and external quality assurance (activities and processes undertaken by City & Guilds).

For this qualification, standards and rigorous quality assurance are maintained by the use of:

- internal quality assurance.

In order to carry out the quality assurance role, Internal Quality Assurers (IQAs) must have and maintain an appropriate level of technical competence and have recent relevant assessment experience. For more information on the requirements, refer to *Section 2: Centre requirements* in this handbook.

To meet the quality assurance criteria for this qualification, the centre must ensure that the following procedures are followed:

- suitable training of staff involved in the assessment of the qualification to ensure they understand the process of marking and standardisation
- completion by the person responsible for internal standardisation of the Centre Declaration Sheet to confirm that internal standardisation has taken place
- the completion by candidates and supervisors/tutors of the record form for each candidate's work.

External quality assurance

City & Guilds will undertake external moderation activities to ensure that the quality assurance criteria for this qualification are being met. Centres must ensure that they co-operate with City & Guilds staff and representatives when undertaking these activities.

City & Guilds requires the Head of Centre to

- facilitate any inspection of the centre which is undertaken on behalf of City & Guilds
- make secure arrangements to receive, check and keep assessment material secure at all times, maintain the security of City & Guilds confidential material from receipt to the time when it is no longer confidential, and keep completed assignment work and examination scripts secure from the time they are collected from the candidates to their dispatch to City & Guilds.

Malpractice

Please refer to the City & Guilds guidance notes *Managing cases of suspected malpractice in examinations and assessments*. This document sets out the procedures to be followed in identifying and reporting malpractice by candidates and/or centre staff and the actions which City & Guilds may subsequently take. The document includes examples of candidate and centre malpractice and

explains the responsibilities of centre staff to report actual or suspected malpractice. Centres can access this document on the City & Guilds website.

Examples of candidate malpractice are detailed below (please note that this is not an exhaustive list):

- falsification of assessment evidence or results documentation
- plagiarism of any nature
- collusion with others
- copying from another candidate (including the use of ICT to aid copying), or allowing work to be copied
- deliberate destruction of another's work
- false declaration of authenticity in relation to assessments
- impersonation.

These actions constitute malpractice, for which a penalty (eg disqualification from the assessment) will be applied.

Where suspected malpractice is identified by a centre after the candidate has signed the declaration of authentication, the Head of Centre must submit full details of the case to City & Guilds at the earliest opportunity. Please refer to the form in the document *Managing cases of suspected malpractice in examinations and assessments*. Alternatively please complete the form, JCO/M1. Copies of this form can be found on the JCO website: <http://www.jcq.org.uk>.

Access arrangements and special consideration

We have taken note of the provisions of equalities legislation in developing and administering this specification.

We can make arrangements so that candidates with disabilities, special educational needs and temporary injuries can access the assessment. These arrangements must be made before assessment takes place.

It is the responsibility of the centre to ensure at the start of a programme of learning that candidates will be able to access the requirements of the qualification.

Please refer to the *JCO access arrangements and reasonable adjustments* and *Access arrangements - when and how applications need to be made to City & Guilds* for more information. Both are available on the City & Guilds website: <http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library/policies-and-procedures/access-arrangements-reasonable-adjustments>.

Special consideration

We can give special consideration to candidates who have had a temporary illness, injury or indisposition at the time of the examination. Where we do this, it is given after the examination.

Applications for either access arrangements or special consideration should be submitted to City & Guilds by the Examinations Officer at the centre. For more information please consult the current version of the JCO document, *A guide to the special consideration process*.

Language of examinations

City & Guilds has a responsibility to ensure that candidates can be assessed in the following languages only:

- English
- English in Northern Ireland
- English in Wales.

4 Units

Level:	2
GLH:	18

What is this unit about?

The purpose of this unit is for learners to understand the roles and responsibilities of an individual who wishes to offer a professional pet sitting service with a focus on animal welfare. It is important that the learner understands current legislation and codes of practice related to looking after a client's animals and property and practical implications. They will also be required to identify potential problems/emergencies relating to pet sitting and how to deal with them. This focuses on caring for animals in the owner's property, not home boarding.

A driving licence is not required to complete this unit.

Learning outcome

In this unit, learners will be able to:

1. Understand the roles and responsibilities of a professional pet sitter relating to the client's property and animals
2. Know the requirements of current legislation and codes of practice relating to pet sitting
3. Know how to deal with problems and emergencies in relation to the client's property
4. Know how to deal with problems and emergencies sustained to an animal and to oneself whilst pet sitting.

