Functional Map - Animal Care and Welfare

Industry key purpose: Manage, maintain and support animals including pet shops, boarding kennels and catteries, pet breeders, dog training and grooming, pet services, animal welfare charities, zoos and wildlife parks, performing animals in film and television.

Key Area		Key Function		Function		Activity/NOS Title	NOS Code	SSC
Manage the workforce and the organisation	>	Staff management	>	Manage work activities	>	Allocate work to team members	CFAM&LDB2	Skills CFA
						Quality assure work in your team	CFAM&LDB3	Skills CFA
						Plan, organise and monitor volunteering activities	SFTMVD1	Skills for 3rd Sector
						Lead and motivate volunteers	SFTMVD2	Skills for 3rd Sector
						Provide leadership in your area of responsibility	CFAM&LBA2	Skills CFA
			>	Manage workplace issues	>	Deal with workplace problems or disputes	CFAOP7	Skills CFA
			>	Maintain the workforce	>	Recruit, select and retain people	CFAM&LDA2	Skills CFA
						Recruit people for your business	CFAOP3	Skills CFA
						Manage the recruitment and placement of volunteers	SFTMVC1	Skills for 3rd Sector
			>	Develop staff	>	Make sure people in your business can do their work	CFAOP5	Skills CFA
						Develop people's skills for your business	CFAOP6	Skills CFA
						Support individuals' learning and development	CFAM&LDC2	Skills CFA
		Business strategy, policy and planning	>	Manage business planning	>	Plan where your business is going	CFABD3	Skills CFA
						Carry out review of your business	CFABD4	Skills CFA
			>	Manage the business	>	Carry out plans for your business	CFABD5	Skills CFA
						Make changes to improve your business	CFABD6	Skills CFA
						Implement and evaluate strategic business plans	CFAM&LFA1	Skills CFA
						Implement operational plans	CFAM&LFA2	Skills CFA
			>	Comply with legislation and other requirements	>	Ensure compliance with legal, regulatory, ethical and social requirements	CFAM&LBB4	Skills CFA
						Keep up to date with current legislation affecting your business	CFALG2	Skills CFA
						Work within professional, legislative and regulatory requirements for animal health and welfare	LANCS68	Lantra
		Resources	>	Manage resources	>	Maintain stocks of resources, equipment and consumables	LANCS73	Lantra
						Receive stocks of resources, equipment and consumables	LANCS74	Lantra
						Manage physical resources	CFAM&LEB3	Skills CFA
						Procure products and/or services	CFAM&LED2	Skills CFA
						Select suppliers through a tendering process	CFAM&LED3	Skills CFA
			>	Select and manage contractors	>	Monitor and evaluate the performance of contractors	CFABAF121	Skills CFA
		Finance	>	Obtain finance	>	Get finance for your business	CFAMN7	Skills CFA
						Assess, negotiate and secure sources of funding for the land-based sector	LANCS44	Lantra
			>	Manage cash flow	>	Set and monitor financial targets for your business	CFAMN2	Skills CFA
						Keep financial records for your business	CFAMN3	Skills CFA
						Manage cash flow in your business	CFAMN4	Skills CFA
						Manage budgets	CFAM&LEA4	Skills CFA
Manage the workforce and the organisation	>	Business improvement	>	Manage change	>	Manage and monitor change	LANCS77	LANCS5
			>	Manage innovation and improvement	>	Identify and evaluate opportunities for innovation and improvement	CFAM&LCA1	Skills CFA
						Find innovative ways to improve your business	CFAEE4	Skills CFA
						Explore ideas for innovation in a business environment	CFABAA113	Skills CFA
		Quality control	>	Maintain quality systems	>	Manage quality assurance systems	CFAM&LFE1	Skills CFA
						Prepare for and participate in quality audits	CFAM&LFE3	Skills CFA
			>	Manage the quality of the product/service	>	Improve the quality of products or services	CFABD7	Skills CFA

