

Domain Title:	HOUSEKEEPING OPERATIONS Care for pets in a hospitality establishment	Unit ID: 287
Level: 3		Credits: 3

Purpose

This unit standard specifies the competencies required to care for pets in a hospitality establishment. People credited with this unit standard are able to: manage pets in a hospitality establishment; and look after pets.

Special Notes

1. Entry information

Prerequisites:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must be placed under realistic time pressures.

There must be documented evidence of multiple occasions where the candidate has provided services for the establishment.

3. Glossary of terms

- For the purposes of this unit standard, *pets* refers to any establishment-resident pets kept as company or entertainment for people at the establishment. It excludes any guest pets where these are permitted by the establishment.
- *Rearing needs* refer to specific environmental conditions needed by species of animals, and can include temperature, humidity, diet, exercise requirements.
- *Desirable behaviour* for animals includes interacting with guests or not interacting with guests.
- *A conditioning plan* describes requirements for future environmental and social interactions of the animals, and may include the reasons for the need to condition behaviour, types and tools for reinforcement, approximate number of sessions, staff to be used and behavioural goals.
- *Rearing equipment for animals* may include but is not limited to shelter, food and water bowls, exercise and restraining equipment, brooders or

heaters, testing equipment for temperature and humidity, feeding utensils and formula preparation equipment.

- *General condition of health* of animals is indicated by the animal's activity level, acceptance of food, age at weaning, hydration and growth rate.
 - *Animal diseases* may include bacteria, viruses, fungi and internal and external parasites (fleas, mites, lice, ticks, flies, midges) and non-infectious diseases such as nutritional, genetic, metabolic, physical trauma, chemical toxicities and allergies.
 - *Abnormal behaviour* may include aggression, docility, vocalisation, reaction to humans and behaviour outside animal's normal range.
 - *Signs of illness or injury* may include behavioural changes, changes in physical appearance, discharges and changes in appetite, thirst or gait.
 - *Vaccinations, preventative medications and treatments* may include strategic worming, vaccinations, insect control, quarantine and routine faecal examination, neutering.
 - *Medications* include but are not limited to tablets, liquids, pastes, topical applications, dressings, powders, rinses, sprays, worming, oral dosing, food and water preparations and injectables.
 - *Establishment requirements* or procedures means any policy, procedure, or agreed requirements, either written or oral, that specifies the tasks to be performed by a worker during the normal course of his or her employment in a hospitality establishment.
 - *Safe working practices*' include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
 - *'Specifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
5. Regulations and legislation relevant to this unit standard include the following:
- Labour Act No 11 2007 as amended
 - Tobacco Products Control Act No 1 of 2010
 - Nature Conservation Ordinance 4 of 1975
 - Namibia Tourism Board Act 21 of 2000
 - Regulations relating to the Health and Safety of employees at work, 1997
 - Municipal by-laws
- and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na

Elements and Performance Criteria

Element 1: Manage pets in a hospitality establishment

Range

Hazards associated with keeping pets may include but are not limited to health hazards, injury to guests and staff, food safety hazards.

Safety procedures may include but are not limited to signs, restricting areas in which pets are allowed, guest information.

Performance Criteria

- 1.1 Guest sensitivity to animals is identified and accommodated in line with establishment procedures.
- 1.2 Pets are kept away from guest rooms and food and beverage preparation and service areas in line with guest requirements and establishment procedures.
- 1.3 Pets are removed from restricted areas, where necessary, safely and in accordance with establishment procedures.
- 1.4 Hazards associated with keeping pets in a hospitality establishment are identified in line with safety, municipal, legislative and establishment requirements.
- 1.5 Safety procedures are implemented to minimise or respond to hazards associated with keeping pets in line with establishment procedures.
- 1.6 Legislative requirements regarding keeping of pets in hospitality establishments are followed.

Element 2: Look after pets

Performance Criteria

- 2.1 The rearing needs of pets are identified and met in line with requirements of specific species of animal.

- 2.2 Desirable behaviour of pets is identified in line with establishment procedures.
- 2.3 Conditioning is conducted in line with the conditioning plan and animal welfare and ethical requirements, including hygiene and cleanliness standards of pets.
- 2.4 Appropriate capturing and rearing equipment are selected and used in line with establishment procedures.
- 2.5 Pets are fed, handled and accommodated appropriately, safely and humanely in line with legislative and establishment requirements.
- 2.6 Appropriate protective clothing and equipment for handling pets are used in line with establishment procedures.
- 2.7 Work practices are followed to prevent contamination and minimise the spread of disease among pets and humans.
- 2.8 General condition of health of pets is monitored and abnormal animal behaviour or signs of illness and injury recognised and reported to supervisor in line establishment procedures.
- 2.9 Sick or injured animals are separated from other animals and cared for in line with supervisor or veterinarian advice.
- 2.10 Dead animals are removed promptly and reported to supervisor in line with establishment procedures.
- 2.11 Common parasites are identified and authorised pet treatments administered as required under supervision.
- 2.12 Vaccinations, preventative medications and treatments are administered under veterinary supervision and/or organised as required in accordance with legislative and establishment requirements.
- 2.13 Conditioning plans are updated and reviewed as required, in line establishment procedures.

Registration Data

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