

# Welcome to The College of Animal Welfare



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### Who are we?

The College of Animal Welfare was established in 1989 by one of the leading animal welfare charities, Wood Green Animal Shelters in Cambridgeshire. The vision was to use education to help tackle animal welfare issues and the problem of unwanted and abandoned animals.

In 1996, the College, known at the time as the Wood Green College of Animal Welfare, became an independently managed, not-for-profit, organisation in its own right and changed its name to The College of Animal Welfare.

Today, we have college centres around the UK, as well as a distance learning school, and specialise in training in the land-based sector.

We strongly believe that education and training is the key to raising standards of animal welfare. To this end, we strive to create new and accessible opportunities for learning, and encourage employers and those working with animals to undertake appropriate levels of training and continue with lifelong learning and education.

## **Our history**

As an established provider of work-based animal care training, we can offer you the opportunity to study with the guidance of an experienced team of tutors and assessors, who all share a common passion for animal welfare and a commitment to pushing forward what is already an exciting and rewarding profession.

The College has a well-earned reputation for excellence, delivering quality training and education, and has a history of being a pioneer with a number of unique achievements.

To this day the College maintains strong links with the animal welfare sector and the veterinary profession.



## Why The College of Animal Welfare?

### **CARING**

Over the years, we have developed teaching techniques and college systems to support you through your studies. We are here to help, we want you to succeed and we will do our utmost to help you achieve.

### **EXPERIENCED**

Tutors delivering our animal and environmental courses have significant industry experience and knowledge under their belts and all share a common passion for pushing their respective professionals forward.

### CONVENIENT

We provide easy, remote access to learning resources via our Virtual Learning Environment (VLE), which means that learners get the best out of their studies with us, both in and outside of college.

### **INTERACTIVE**

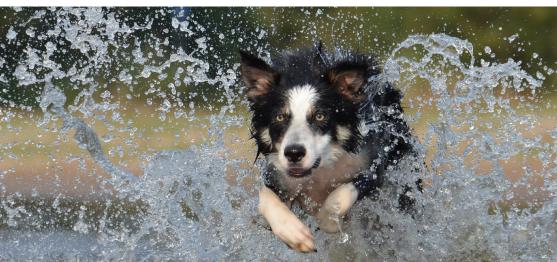
Our online course material provides you with interactive, innovative ways of learning. In addition, you will benefit from FREE access to our extensive elibrary. "Senior leaders have designed an ambitious curriculum for the animal care sector. They have used their extensive knowledge of the sector to respond effectively to the needs of local and regional employers.

Senior leaders have developed appropriate courses in dog grooming and animal care and welfare assistant qualifications. As a result, apprentices and adult learners are prepared for work in veterinary-related professions that are in high demand due to the increase in pet ownership."

### **Ofsted 2022 Report**

The College of Animal Welfare was graded 'Good' across the board following its most recent Ofsted inspection (2022)





## **Animal Care**

Animal care training is an obvious choice for those that have a passion for animal welfare. Whether you've dreamt of working with animals from a young age, or have decided later in life that this is what you really want to do, our animal care training will give you the underlying knowledge and skills needed to succeed in the animal care sector.

If you're looking for a job where you can combine a love of animals with varied, rewarding work, then working in the animal care sector could be the perfect career choice for you!

Those looking to work in the animal care industry should be hard working, motivated, passionate about animals and willing to undertake the necessary animal care training in order to succeed.





## Why animal care?

## GAIN REAL JOB PROSPECTS

Job prospects for those working in animal care are varied. As an animal care professional you could work in a variety of different environments, such as a kennels, cattery, grooming parlour or rescue centre. Many jobs in the animal care sector are flexible, with opportunities to work for yourself, work part-time or even overseas.

### LIFE-LONG LEARNING

Upon completion of formal studies, the scope for Continuing Professional Development (CPD in the sector is wide ranging; with courses available on everything from care of zoological species and animal first aid, to animal behaviour and hydrotherapy.

