



**NPTC**

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**Level 3  
CERTIFICATE OF COMPETENCE IN  
PLANNING AND SUPERVISING THE  
SAFE USE OF VETERINARY MEDICINES**

**ASSESSMENT SCHEDULE**

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## NPTC Level 3 Certificate of Competence in Planning and Supervising the Safe Use of Veterinary Medicines

### Candidate Information

#### Introduction

The scheme will be administered by NPTC.

NPTC will:

- Publish
  - scheme regulations
  - assessment schedule
  - assessment material
- Approve centres to co-ordinate and administer the scheme
- Set standards for the training of Verifiers and Assessors
- Recruit, train and deploy Verifiers
- Manage verification
- Issue certificates to successful Candidates

#### The Certificate of Competence

Certificates of competence will be awarded to Candidates who achieve the required level of competence in the Units to which their Certificate relates.

#### Instruction

Attendance at a course of instruction is not a pre-requisite for an application for an assessment but potential Candidates are strongly advised to ensure that they are up to the standards that will be expected of them when they are assessed.

NPTC does **not** hold a register of instructors; however instruction will normally be available from recognised training providers and/or centres of further or higher education active in the areas covered by this certificate. Further information on training may be obtained from the local Assessment Centre.

#### Access to Assessment

Assessment Centres will be responsible for arranging assessment on behalf of a Candidate. Assessment may only be carried out by an Assessor approved by NPTC for that scheme. Under no circumstances can either instructors involved in the preparation of candidates, or the candidates work place supervisors, or anyone else who might have a vested interest in the outcome, carry out the assessment.

The minimum age limit for Candidates taking certificates of competence is 16 years. There is no upper age limit.

#### Assessment

Assessment is a process by which it is confirmed that the Candidate is competent in the Units within the award to which the assessment relates. It is a process of collating evidence about his/her capabilities and judging whether that evidence is sufficient to attribute competence.

The candidate must be registered through an NPTC approved Assessment Centre for this qualification, prior to assessment.

The result of the assessment will be recorded on the assessment report form.

The schedule of assessment contains the assessment criteria relating to:

- Observation of practical performance
- Assessment of knowledge and understanding

#### Performance Evaluation

The result of each assessment activity is evaluated against the following criteria:

- 4 = Meets or exceeds the assessment criteria by displaying a level of practical performance and/or underpinning knowledge, with no 'minor' or 'critical' faults. (Competent).
- 3 = Meets the requirements of the assessment criteria for both the practical performance and the underpinning knowledge, with some 'minor' faults but no 'critical' faults. (Competent).
- 2 = Does not fully satisfy the requirements of the assessment criteria, being unable to perform the practical task satisfactorily or being deficient in underpinning knowledge leading to the recording of minor faults. (Not yet competent).
- 1 = Does not satisfy the requirements of the assessment criteria, being unable to perform the practical task satisfactorily or safely or being deficient in underpinning knowledge leading to the recording of a critical fault. (Not yet competent).

A list of registered Assessment Centres is available from NPTC. ([www.nptc.org.uk](http://www.nptc.org.uk))

#### Verification

Verification is a process of monitoring assessment; it is an essential check to confirm that the assessment procedures are being carried out in the way that NPTC has laid down. The overall aim of verification is to establish a system of quality assurance that is acceptable in terms of both credibility and cost effectiveness.

Approved Assessors will be subject to a visit by the Verifier at a time when assessments are being undertaken.

A selection of assessment reports completed by the Assessor will be evaluated by an NPTC approved Verifier.

Compliance with the verification requirements will be a pre-requisite of Assessors remaining on NPTC's list of approved assessors.

## Complaints and Appeals

NPTC and its Assessment Centres have a formal Complaints and Appeals procedure. In the event of any dissatisfaction with the arrangements and conditions of assessment, the candidate should first contact the Assessment Centre through whom the assessment was arranged and submit the complaint in writing.

For further information on NPTC's Equal Opportunities Policy and Complaints and Appeals Procedures, please refer to [www.nptc.org.uk](http://www.nptc.org.uk)

## Learning Outcomes

The candidate will be able to:

1. State relevant legal requirements relating to the planning and supervising of veterinary medicines
2. Plan to comply with relevant legislation and welfare considerations
3. Prepare an animal health management plan
4. Supervise veterinary medicine use.
5. State legal safety points applicable to veterinary medicines
6. Identify hazards and assess risks associated with veterinary medicines and plan for controlling these risks
7. Plan suitable transport and storage facilities and supervise its use
8. Plan and supervise the disposal of clinical and pharmaceutical waste
9. Plan for modification of regime
10. Develop a recording system for the use of veterinary medicines

## Guidance Notes for Candidates and Assessors

Prior to assessment in this qualification, candidates must first successfully achieve the **NPTC Level 2 Certificate of Competence in the Safe Use of Veterinary Medicines**.