	> Projects and events	> Manage projects	> Manage projects	CFAM&LFA5	Skills CFA
		> Manage events	> Organise and co-ordinate events	CFABAA312	Skills CFA
	> Manage information	> Share information	> Communicate information and knowledge	CFAM&LEC4	Skills CFA
		> Store information	> Maintain and store records within the workplace	LANCS5	Lantra
Maintain health, safety, security and the environment	> Environmental good practice and sustainability	Promote environmental good practice	Manage the environmental and social impacts of your work	CFAM&LEB4	Skills CFA
			Assess the environmental impact of your business	CFALG5	Skills CFA
			Develop an environmental policy	LANEM1	Lantra
			Evaluate and make recommendations on an environmental policy	LANEM2	Lantra
			Identify and evaluate significant environmental aspects and impacts for the organisation	LANEM3	Lantra
			> Identify and demonstrate compliance with environmental, legal and other non-regulatory environmental requirements for the organisation	LANEM4	Lantra
			Review environmental performance	LANEM5	Lantra
			Improve environmental performance	LANEM6	Lantra
			Environmental auditing	LANEM7	Lantra
			Report environmental performance	LANEM8	Lantra
			Develop an awareness of environmental good practice	LANEM15	Lantra
		> Reduce and mange waste	> Develop and implement plans to reduce and manage waste	LANCS27	Lantra
	> Health, safety and security	> Maintain health, safety and security	Provide healthy, safe, secure and productive working environmental and practices	CFAM&LEB1	Skills CFA
			Maintain the safety of self and others in the workplace	LANCS1	Lantra
			Monitor and maintain health and safety	LANCS2	Lantra
			> Promote, monitor and maintain health, safety and security	LANCS3	Lantra
			Protect yourself and others from the risk of violence at work	CFAPMWRV3	Skills CFA
			Manage lone workers	CFAPMWRV14	Skills CFA
		> Deal with incidents and emergencies	Manage incidents and emergencies in the land-based sector	LANCS10	Lantra
			> Respond to incidents and emergencies in the land-based sector	LANCS11	Lantra
	> Hygiene and bio-security	> Manage hygiene and bio-security	Maintain bio-security procedures and infection controls when working with animals	LANAnC12	Lantra
			Plan, manage and evaluate hygiene and biosecurity when working with animals	LANAnC44	Lantra
Manage personal skills and development	> Personal development	> Improve your own skills and knowledge	Accept instructions to manage and improve own performance in a business environment	CFABAA624	Skills CFA
			> Agree how to manage and improve own performance in a business environment	CFABAA625	Skills CFA
			Plan how to manage and improve own performance in a business environment	CFABAA626	Skills CFA
			Manage and be accountable for own performance in a business environment	CFABAA627	Skills CFA
	> Personal skills	> Maintain and use personal skills	Use information to take effective decisions	CFAM&LEC5	Skills CFA
			Communicate in a business environment	CFABAA615	Skills CFA
			> Make presentations	COGPACK49	Cogent
			Use IT to support your own role	CFASASA231	Skills CFA
			Manage time in your business	CFAYS5	Skills CFA
			Improve your business skills	CFAYS3	Skills CFA
	> Working relationships	> Maintain productive working relationships	Establish and maintain working relationships with others	LANCS4	Lantra
			Build working relationships with people from different countries or diverse cultures	CFAIWS2	Skills CFA
			> Develop and sustain productive working relationships with stakeholders	CFAM&LDD2	Skills CFA
			Lead meetings to achieve specific objectives	CFAM&LDD6	Skills CFA
			Represent your area of responsibility in meetings	CFAM&LDD7	Skills CFA
	> Marketing and promotion	> Plan and evaluate marketing and promotion	> Develop plans to improve your marketing and sales for the land-based sector	LANCS46	Lantra
		> Market your products or services	> Advertise your products or services	CFAWB4	Skills CFA
			Give customers a positive impression of yourself and your organisation	CFACSA4	Skills CFA

Provide goods and services to customers	>	Customer relations	>	Maintain effective customer relations	>
					Build and maintain effective customer relations	CFACSB15	Skills CFA