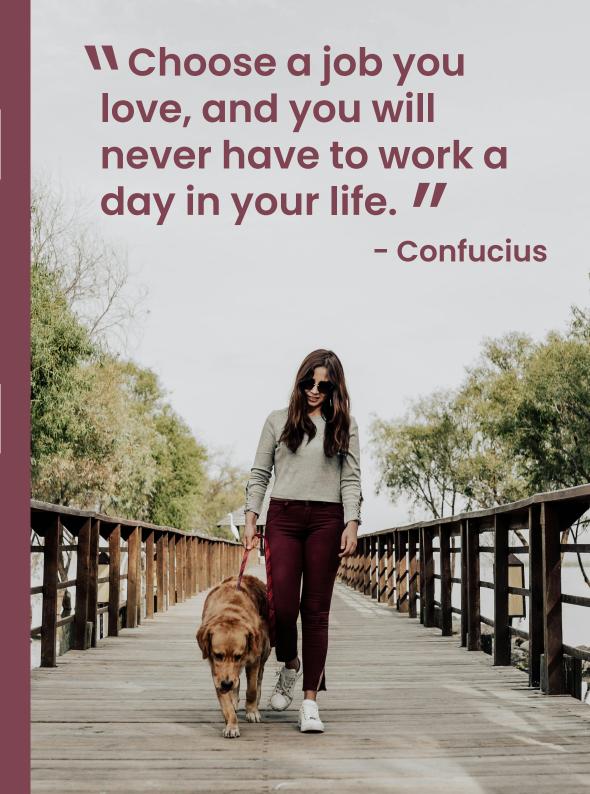
## VARIED CAREER OPTIONS

Progression opportunities for those working in animal care are varied. With training and experience you could move in to managerial roles supporting staff in the workplace.

You might also have the opportunity, with further training, to move into more specialised roles, for instance working in hydrotherapy or offering training and behavioural advice.

## REWARDING PROFESSION

There are many benefits that come from working with animals, for instance, seeing an animal recover from injury or be rehomed to a loving family can make all the hard work worthwhile.



## Gaining employment or work experience in the animal care industry

Finding a job or doing voluntary work in the industry will help you decide whether a career working with animals is for you. What's more - it can help you achieve the entry requirements needed to enrol onto training and education programmes, paving the way to future employment.

### Where to look for vacancies

**Veterinary practices** 

Catteries

Zoos

**Wildlife Centres** 



**Farms** 

### **Check online** job boards

Job boards such as the The College of Animal Welfare job board, Indeed or Animal Jobs Direct regularly list advertisements from animal care organisations.



### **Contact animal** organisations directly

Consider contacting organisations directly to introduce yourself and enquire about any work placement or employment opportunities.



### Look on websites and social media

Many animal care organisations post their latest opportunities on their website and social media. You may even be able to sign up to job alerts.



### **Ensure your CV is** up-to-date

Keeping your CV up to-date means you'll be able to apply for positions as soon as they become available. Make sure your CV contains any relevant experience or hobbies that you may have.



### Attend open days

Career days such as our Careers With **Animals Day** bring provide you with a perfect opportunity to explore career plans and gain advice from industry professionals.

## Our Animal Care Qualifications

Whether you've always dreamt of working with animals, or have decided later in life that this is what you really want to do, our work-based courses will give you the skills needed to succeed in the animal care sector.

### **Key Facts**

- ✓ WBL tutor support
- No college attendance
- ✓ Pay monthly options
- Start at any time

### **Entry requirements**

For Level 2 and the Level 3 diploma courses there are no formal academic requirements, however you should be working (or volunteering) in a suitable animal care environment and have a workplace mentor who is willing to support you through your qualification.

In order to undertake Level 3 in Animal Management you must, in addition, be a minimum of 16 years of age, hold a Level 2 animal-related qualification at merit grade or above, OR 5 GCSEs at grade C/4 or above (including English, Maths and a Science subject).

You must also be up-to-date with your tetanus vaccination.

### **Course content**

Our animal care courses cover subjects such as:

- » Animal handling and restraint
- » Animal accommodation and movement
- » Animal health, welfare and well being
- » Animal feeding and cleaning
- » Customer service and personal development

### **Assessment**

Assessment methods may include assignments, written tests and practical assessments.



