

SELF-ASSESSMENT GUIDE

QUALIFICATION:	ATTRACTIONS AND THEME PARKS OPERATIONS NC II (ANIMAL EXHIBITS)		
Project:	OPERATE ANIMAL EXHIBITS		
Instruction: <ul style="list-style-type: none"> • Read each of the questions in the left-hand column of the chart. • Place a check in the appropriate box opposite each question to indicate your answer. 			
Can I?	YES	NO	
▪ Rectify and act problems concerning animal welfare according to legislative requirements.			
▪ Inspect enclosure/exhibit prior to the arrival of customers according to enterprise procedures.*			
▪ Erect signs for temporary closures to ensure minimum customer inconvenience.			
▪ Prepare equipment for the day's activities in a timely manner.			
▪ Check area for cleanliness and safety according to enterprise procedures.*			
▪ Check supplies for quantity and quality.			
▪ Order supplies according to enterprise procedures.			
▪ Monitor customer numbers during operation to ensure maximum numbers are not exceeded.*			
▪ Monitor customer behaviour continuously, ensuring compliance with safety requirements.			
▪ Identify dangerous or unsafe behaviour promptly to avoid accidents.*			
▪ Request customers to change their behaviour firmly but courteously when it poses a threat to themselves, other customers, animals or staff.			
▪ Seek assistance in controlling customer behavior from the supervisor or security personnel as appropriate.			
▪ Remove waste, feces and weeds from enclosure.*			
▪ Implement vermin control according to company procedures.*			
▪ Dispose materials in accordance with manufacturer's and/or superior's instructions.			
▪ Clean enclosures (e.g. exhibits, night facilities and food preparation areas) with minimum disruption to animals.*			
▪ Present enclosure in accordance with requirements of both the animal and the customer.			

▪ Secure enclosures according to enterprise guidelines and requirements for animal species.*		
▪ Carry out routine maintenance tasks according to instructions of superior.		
▪ Monitor and maintain feeding and watering systems in a safe and working condition.*		
▪ Carry out tasks with minimum disruption to customers.		
▪ Close the enclosure/exhibit down according to enterprise procedures.*		
▪ Check the animal/s welfare and security making necessary reports to the appropriate supervisor.		
▪ Prepare enclosure/exhibit and all equipment for the next day's operation.		
▪ Clean the enclosure/exhibit as instructed.*		
▪ Secure the enclosure/exhibit correctly.		
▪ Identify and use animal husbandry and general equipment correctly.*		
▪ Carry out basic cleaning and maintenance procedures on equipment correctly.*		
▪ Store equipment safely and correctly in the designated area.		
▪ Complete report and documentation on the enclosure/exhibit within the required timeframe.*		
▪ Forward report and documentation to the appropriate area within the required timeframe.		
▪ Clean, disinfect, and sterilize food preparation equipment according to company procedures.		
▪ Follow instruction and dietary charts for food preparation, portions and distributions.		
▪ Feed animals according to enterprise procedures.		
▪ Monitor water supply ensuring appropriate quantity and quality.		
▪ Feed and water animals in accordance with animal welfare and ethics policies and health and safety procedures.*		
▪ Involve customers, where possible and appropriate, in animal feeding within safety guidelines.		
▪ Provide appropriate care according to specific animal type and gender.*		
▪ Handle and store chemicals used in animal care in a safe and environmentally responsible manner.		
▪ Groom animals according to enterprise and animal welfare and ethics policy.		
▪ Recognize common animal behaviours correctly and take appropriate action when necessary.*		

▪ Follow capture and restraint procedures correctly under supervision.		
▪ Request assistance in rearing young animals from specialists when required.		
▪ Carry out disease prevention procedures according to instructions and appropriate quarantine procedures.*		
▪ Identify pests and toxic substances accurately.		
▪ Recognize and report obvious signs of illness promptly according to procedures.*		
▪ Administer routine treatments under supervision.*		
▪ Collect samples correctly when required.		
▪ Identify physical/behaviour hazards correctly.*		
▪ Identify risks associated with specific animals.		
▪ Conduct day-to-day duties in a manner which minimizes risk in the enclosure.*		
▪ Report potential risks promptly to supervisor for immediate action to take place.		
▪ Identify issues, behaviour and events requiring written notation promptly and accurately.*		
▪ Use correct terminology when making accurate notations on animal records.*		
▪ Check work area regularly for distressed or escaped animals.*		
▪ Identify animals that are in distress or require rescue promptly.		
▪ Take prompt action when potential risks to customers, the animals, self and colleagues occur.*		
▪ Inform appropriate departments and animal specialists of the situation immediately.		
▪ Carry out rescue procedures within the scope of individual responsibility.*		
▪ Seek assistance from colleagues and animal specialists as required.		
▪ Take the animals to the appropriate location.		
▪ Inform customers of rescue progress where appropriate.		
▪ Inform/lecture customers about the animals at every opportunity.*		
▪ Conduct customer interaction in a polite, friendly and welcoming manner.		
▪ Offer current and accurate information at every opportunity, making use of resources if possible.*		
▪ Provide appropriate level and complexity of information to meet the customer's needs.*		

▪ Use actual animals in demonstrations when appropriate and within safety and animal welfare/ethics guidelines.		
▪ Allow customers to observe and interact with animals in accordance with safety and animal welfare/ethics guidelines.		
▪ Invite customers to ask questions to ensure understanding.		
▪ Answer customer questions correctly in a polite, friendly and welcoming manner.*		
▪ Provide additional information to enhance the customer understanding and experience.*		
▪ Show examples of real animals to enhance answers.		
▪ Seek other sources of information if unable to answer the customer inquiry or customer is referred to another source.		
I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.		
Candidate's Signature:	Date:	