Scope of content

This qualification covers a range of animals which includes:

- Field kept pet animals, eg horse, pony, goats
- Kennelled/housed, eg dog, cat
- Animals in cages/tanks/vivariums, eg rabbits, guinea pigs, birds, fish, reptiles.

Centres must ensure that they keep up to date with any changes to legislation and codes of practice.

Learning outcome:

1. Understand the roles and responsibilities of a professional pet sitter relating to the clients property and animals

Topics:

- 1.1 Roles and responsibilities towards a client's property
- 1.2 Roles and responsibilities towards a client's pets
- 1.3 Client's requirements
- 1.4 Animal body language, behavioural assessments and health check
- 1.5 Business insurance and health and safety

Topic 1.1

The roles and responsibilities of a pet sitter in relation to the client's property whilst pet sitting:

- Lone working
- Staying overnight at the client's property
- Security of property and keys:
 - Closing and locking of doors, windows and pet flaps
 - Types of items/information that should be kept secure (keys, written information regarding the clients house/ dog and alarm codes)
 - How to carry keys whilst in use and keep safe when not in use
 - Safe and secure storage of any written information (client's requirements/ contact details and alarm codes)
 - Not divulging personal information; client's whereabouts, alarm codes and contact details; where a spare key is kept to third parties.
- Use of client's property and items in accordance to clients and manufacturers recommendations
- Other duties:
 - Answering the phone and taking messages
 - Collecting post/ news paper
 - Refilling garden bird feeders
 - Putting out and/or bringing in bins
 - Watering plants.

Property details sheet that could be used whilst pet sitting for the client:

- Name, address and telephone numbers of the client
- Emergency contacts of the client whilst away and friend or relative in case owner cannot be contacted
- Location of fuse box, stop cock, candles and other storm equipment
- Electrical appliances (cooker) and operating instructions
- Who may visit the property in the owners absence (cleaner, gardener)
- Vehicles left at the property whilst the owner is away.
- Location of burglar alarm and operating instructions

- Emergency numbers for: electrician, plumber, builder
- Numbers for electricity and water boards
- Disposal of animal waste.

Topic 1.2

Roles and responsibilities of pet sitter in relation to animal health and welfare whilst pet sitting:

- Lone working
- Access to a vehicle to be fit for purpose and maintained (in case of routine or emergency vet trip/walking a dog in a different location)
- Husbandry tasks (feeding, cleaning, maintaining accommodation)
- Exercise
- All animals handled using the correct methods and equipment, safe procedures for moving and transporting animals, and complying with legislation and codes of practice

Animal details sheet whilst pet sitting for the client:

- Individual animals details (name, identification, date of birth/age, gender (entire or neutered), species/ breed)
- Husbandry routines
- Diets/feeding requirements
- Accommodation maintenance and cleaning
- Requirements for any medications
- Vet details and authorisation for treatment
- Emergency contact details (vet, local authority, police, RSPCA)
- Pet insurance or protocol if veterinary treatment is required
- Micro-chipping details.

Topic 1.3

Meeting with clients to agree the requirements and needs of the property and animals for a pet sitter:

- Client name, address and telephone numbers
- Duration of work
- Property security
- Emergency contact details
- Insurance details
- Location of fuse box, water stop cock, alarm systems, smoke alarms
- Details of appliances
- Location of cleaning materials, if applicable
- Client-specific rules (no shoes to be worn in the house, animals not allowed upstairs)
- Times and dates of other individuals visiting property (window cleaners, cleaners, gardeners, family or friends, vehicles left at the property)
- Animal requirements and routine (times of feeding, cleaning, exercising)
- Animal medical history, veterinary details and any ongoing ailments, medications, preventative treatments, vaccinations
- Individual behaviours and temperaments of the animals
- Other duties (watering plants, bin collections).

Topic 1.4

Typical animal body language:

- Pack instinct (fight or flight)
- Dominance (body and hackles raised)

- Fear and submission (showing vulnerable body parts, screaming, ears back/down)
- Signs of stress (panting, shivering, pacing, whimpering, excessive licking, general restlessness)
- Signs of aggression (growling, grumbling, hackles raised, lunging, kicking, biting, bearing teeth, charging)
- Excitement (toileting, chewing, vocalizing, quivering)
- Boredom/ frustration (chewing, disobedience, stereotypical vices, weaving, wind sucking).