## Level 2 Award in Work-based Animal Care

#### 3 - 6 months

If you are working in a kennel or cattery environment, you may wish to ensure you have suitable training or experience in accordance with 'The Animal Welfare (Licensing of Activities Involving Animals) Regulations 2018'.

## Level 3 Diploma in Work-based Animal Care

### 14 - 16 months

This qualification is ideal if you've been working in the animal care sector for some time and are working in a supervisory or managerial role. This course will demonstrate and develop your skills in planning and coordinating the care of animals and leadership of staff in the workplace.

## C&G Level 2 Diploma in Animal Care (Online)

### 12 months

This course is an ideal way to gain an internationally recognised animal care qualification without attending college. This course offers the flexibility of studying alongside existing commitments.

### Level 2 Diploma in Work-based Animal Care

#### 12 - 14 months

This qualification is aimed at those looking to increase their practical skills and knowledge, alongside employment or volunteering in an animal care environment. The course covers health, welfare and care of a variety of animal species, with an emphasis on practical skills.

### C&G Level 3 Animal Management

### Up to 24 months

This programme is designed to give you an advanced level of knowledge of animal welfare and management. You wil learn about the health, welfare and care of a variety of species. Undertaking work experience in an animal-related environment will allow you to put your new knowledge into practice.

### Level 4 Award for Animal Medicines Advisors

### 9 - 12 months

This qualification is designed for those looking to gain the necessary qualification to be able to prescribe and supply veterinary medicine classes POM-VPS and/or NFA-VPS to companion animals.

## Our Animal Care Apprenticeships

Our animal care apprenticeships are suitable for those who are employed in an animal care environment and looking to gain valuable animal care skills on-the-job.

### **Key Facts**

- ✓ WBL tutor support
- No college attendance
- √ 6 hours per week OTJ training
- ✓ Start at any time

### **Entry requirements**

There Level 2 there are no formal academic entry requirements. However, you will need to be living and working in England in a suitable animal care environment, earning at least the National Minimum Wage for Apprentices. For Level 3 you should first hold a level 2 animal care qualification and either be in a supervisory role or working towards it.

### **Assessment**

You will compile a portfolio of evidence, Functional Skills training and an End Point Assessment.
The EPA consists of practical assessment and a professional discussion.

### **Course content**

At level 2, you will cover key skills and knowledge including animal handling and restraint, animal feeding, animal socialisation and enrichment and more. You will also tailor your apprenticeship to your job role by choosing an available pathway. Example pathways include: Veterinary Care Support, Movement & transport, Breeding, Working Dog Handler, Reception Duties and Wildlife Rehabilitation.

At level 3, you will cover the occupational duties, knowledge, skills and behaviours needed of an animal care and welfare manager. You will study subjects including stakeholder management, personal development, health and safety, producing animal care plans, assessing animal health and behaviour and more.



Animal Care and Welfare Assistant (Level 2 Apprenticeship)

### 12 - 14 months

The level 2 animal care apprenticeship is suitable for those who are employed in an animal care environment, looking to gain an apprenticeship qualification and valuable animal care experience.

Animal Care and Welfare Manager (Level 3 Apprenticeship)

18 - 20 months

The level 3 animal care apprenticeship is suitable for those working in an animal care environment in a position of responsibility.

Explore our animal care apprenticeships



### **Horse Care**

If you want a job you can be passionate about and one which allows you to turn your hobby into a living, then working with horses could be for you.

Working in the equine industry can encompass a whole range of careers such as groom, riding instructor, yard manager, farrier and equine veterinary nurse; the opportunities are vast.

The work can be incredibly rewarding and job satisfaction is high. Vacancies can be very competitive and what often gives applicants the edge is experience, enthusiasm and a qualification relevant to the job.

You must be hard working, motivated, happy to work outdoors at all times of the year and be passionate about horses. You will need to enjoy working as part of a team but also be able to work with little or no supervision. You should also have good people skills, as working with horses often involves significant contact with people, particularly if you are working in a riding school, for example.





## Our Horse Care Apprenticeships

Our horse care apprenticeships will allow you to begin and develop a career working with horses by developing your practical skills and knowledge.