Provide goods and services to customers	>	Customer relations	>	Maintain effective customer relations	> Build and maintain effective customer relations	CFACSB15	Skills CFA
					Deliver customer service on your customers' premises	CFACSB3	Skills CFA
					Manage customer service	CFAM&LFD3	Skills CFA
				Deal with customers face-to-face >	Meet and welcome visitors	CFABAC311	Skills CFA
					Provide reception services	CFABAC312	Skills CFA
					Make appointments for clients	LANAnC7	Lantra
					Process payments from clients	LANCS75	Lantra
	>	Sales	>	Plan sales activities >	Plan how you will sell your products and services	CFAWB3	Skills CFA
			>	Sell your products or services on the internet >	Sell your products or services on the internet	CFAWB7	Skills CFA
Maintain, repair and use equipment and machinery	>	Equipment and machinery	>	Maintain equipment and machinery ready for use >	Clean and maintain work equipment	LANCS72	Lantra
	>	Animal care and husbandry	>	Maintain animal accommodation >	Clean and check animal accommodation under supervision and instruction	LANAnC2	Lantra
					Provide and manage accommodation for animals	LANAnC34	Lantra
					Plan and monitor animal accommodation	LANAnC45	Lantra
					Set up and maintain an aquarium	LANAnC74	Lantra
			>	Manage animal diet, nutrition and feeding regimes >	Provide food and water to animals under supervision and instruction	LANAnC3	Lantra
					Provide food and water to animals	LANAnC14	Lantra
					Plan and monitor animal diet and nutrition	LANAnC46	Lantra
			>	Handle animals >	Handle animals under supervision and instruction	LANAnC4	Lantra
					Handle and restrain animals	LANAnC15	Lantra
					Handle and control dogs	LANCTB2	Lantra
					Handle and care for animals to enable them to work	LANAnC16	Lantra
			>	Manage the movement and transportation of animals >	Move animals under supervision and instruction	LANAnC5	Lantra
					Select and move animals from one location to another	LANCS63	Lantra
					Plan and control the movement of animals	LANAnC33	Lantra
					Prepare for the transportation of animals	LANCS64	Lantra
					Load and unload animals for transportation	LANCS65	Lantra
					Maintain the health and welfare of animals during transportation	LANCS66	Lantra
					Manage the transportation of animals	LANCS55	Lantra
			>	Maintain animal health and welfare >	Maintain the health and welfare of animals under supervision and instruction	LANAnC1	Lantra
					Maintain the health and welfare of animals	LANAnC11	Lantra
					Provide enrichment for animals	LANAnC17	Lantra
					Provide information to individuals and groups on how to promote the health and well-being of animals	LANAnC31	Lantra
					Provide first aid to animals	LANAnC32	Lantra
					Deliver basic treatments to animals	LANAnC13	Lantra
					Groom animals	LANAnC19	Lantra
					Plan, manage and evauate the health and welfare of animals	LANAnC40	Lantra
			>	Monitor animal behaviour >	Observe and be aware of the behaviour of animals	LANAnC10	Lantra
			>	Provide exercise for animals >	Provide exercise opportunities for animals	LANAnC18	Lantra
			>	Provide animal welfare services >	Advise on and place stray or unwanted animals in new home environments	LANAnC35	Lantra
					Investigate animal related incidents	LANAnC41	Lantra
					Evaluate information pertaining to animal related incidents	LANAnC42	Lantra
					Co-ordinate the care of stray, abandoned, abused, harmed or neglected animals	LANAnC43	Lantra
					Conduct priority and volume investigations	SFJCI101	Skills for Justice
					Interview victims and witnesses in relation to priority and volume investigations	SFJCJ101	Skills for Justice
					Interview suspects in relation to priority and volume investigations	SFJCJ201	Skills for Justice
					Prepare and submit case files	SFJDA6	Skills for Justice
					Provide and present information for courts and formal hearings	SFJDA1	Skills for Justice