Behavioural assessment of the individual animals before agreeing to look after the animals:

Field kept pet animals:

- The behaviour the animal is displaying through its body language
- Animal reaction when approached or entering the field/ stable (run away or stay and greet you)
- Animal's response when its' name is called
- Animal's reaction to being touched.

Kennelled or house dogs/cats:

- The behaviour the animal is displaying through its body language
- The animals' reaction to pet sitter entering the client's property (excitable, jumping up, vocalising, growling, tail wagging, running away)
- Animal's response to being approached
- Animal's response when its' name is called
- Animal's reaction to being touched.

Animals kept in cages, tanks and vivariums:

- The behaviour the animal is displaying through its body language
- The animals' reaction to pet sitters presence
- Animals' reaction to the accommodation to be touched and moved (for the purposes of cleaning and feeding, where appropriate)
- Animal's reaction to being touched.

A basic health check of the animals:

- Signs of health
- Signs of ill health
- Signs of old injuries or ongoing conditions.

Topic 1.5

The importance of obtaining business insurances and what it should include in relation to the business:

- Self-employed policy (public/product liability, loss or straying, transportation and clients' property)
- Business use policy for vehicle.

The importance of personal health and safety:

- Vaccination
- Hygiene (hand washing)
- Personal protective equipment (PPE) appropriate to the animals
- When it is appropriate to seek professional personal medical attention (when bitten or scratched)

Learning outcome:

2. Know the laws, legislation and codes of practice relating to pet sitting

Topics:

- 2.1 Legislation and laws pending
- 2.2 Codes of practice

Topic 2.1

Laws and laws pending, and how they impact the role of a pet sitter:

Relating to animals:

- Animal Welfare Act 2006
- The Abandonment Of Animals Act 1960
- The Theft Act 1968, Criminal Damage Act 1971, Animal Act 1971 and the Common Law Duty of Care
- The control of Dogs Order 1992
- Highway Code
- The Clean Neighbourhoods and Environment Act 2005
- Road Traffic Act 1988
- The Anti-social Behaviour, Crime and Policing Act 2014
- Dog (Protection of Livestock) Act 1953
- Dangerous Dogs Act 1991 (Banned Breeds and Breed Regulations, 2014 Amendment)
- Micro-chipping of Dogs Regulation (England) 2015

Relating to the client and property:

- Data protection Act 1998 (safeguarding a client's personal/property information)
- DBS (Disclosure and barring service) check of pet sitter (not required by law but some pet sitting agencies insist on this).

Topic 2.2

The importance of code of practice relevant to all animals:

- Five Animal Needs
- National Association of Pet Sitters and Dog Walkers (NARPS) Code of Conduct
- The Kennel Club General Code of Ethics

Learning outcome:

3. Know how to deal with problems and emergencies in relation to the client's property

Topics:

- 3.1 Risk assessments
- 3.2 Potential problems and emergencies whilst pet sitting
- 3.3 How to deal with problems and emergencies

Topic 3.1

Risk assessment of the property.

Topic 3.2

Potential problems and emergencies that could occur at a client's property:

- Blown light bulb (possibly tripping the fuse box)

- Fire
- Flooding
- Burst water pipe
- Burglary (inside and outside the property)
- Gas leak
- Electrical appliances (leaking washing machine, boiler, fridge/ freezer):
 - Malfunction
 - No electricity
 - No water.

Topic 3.3

Procedures for dealing with emergencies:

- Difference between a problem and an emergency
- Contacting emergency services (the correct number in relation to the level of emergency)
- Referring to discussions had with the client re emergency procedures (their wishes as to how they want you to deal with an emergency).
- Contacting the client or their emergency contact to inform them of the problem/emergency and listening to any advice or further instructions they have in order to resolve the problem/emergency
- Assisting the emergency services with any investigations
- Supervising electricians/plumbers whilst they carry out any work at the client's property.

Learning outcome:

4. Know how to deal with problems and emergencies sustained to an animal and to oneself whilst pet sitting

Topics:

- 4.1 Risk assessments and contingency plans
- 4.2 Procedures for dealing with a problem or emergency
- 4.3 Dangers, illnesses and injuries
- 4.4 Pet first aid

Topic 4.1

Risk assessments and contingency plans:

- Hazards to animals and pet sitter
- Risks to animal and pet sitter
- How these risks and hazards can be minimized.

Topic 4.2

The procedures for dealing with an animal problem and emergency:

- The difference between a problem and an emergency
- When it would be necessary to administer pet first aid
- Client's requirements and recommendations for dealing with emergencies
- When it is required to contact the client, their emergency contact person or the vet
- Actions to be taken if an animal has gone missing or been stolen.