### **Key Facts**

- ✓ WBL tutor support
- ✓ No college attendance
- √ 6 hours per week OTJ training
- ✓ Start at any time

### **Entry requirements**

There are no formal academic entry requirements. However, you will need to be living and working in England in a suitable equine environment (such as a riding school, horse charity or racing yard), earning at least the National Minimum Wage for Apprentices, and within a 90 minute radius of our Huntingdon centre.

### **Assessment**

Assessment consists of a portfolio of evidence demonstrating skills, knowledge and behaviour; an End Point Assessment (EPA) and Functional Skills Level 1/2 English and Maths training (unless exempt).

### **Course content**

You will gain key behaviours, knowledge and skills including:

- » Horse Anatomy, Physiology and Welfare
- » Horse Handling, Care and Appearance
- » Yard and Field Routines and Duties
- » Safe Working Practices

You will also tailor your course to your job role by choosing one of five apprenticeship pathways...

- Breeding
- Non-Riding
- Driving
- Riding
- Racing





Equine Groom (Level 2 Apprenticeship)

### 12 - 14 months

Our Equine Groom Level 2 Apprenticeship will allow you to earn while you learn, and develop your practical skills and knowledge. Choose from five pathways to tailor your apprenticeship.

### Senior Equine Groom (Level 3 Apprenticeship)

### 18 - 24 months

This apprenticeship is suitable for those working in the equine industry in a position of responsibility, such as a Head Groom. Tailor your learning by choosing from one of five apprenticeship pathways such as riding or racing.



## **Dog Grooming**

If you have a passion for animal welfare and are looking for a career that comes with the possibility of becoming your own boss, then dog grooming could be the perfect profession for you.

Becoming a dog groomer allows you to make a difference to the lives of dogs and raise the standards of animal welfare on a daily basis, as part of a very rewarding profession.

What's more - once you have completed formal training and gained solid industry experience, many opportunities become available to you. You can seek employment as a dog grooming stylist, move into teaching or even set up your own dog grooming business.

Explore our dog grooming courses



## Our Dog Grooming Qualifications

Our City & Guilds accredited dog grooming qualifications will get you started on the right foot and give you the confidence to undertake a range of bathing and grooming techniques. There is a significant emphasis on developing your practical skills throughout your dog grooming training.

### **Key Facts**

- Day release or bespoke option
- ✓ College grooming suite
- ✓ Pay monthly options
- Practical traininng

### **Entry requirements**

There are no formal academic entry requirements required to enrol onto the Level 2 Certificate for Dog Grooming Assistants, however you should be able to demonstrate a desire to work in the industry.

You must have achieved the Level 2 Certificate for Dog Grooming Assistants in order to enrol onto the Level 3 Diploma in Dog Grooming.

### **Assessment**

Level 2 assessment consists of written and practical assessments as well as an online examination. Level 3 assessment is by written exam and a synoptic practical assignment. There will be unit tests set in preparation for the final exam.

### **Course content**

Over the course of the qualifications you will cover:

#### Level 2

- » Prepare dogs for grooming
- » Baths dogs
- » Dry dogs for styling
- » Trim and prepare dogs for styling
- » Moving and lifting dogs around the salon
- » Cleaning the grooming environment
- » Professional practice
- » Breed characteristics and behaviour

#### Level 3

- » Health and safety, legislation and codes of practice for the dog grooming industry
- » Styling and finishing a dog
- » Health checking and handling a dog in a dog grooming environment
- » Customer service and record keeping in a dog grooming environment



## Level 2 Certificate for Dog Grooming Assistants

### 6 months

This qualification is an ideal course if you're looking to begin a career as a dog groomer. Working with our qualified groomers in the College's fully equipped dog grooming suites, with the emphasis placed upon practical training throughout the course.

## Level 3 Diploma in Dog Grooming

### 12 months

Our Level 3 Diploma in Dog Grooming builds upon the knowledge gained during the City & Guilds Level 2 Certificate for Dog Grooming Assistants qualification and will give you the skills and abilities to work as a professional dog groomer.

WE ALSO OFFER A BESPOKE, CONDENSED COURSE FORMAT AT BOTH LEVEL 2 AND 3

Please contact us for details.



