

Element	Content
Sustainability	<p>Key requirements of environmental legislation</p> <ul style="list-style-type: none"> • associated obligations for businesses, their employees and other stakeholders. <p>Key government environmental policies and initiatives</p> <ul style="list-style-type: none"> • the opportunities and risks they bring to agriculture, environmental and animal care sector • the associated environmental performance measure e.g. water and energy use. <p>The concept of sustainable development</p> <ul style="list-style-type: none"> • sustainable development goals at a macro (national and international) and micro (business) level • types of sustainable solutions to meet development goals including social, environmental, economic and human • concerns and expectations of key stakeholders. <p>The concept of climate change and scientific views on causes and impacts</p> <ul style="list-style-type: none"> • the impact of increased rainfall and higher temperatures upon environments, conservation practices, habitats, flora, fauna and water levels • policies and initiatives to manage these changes at national and local level. <p>Waste management principles (e.g. recycle, reduce, reuse)</p> <ul style="list-style-type: none"> • key requirements of associated legislation • types of materials that require specific actions (e.g. asbestos) • measures in place by the sector and organisation to meet requirements.
Biosecurity	Principles of biosecurity

- factors influencing biosecurity e.g. international trade, new technologies
- biosecurity risk factors in different types of agriculture, environmental and animal care situations
- biosecurity measures including inspection, monitoring, regulation, passports, isolation and their importance in maintaining health production and service environments.

Employment rights and responsibilities (e.g. union membership, working hours) of the employer and employee

- expectations of professional conduct and behaviours in the workplace (including punctuality, cleanliness, respect for own and others work and work area, respect for the land, property and belongings of others (including animals))
- typical activities that can lead to disciplinary and grievance procedures
- how these expectations are met and demonstrated by employees.

Principles of effective teamwork

- how teams are developed, including the role of the team leader
- team dynamics and how they are managed, and behaviours influenced
- qualities of effective team members and team leaders and how these qualities are demonstrated
- the importance of team work to team and project performance
- techniques used to monitor and manage individual and team performance e.g. goal and objective setting, performance management reviews, providing constructive feedback

Working in the
agriculture,
environmental and
animal care sector

	<ul style="list-style-type: none"> techniques used to manage team conflict (e.g. mediation) and when and how they should be applied.
Working in the agriculture, environmental and animal care sector (continued)	<p>Progression opportunities which exist within the agriculture, environmental and animal care sector</p> <ul style="list-style-type: none"> the purpose of continuing professional development (CPD) and the benefits it brings to the individual and their employer methods of personal and professional development (e.g. coaching, independent research) and the types of organisations that can provide this type of support, including professional bodies. their suitability for achieving planned outcomes.
Ethics	<p>Ethical principles (e.g. honesty, transparency, justice)</p> <ul style="list-style-type: none"> how these are used in codes of conduct, employment terms and conditions and workplace policies how these are represented by ethical behaviours how these are incorporated into business ethics how these impact on business operations, including interaction with stakeholders and the supply chain.
Supply Chain	<p>The supply chain</p> <ul style="list-style-type: none"> different types of organisations involved and their role different ways in which the supply chain is sequenced and operates implications of failing to meet supply chain demands environmental impact of the supply chain including whole life cycle of a product

- types of procurement (e.g. competitive bidding, direct purchase) and their suitability for different situations.

Principles of stock management (including stock rotation, storage, conditions, monitoring stock levels, ordering stock, dealing with deliveries, maintaining records)

- how they are applied in different types of business
- implications to businesses of ineffective processes.

Business

The types of business organisations e.g. sole trader, partnership, limited company, not for profit

- common business structures and hierarchies
- the financial, legal and commercial implications of type of business
- typical organisational policies and their relationship to legislation
- types of business objectives and values associated with different business structures.

The principles of enterprise skills e.g. risk taking, innovation, resilience

- how they are applied to develop business growth and change including sales opportunities and diversification of the business
- types of business risk (e.g. financial, reputational) and risk management methods that can be deployed.

How businesses measure success (including Key Performance Indicators (KPIs), Service Level Agreements (SLAs), benchmarking, supply chain requirements)

- the information used to determine if success measures are met
- quality standards, quality control and quality assurance

- their purpose, differences and application to organisations quality standards expected by internal and external stakeholders and associated quality assurance requirements e.g. audits.

The principles of project management (including purpose and scope of the project, milestones and timescales, supply chain, people management, resources, budgeting).

Equality

Factors to consider (including equality legislation, cultural differences, religious needs) when working with people from diverse backgrounds and cultures

- how to show empathy and respect to those from different backgrounds and cultures to our own
- acceptable and unacceptable behaviours and language.

Characteristics protected by equality legislation.

Communication

Different types of communication (including verbal, non-verbal and digital)

- the formats used for the types of communication (e.g. business reports, emails, letters, websites) and associated business conventions
- the types and value of images and visual aids to support written text and oral presentations
- their suitability for different purposes and audiences
- the importance of spoken language, body language and tone in communication and how each is used to convey different messages to different audiences for different purposes

- the benefits and limitations of social media including risk of misuse, promoting the business.

Relationship
Management

Principles of customer care (including first impressions, representing business and self, supporting customers, the difference between customer wants and needs, the importance of accurate knowledge, working to an expected timescale)

- how these can be applied when dealing with different stakeholders, including internal customers
- legal requirements (including legislation relating to consumer protection) when interacting with different types of customers and customer relationships including business to business (B2B)
- typical procedures used to deal with customer disputes and complaints, including escalation to relevant individuals and departments
- how to apply customer service principles and the benefits to the individual (e.g. increased motivation, positive feedback) and business (e.g. customer loyalty, customer confidence).

Roles of different stakeholders including internal and external customers

- their expectations
- interrelationships between stakeholders.

Finance

The concept of profit

- types of profit (including net and gross) and significance of each to business success
- types of cost incurred by business (products, ancillary products, types of overheads, labour), their classifications (direct, indirect, fixed, variable)

- measures used to reduce costs and implications of using these to profitability, reputation and quality
- types of taxation (including payroll, business)
- how costs and revenue are forecast
- how profit is calculated.

Health and Safety

Key requirements of health and safety legislation e.g. for lone working, safe manual handling

- the respective duties imposed on employees and employers
- the importance of taking personal responsibility for health and safety of self and others
- the techniques and methods used to comply with legislation e.g. use of Personal Protective Equipment (PPE), regular communication with lone workers.

The purpose of risk assessments

- typical structures and content
- how they are developed and used
- implications for poor development and application.

Hazards and risks associated with working in the agriculture, environmental and animal care sector (e.g. working with hazardous materials, lone working)

- typical control measures in place to minimise risks, including the types of PPE used, fatigue and stress management for lone workers.

Procedures to follow when dealing with emergency situations e.g. spilt cleaning materials, slurry exposure, flooding.