Topic 4.3

Potential dangers, injuries and ailments encountered when pet sitting:

Field/stable kept pet animals:

- Injuries:
 - Kicks and bites from other field companions
 - Cuts and grazes caused by fencing, such as barbed wire
 - Lameness caused by deep cracks in the ground on parched fields.

- Problems and health issues:
 - Fighting within the herd/group and reasons for fights (food, space, behavioural issues, sexual behaviour)
 - Lameness as a result of fighting
 - Vomiting and or diarrhea and possible causes (overexcitement, eaten foreign material, stress, change of diet, drinking contaminated water, infection).
 - Not eating
 - Gastric torsion (twisted intestine/colic) from exercising too soon after feeding or from too much grass
 - Heatstroke
 - Stings
 - Obvious ecto and endo parasite infestation
 - An individual in oestrus
 - Shredding rugs on barbed wire.

- Dangers:
 - Being stolen
 - Being fed by strangers (if field near public access)
 - Poisons (plants in field, deliberate)
 - Being deliberately hurt/injured from strangers
 - Escaping
 - Broken fencing.

- Risks to pet sitter from field kept pet animals:
 - Kicked
 - Bitten
 - Knocked/ pulled over
 - Stood on
 - Spat at
 - Charged at.

Kennelled or house dogs/cats:

- Injuries:
 - Cuts and grazes (from general walking/ roaming)
 - Scratches and bites from other animals
 - Lameness.

- Problems and health issues:
 - Fights and reasons a fight may occur (food, bedding, toys, being in season, behavioural issues, territory)
 - Vomiting and or diarrhoea and possible causes (overexcitement, eaten foreign material, stress, change of diet, drinking contaminated water, infection)
 - Bitches in oestrus (affecting where the bitch is walked and if mixed with other dogs)
 - Chewing kennel or house fixtures and fittings
 - Not eating
 - Heatstroke
 - Stings
 - Ecto and endo parasite infestation
 - Gastric torsion (twisted intestine/colic) from being fed too soon before or after exercise

- Escaping.
- Dangers:
 - Straying
 - Being stolen
 - Poisoning (household chemicals, litter and crop sprays away from the property)
 - Being hit by a car.
- Risks to the pet sitter from kennelled/house dogs/cats:
 - Bites
 - Scratches
 - Ecto-parasites.
- Risks to a dog whilst walking:
 - Dangers:
 - Broken glass
 - Deep, fast flowing water and hidden debris under the water
 - Barbed wire
 - Other dogs
 - Livestock
 - Wildlife
 - Cliff edges
 - Wells/ hidden holes
 - Deep cracks in the ground on parched fields
 - boggy areas.
 - Slipping off lead
 - Being hit by a car
 - Cattle grids.
 - Injuries:
 - Lameness (due to muscle/joint strain or foreign bodies)
 - Tail injuries (cuts, muscle spasm)
 - Bites (from other dogs/animals)
 - Kicks (from other animals- horses, cattle)
 - Cuts (from barbed wire, flint and glass)
 - Broken teeth
 - Stick injuries.
 - Health risks:
 - Heatstroke
 - Stings
 - Poisons (slug pellets, weed killer, paint, fly tipped rubbish, rotten food/ animal carcasses poisonous mushrooms/ fungus, certain human food stuffs, discarded needles, drugs).
- Risks to the individual while walking:
 - Being pulled over by the dog
 - Being approached by strangers when walking alone
 - Being bitten (from a strange dog or trying to break up a fight)
 - Muscle/back strain (being pulled by the dog on the lead or from lifting a dog in and out of the vehicle).

Animals kept in cages, tanks and vivariums:

- Injuries:
 - Bites from other companions
 - Cuts and grazes from fixtures and fittings.

- Problems and health issues
 - Fighting with other companions
 - Problems shedding skin
 - Diarrhoea
 - Parasites
 - Too hot
 - Too cold
 - Cage position in path of a draught
 - Animal is not eating normally.
- Dangers:
 - Malfunction of electrical items (filters in tanks and heat pads in vivariums)
 - Power cut resulting in electrical fixtures and fittings needing to be re-set
 - Escaping.
- Risks to the pet sitter from animals kept in cages, tanks and vivariums:
 - Being bitten/ scratched
 - Zoonotic infections (Salmonella and Psittacosis).