## Level 2 Dog Grooming Apprenticeship

As a dog grooming apprentice, you will be employed in a dog grooming environment, to allow you to gain those crucial, hands-on practical skills and experience.

You will also benefit from a range of online learning, including virtual demonstrations from our experienced, ambitious and knowledgeable lecturers. In addition to this you will also earn a wage while studying your apprenticeship.

### **Key Facts**

- ✓ WBL tutor support
- No college attendance
- √ 6 hours per week OTJ training
- ✓ Start at any time

### **Entry requirements**

There are no formal academic entry requirements. However, you will need to be living and working in England in a suitable dog grooming salon, earning at least the National Minimum Wage for Apprentices.

### **Assessment**

Assessments consists of a portfolio of evidence to demonstrate your knowledge, skills and behaviours, and an End Point Assessment.

The EPA includes an interview, observation and knowledge test.

### **Course content**

Over the course of the qualifications you will cover:

- » Prepare dogs for grooming
- » Baths dogs
- » Dry dogs for styling
- » Trim and prepare dogs for styling
- » Moving and lifting dogs around the salon
- » Cleaning the grooming environment
- » Professional practice
- » Breed characteristics and behaviour

### SEE WHAT OUR STUDENTS HAVE TO SAY

See case studies on page 44



### Dog Groomer Level 2 Apprenticeship

### 12 months

This apprenticeship is aimed at those looking to increase their practical skills and knowledge, alongside employment in a dog grooming environment. The course covers the essential knowledge, skills and behaviours needed to become a successful dog groomer.



## **Customer Service**

The College of Animal Welfare offers both level 2 and 3 customer service courses accredited by City & Guilds.

All courses are work based, so no attendance at college is required and all students are supported by one of the college's team of work-based assessors.

These courses will boost your confidence in dealing with a range of people and situations, develop your problem solving skills, show you how to make the right impression and help you to deliver customer service in line with customer expectations.

Explore our customer service courses



## Our Customer Service Qualifications

Our customer service qualifications are designed to provide work-based learning alongside practical customer service training to help develop your knowledge and skills in the workplace.

### **Key facts**

- ✓ Online learning
- No college attendance
- ✓ Pay monthly options
- ✓ WBL tutor support

### **Entry requirements**

There are no formal academic entry requirements for learners to undertake this qualification; however you must be either employed or volunteering in a suitable customer service role.

Please see our website for full details.

### **Assessment**

Course assessment varies across these qualifications, but may consist of completing online examinations, creating a portfolio, and passing work-based practical assessments.

### **Course content**

Units covered differ by qualification, examples may include:

- » Developing communication skills
- » Principles of customer Service
- » Understand customers and
- » customer retention
- Negotiate in a business
- » environment
- » Resolve customer problems
- » Providing information, advice and guidance to clients





## Level 3 Diploma in Customer Service

### 14 - 18 months

Over the course of the qualification you will gain greater technical and managerial skills, as well as the ability to supervise others and apply the principles of customer service to the wider strategy of your department or organisation.



## Level 2 Diploma in Customer Service

### 12 - 14 months

This qualification is ideal if you're working in a customer facing role and looking for formal, practical training, with the opportunity to gain a nationally recognised qualification at the same time.



## Level 2 Award in Information, Advice or Guidance

### 6 months

Develop the skills and knowledge needed to work in roles where you'll be providing information, advice or guidance on a daily basis.

## Our Customer Service Apprenticeships

Our apprenticeships allow you to gain valuable experience in a customer service role, whilst studying a recognised apprenticeship programme.

### **Key facts**

- ✓ WBL tutor support
- ✓ Start at any time
- √ No college attendance
- 6 hrs per week OTJ training

### **Entry requirements**

There are no formal academic entry requirements for level 2. However, you will need to be living and working in England in a role that involves regular contact with clients, earning at least the National Minimum Wage for Apprentices.

Entry for level 3 requires a good standard of English and maths. Students who don't already hold certificates evidencing English and maths at level 2 or equivalent will need to complete Functional Skills. You will need to be living and working in England as a team leader or manager in a customer service role.