			Provide expert evidence to courts and hearings	SFJFSA101	Skills for Justice
			Present evidence in court and at other hearings	SFJDA5	Skills for Justice
			Develop and sustain effective working with staff from other agencies	SFJCSAD1	Skills for Justice
		Provide dog grooming services	Prepare a dog's coat ready for bathing or grooming	LANAnC23	Lantra
			Bathe and cleanse a dog's coat and skin	LANAnC24	Lantra
			Dry a dog's coat ready for styling and finishing	LANAnC25	Lantra
			Assess and plan dog grooming work	LANAnC47	Lantra
			Style and finish a dog's coat	LANAnC48	Lantra
	Animal services	Provide microchipping services	Scan an animal to locate a microchip	LANAnC63	Lantra
			Carry out the implantation of a microchip in an animal	LANAnC64	Lantra
			Carry out activities required following the implantation of a microchip in an animal	LANAnC65	Lantra
		Provide animal training and behaviour services	Observe, assess and understand the behaviour of animals	LANAnC49	Lantra
			Design and evaluate training programmes for animals	LANAnC50	Lantra
			Select animals for training	LANAnC51	Lantra
			Implement training programmes for animals	LANAnC52	Lantra
			Design and evaluate training programmes for people and animals	LANAnC53	Lantra
			Assess the compatibility of individuals and animals to work together	LANAnC54	Lantra
			Implement training programmes for people and animals	LANAnC55	Lantra
			Design, implement and evaluate a plan to address undesirable behaviour in animals	LANAnC56	Lantra
Manage animal care and welfare		Provide dog training and behaviour services	Observe, assess and respond to the behaviour of dogs	LANCTB1	Lantra
			Plan and implement training programmes for dogs	LANCTB3	Lantra
			Plan and implement training programmes for dogs and handlers	LANCTB4	Lantra
			Plan and implement programmes to address undesirable behaviour in dogs	LANCTB5	Lantra
		Maintain zoos and wildlife centres	Plan and monitor the establishment and management of animal populations	LANAnC66	Lantra
			Plan and manage animal conservation	LANAnC67	Lantra
			Plan and deliver interpretative activities	CCSAH4	Lantra
			Propose and plan a research project	CCSAA3	Lantra
			Determine policies for the management of animals	LANAnC68	Lantra
			Monitor and evaluate policies for the management of animals	LANAnC69	Lantra
			Release animals into their natural habitat	LANAnC36	Lantra
		Provide pet care services	Plan, manage and evaluate the provision of pet care services	LANAnC70	Lantra
			Provide and manage accommodation for animal boarding services	LANAnC71	Lantra
			Provide dog walking services	LANAnC72	Lantra
			Provide animal sitting services in the owners' premises	LANAnC73	Lantra
	Animal services	Provide animal physical therapy	Manage an animal therapy centre	LANAnC60	Lantra
			Assess and plan the physical therapy of animals	LANAnC61	Lantra
			Provide and evaluate the physical therapy of animals	LANAnC62	Lantra
	Working animals	Provide animals for education and entertainment	Make recommendations for the provision of animals in education and entertainment	LANAnC57	Lantra
			Plan the provision of animals in education and entertainment	LANAnC58	Lantra
			Work with animals in education and entertainment	LANAnC59	Lantra
		Handle security dogs	Monitor and maintain the health, well-being and safety of dogs	SFJCCZJ1	Skills for Justice
			Maintain and develop the performance of dogs	SFJCCZJ2	Skills for Justice
			Carry out continuation training with a security dog	SFSSDH2	Skills for Security
	Work environment	Maintain the facility	Maintain land-based site infrastructure	LANCS22	Lantra
			Construct structures	LANCS18	Lantra
			Maintain and repair structures	LANCS19	Lantra
			Maintain and repair site furniture	LANCS24	Lantra
		Clean the facility	Clean the animal related work environment	LANAnC6	Lantra
	Animal breeding	Maintain animal breeding	Facilitate pregnancy in animals	LANAnC20	Lantra
			Care for animals during gestation and parturition	LANAnC21	Lantra

	Animal breeding		Maintain animal breeding	Care for offspring and juvenile animals	LANAnC22	Lantra
				Plan, manage and evaluate animal breeding programmes	LANCS67	Lantra
				Prepare to receive deliveries in a retail environment	SSRB201	SkillSmart Retail
				Receive deliveries into storage in a retail environment	SSRB202	SkillSmart Retail
				Prepare display areas and materials in a retail store	SSRC201	SkillSmart Retail
				Set up and dismantle displays in a retail store	SSRC202	SkillSmart Retail
				Label displays of stock in a retail store	SSRC203	SkillSmart Retail
				Check the level of stock on sale in a retail environment	SSRB205	SkillSmart Retail
				Replenish stock on sale in a retail environment	SSRB206	SkillSmart Retail
>	Pet retail	>	Maintain services in a pet retail store	Help customers choose products in a retail store	SSRC205	SkillSmart Retail
			>	Provide information and advice to meet the needs of retail customers	SSRC208	SkillSmart Retail
				Work out the price of customers' retail purchases	SSRC213	SkillSmart Retail
				Provide service at point of sale in a retail store	SSRC214	SkillSmart Retail
				Organise staff to display goods for retail sale	SSRC301	SkillSmart Retail
				Assess how effective displays are in a retail environment	SSRC302	SkillSmart Retail
				Keep products available and maintain their quality in a retail environment	SSRC303	SkillSmart Retail
				Supply veterinary medicine under direction	LANAUX7	Lantra
				Supply veterinary medicines	LANRVN29	Lantra
				Help retail customers sort out complaints	SSRC209	SkillSmart Retail
				Care for animals in a retail store	LANAnC30	Lantra
				Develop and maintain own ability to apply rules/laws within the spirit of the sport/activity	SKAOF1	Skills Active
				Establish and maintain effective working relationships as an official	SKAOF3	Skills Active
>	Competitions	>	Provide services as an official at competitions involving animals	Apply rules/laws during the sport/activity	SKAOF4	Skills Active
			>	Contribute to the health and safety of competitors and others during competition	SKAOF8	Skills Active
				Identify and maintain the regulations and structure of a competition	SKAO13	Skills Active
				Evaluate the quality of competition and communicate judgements consistently	SKAO15	Skills Active
Provide training and coaching	>	Coaching and mentoring	>	Provide coaching and mentoring	>	Undertake coaching or mentoring	LSICM05	LSIS
	>	Learning and development	>	Prepare and deliver training	>	Manage learning and development in groups	LSID06	LSIS
				Facilitate individual learning and development	LSID07	LSIS