Topic 4.4

Contents of a basic pet first aid kit which a pet sitter requires in an emergency:

- Emergency numbers (vet and clients)
- Nitril gloves
- Round ended scissors
- Tweezers
- Saline solution
- Microporous tape
- Conforming bandages
- Cohesive bandages
- Medium and large dressings
- Sterile gauze swabs
- Alcohol free cleansing wipes
- Cotton wool
- Plastic pouches/ plastic bags
- Foil blanket
- Tick remover
- Muzzle
- Towels
- Torch
- Waste bags (used gloves, dressings and unwanted packaging).

Emergency aid for pets:

- Behavior of an injured animal
- Methods of restraint for an injured animal (how to apply a muzzle/head collar)
- How to bandage an animals leg/ tail
- Emergency aid for the following emergencies:
 - Shock
 - Heatstroke
 - Choking
 - Drowning
 - Poisoning
 - Road Traffic Accident (RTA)
 - Burns.

Guidance for delivery

Upon completion of this unit the learner will be able to understand the roles and responsibilities of an individual offering their professional services as a pet sitter. They will have an understanding of laws, legislations and codes of practice in relation to animal health and welfare which would be relevant to a pet sitter.

Centres are encouraged to introduce local employers and professionals to enhance the learners understanding of the roles and responsibilities of a pet sitter. Lessons could be a mixture of formal lessons linked directly with interactive lessons in a realistic environment.

Suggested learning resources

Books

The Kennel Clubs Illustrated Breed Standards: The Official Guide to Registered Breeds	The Kennel Club Published by: Ebury press, 4 th Edition, 6 th March 2011 ISBN - 10: 0091928540 ISBN – 13: 978 – 0091928544
You & Your Dog	Taylor, David, B.V.M.S F.R.C.V.S With Scott, Peter, M.R.C.V.S Published by: Dorling Kindersley Publishers Ltd, second impression 1989 edition ISBN – 10: 0751302732 ISBN – 13: 978 – 0751302738

Magazines:

- Your Dog Magazine
- Your Horse Magazine
- Your Cat Magazine
- Practical Fishkeeping
- Country Small Holding
- Practical Reptile Keeping

Websites

The British Horse Society	www.bhs.org.uk
Pet Owners Association	www.pet-owners.co.uk
The Kennel Club	www.thekennelclub.org.uk
Department for Environment, Food and Rural Affairs	https://www.gov.uk/keeping-a-pet-pig-or-micropig
	http://www.gov.uk/animal-welfare-legislation-protecting-pets
Cat Protection	www.cats.org.uk
The Pet Industry Federation	www.petfederation.co.uk
National Association of Pet Sitters and Dog Walkers (NARPSUK)	www.narpsuk.co.uk

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.

City & Guilds Centre Manual

This document provides guidance for organisations wishing to become City & Guilds approved centres, as well as information for approved centres delivering City & Guilds qualifications. It covers the centre and qualification approval process as well as providing guidance on delivery, assessment and quality assurance for approved centres.

It also details the City & Guilds requirements for ongoing centre and qualification approval, and provides examples of best practice for centres. Specifically, the document includes sections on:

- the centre and qualification approval process
- assessment, internal quality assurance and examination roles at the centre
- registration and certification of candidates
- non-compliance and malpractice
- complaints and appeals
- equal opportunities
- data protection
- management systems
- maintaining records
- internal quality assurance
- external quality assurance.

Our Quality Assurance Requirements

This document explains the requirements for the delivery, assessment and awarding of our qualifications. All centres working with City & Guilds must adopt and implement these requirements across all of their qualification provision. Specifically, this document:

- specifies the quality assurance and control requirements that apply to all centres
- sets out the basis for securing high standards, for all our qualifications and/or assessments
- details the impact on centres of non-compliance

Our Quality Assurance Requirements document encompasses the relevant regulatory requirements of the following documents, which apply to all UK centres working with City & Guilds:

- Ofqual's General Conditions of Recognition

The centre homepage section of the City & Guilds website also contains useful information on

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

Useful contacts

UK learners General qualification information	E: learnersupport@cityandguilds.com
International learners General qualification information	E: intcg@cityandguilds.com
Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	E: information@cityandguilds.com
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	E: singlesubjects@cityandguilds.com
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	E: intops@cityandguilds.com
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems	E: walledgarden@cityandguilds.com
Employer Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	T: +44 (0)121 503 8993 E: business@cityandguilds.com

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City & Guilds Group

The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Licence to Practice (land-based qualifications) and Learning Assistant (an online e-portfolio).

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