VISIT OUR WEBSITE FOR FULL CONTENT AND ASSESSMENT INFORMATION.

### **Course Content**

Examples of content studied:

- » Customer experience
- » Understanding the organisation
- » Dealing with customer conflict
- » Business-focused service delivery
- » Presentation skills

Visit our website for the full content summary at each level.

### **Assessment**

An End Point Assessment will be required to achieve the level 2 apprenticeship. This consists of an apprentice showcase, practical observation, and a professional discussion scenarios that were not possible to witness during the practical observation. The End Point Assessment of the level 3 apprenticeship consists of a work-based project, practical observation, and a professional discussion.

Functional Skills are assessed via online examinations and practical assessments.



### Customer Service Specialist (Level 3 Apprenticeship)

### 15 - 18 months

As a customer service specialist you will provide direct customer support within all sectors and organisation types. You will be an advocate of customer service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries.

### Customer Service Practitioner (Level 2 Apprenticeship)

### 14 - 16 months

As a customer service practitioner your actions have the direct ability to influence the customer experience and satisfaction of your organisation. You will be responsible for providing a high quality service to customers in a variety of ways e.g. face-to-face, by phone, email, post or via social media. Tasks can be wide and varied depending on your organisation but could include taking orders and payments, providing guidance and support, and solving problems.



## Lifelong Learning and Development

We strongly believe that education and training is the key to raising standards of animal welfare.

To this end, we strive to create new and accessible opportunities for learning, and encourage our students to continue with lifelong learning and education long after their formal training is complete.

### Continuing Professional Development (CPD)

Our range of animal care short courses are suitable for both those working with animals and those with a keen interest looking to learn more about key topics. We offer CPD and virtual one day congresses on a range of topics including...

✓ Animal Behaviour ✓ Customer Relations ✓ Dog Grooming

✓ Animal Nutrition ✓ Animal Rehabilitation ✓ eSafety

### **Leadership and Management Training**

Our leadership and management training can help you take your animal career to the next level. You will gain the skills and confidence to lead a team of people and deal with a range of management issues such as conflict, recruitment, leadership techniques, and team work.

Explore our leadership and management courses





### **Our Alumni**

Thousands of people have chosen to study with The College of Animal Welfare since we opened our doors in 1989.

Many of our alumni have gone on to achieve great things after leaving college, becoming experts in their fields or flying high as successful business owners.



After completing dog grooming training with us, Tiffiny Saywell started her own business and regularly competes in prestigious grooming competitions...

"[The practical side of the courses] built up my confidence working with the animals, and also meeting the dogs' owners. This personal touch also aided my personal client relationship skills that I have now adapted into my own business"



Work-based Animal Care

"After building her skills and experience with us, volunteer Laura Reeve went on to secure a permanent job at an animal sanctuary...

"Throughout the year I gained a lot of new skills and was able to build upon my knowledge. Caring for such a diverse range of animals provides an interesting but rewarding challenge. Everyday is different and throws new challenges, but I love every minute of it."

## Stay connected

After you complete your studies with The College of Animal Welfare, you will be invited to subscribe to our exclusive alumni newsletter.

Receive an alumni newsletter

Hear about past student successes and share your own

Enjoy discounts on CPD

Find new career opportunities

Keep up-to-date with the latest industry news



### Fees and Finance

### Pay As You Learn

Our 'Pay As You Learn' scheme allows The College of Animal Welfare students the option to pay course fees (excluding professional or awarding body fees) on a monthly basis.Professional and awarding body fees are payable in full before the commencement of the course.

### CAW Loans2Learn Scheme

The CAW Loans2Learn scheme is a personal loan that can help you to spread the cost of your course into manageable payments. The loan can be used to fully or partially cover your course fees (but does not cover any awarding body fees, such as enrolment and examination fees). The loan works in a similar way to a bank loan, and it is not provided from the ESFA or any other government department, and is not related to any student finance.

### Advanced Learner Loan

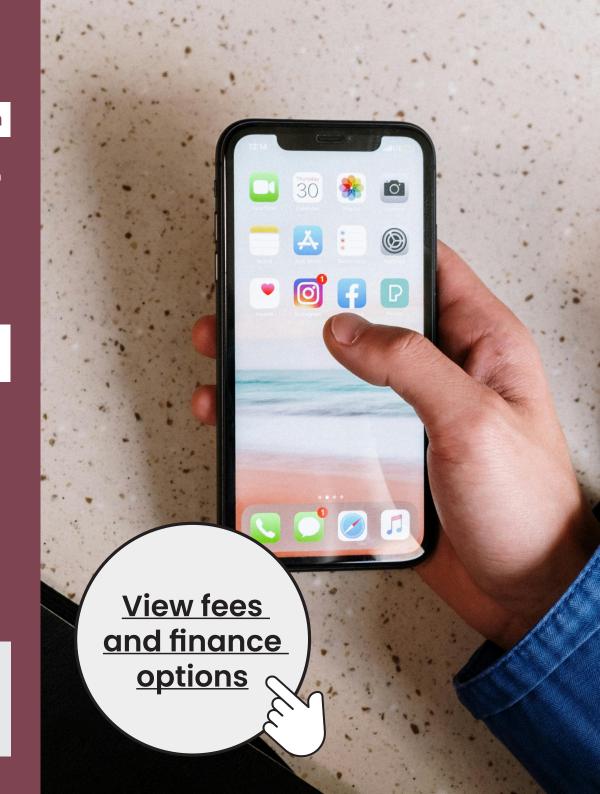
If you are 19 years of age or older you may be eligible to apply for an Advanced Learner Loan. It is easy to apply; there is no credit check and your household income isn't taken into account, and what's more, you won't have to pay anything back until you earn over £25,000 a year!

### Grants, Bursaries and Additional Help

To help you find financial assistance to support your training costs, we have gathered information on various grants, bursaries and additional funding information on our website, however this list is not exhaustive. We recommend that you take the time to have a look through and consider if any of these are applicable to you.

### **TOTUM Card (previously NUS Extra)**

With an average saving of over £663, the TOTUM card can help you save on your purchases. The TOTUM card is available for eligible students for £14.99 a year. You could save on fashion, music, health, food and drink and more!



### **Events**

### **Careers With Animals Day**

Careers With Animals Day is a FREE careers event set up by The College of Animal Welfare. It gives visitors the chance to attend virtually, meet with organisations and professionals within the animal care and veterinary industry, listen to career talks, gain advice, ask questions, and receive guidance on training. Come along and gain the information you need to start your career with animals today!

### **Open Days**

Our Open Days give you a chance to get a taste of College life! This is a great opportunity to talk to tutors, have a tour of the facilities and find out more about what it is like to study with us.

Register for one of our Open Days

Register for Careers With Animals Day



## Stay in the know...

Sign up to our email newsletter and you will be the first to hear our latest news, details of upcoming events, courses and offers.

### We're social...

Follow us on social media, to stay connected and get an insight into CAW and like-minded people!









## Stay informed of current Apprenticeships

Apprenticeships are an amazing opportunity to get paid a salary whilst gaining valuable experience in the workplace – all whilst studying for a recognised qualification! Keep an eye on our website for the latest apprenticeship opportunities.



View apprenticeship vacancies

## **Apply**

If you're ready to begin your new career, apply to study with us today!

### **Course Application**

Find your course on our website, click the "Apply now" button, create an account and start completing the application form. You can leave the form at any time, just log back in to continue.

### **Enrolment and Interview**

Submit your proof of identity and other documentation. You may be asked to attend an enrolment day or interview at the college, or via telephone with a member of our programme teams.

### **Start Learning**

Unlike many other colleges, our induction process starts before you get to college with our online induction courses, maximising your time in learning.



### **Contact Us**

#### **EDINBURGH**

9 South Gyle Crescent Edinburgh EH12 9EB

#### **NORTH LONDON**

Building 4, North London Business Park, Oakleigh Road South, New Southgate, London N11 1GN

#### **LEEDS**

Topcliffe Close Capitol Park Tingley, Leeds West Yorkshire WF3 1DR

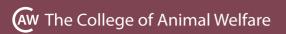
#### WIGAN

18 Beecham Court, Goose Green, Wigan WN3 6PR

#### HUNTINGDON

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