The assessment is divided in to two compulsory units:

1. Plan the Safe Use and Storage of Veterinary Medicines
2. Principles of the Animal Health Management Plan

Candidates must achieve all Assessment Activities in both units.

## Qualification Endorsement

The Certificate will be endorsed in the context of the grouping / species of animals with which the Candidate was assessed:

Grouping of animals:

01 Camelids	07 Poultry	13 Cats
02 Cattle	08 Sheep	14 Birds
03 Deer	09 Other (Named)	15 -----
04 Farmed Fish	10 Dogs	16 Reptiles
05 Goats	11 Horses	17 Rodents
06 Pigs	12 Rabbits	18 Ornamental Fish

## Safe Practice

Appropriate Personal Protective Equipment must be worn at all times.

All equipment must be operated in such a way that the Candidate, Assessor, other persons, animals or other equipment are not endangered.

**If these conditions are not observed this will result in the Candidate not meeting the required standard.**

## Validation of Equipment

Any appropriate item(s) of livestock and clinical equipment complying with legal and animal welfare requirements is acceptable for the assessment, provided it is suitable for **all** assessment activities to be carried out.

## Additional Information

May be sought from the relevant manufacturer's instruction book, operators' manual, product label or any other appropriate training or safety publication.

## Animal Welfare

Throughout this assessment a high emphasis is placed on animal welfare, which will underpin the whole of this qualification.

The "Five Freedoms" and their interpretation by the RSPCA appear at the back of this schedule, (Appendix 1).

During their assessment, candidates are reminded that they should carry out all the activities to comply with the animal welfare codes.

**UNIT 1 - PLAN THE SAFE USE AND STORAGE OF VETERINARY MEDICINES**

**Assessment Procedure:**

- *The candidate is to prepare in advance an animal health management plan, (including the site layout map) for the safe use and storage of veterinary medicines for one or more species of livestock. The plan should include the following : details of medicine and equipment storage; details of transport box and transporting of veterinary medicines; COSHH and Risk Assessment; copy of animal treatments agreed with vet; method of disposal of unwanted medicines and clinical waste; treatment records*
- *This animal health management plan should then be presented to the assessor with a copy of the Risk and COSHH Assessments covering the use and storage of veterinary medicines*

Assessment Activity	Assessment Criteria
<p>1. Identify specified locations from the animal health management plan, for equipment and other items necessary for the safe use and storage of veterinary medicines on both the site layout map and the actual locations on the unit/assessment site.</p>	<ul style="list-style-type: none"> <li>- Site layout map with locations clearly marked</li> <li>Location details:               <ul style="list-style-type: none"> <li>- Unit address</li> <li>- Medicines and equipment store(s)</li> <li>- Equipment for transporting medicines</li> <li>- Veterinary medicines book and duplicate record</li> <li>- Accident book</li> <li>- First aid box and trained personnel</li> <li>- Telephone</li> <li>- Useful telephone numbers</li> <li>- Key holders</li> <li>- Fire extinguisher(s)</li> <li>- Documents relating to legislation</li> </ul> </li> </ul>
<p>2. For symptoms observed, identify the routine to follow if an animal requires treatment with veterinary medicines, as specified in the animal health management plan.</p>	<p>Routine to follow if animal requires treatment based on symptoms observed</p> <ul style="list-style-type: none"> <li>- Treat as recommended by vet</li> <li>- Use correct drug</li> <li>- Check expiry date of medicine</li> <li>- Read instructions for treatment               <ul style="list-style-type: none"> <li>• dose rate</li> <li>• action if accidental self contamination</li> <li>• Personal Protective Equipment (PPE) required</li> <li>• Any other restrictions or hazards that may be applicable</li> <li>• Withdrawal period</li> </ul> </li> <li>- Calculate dose rate</li> <li>- Method(s) of restraint and housing</li> <li>- Completion of veterinary medicines record(s)</li> <li>- Monitoring for results</li> <li>- Action to be taken depending on response(s) to treatment (either expected or unexpected)</li> </ul>
<p>3. Identify the key features of the Veterinary Medicines store as specified in the animal health management plan.</p>	<ul style="list-style-type: none"> <li>- Locked</li> <li>- Fire proof for 30 minutes</li> <li>- Able to contain leakage and spillage</li> <li>- Protected from accidental damage</li> <li>- Large enough to contain all requirements</li> <li>- Separate compartment for clinical equipment</li> <li>- Labelled and warning signs</li> <li>- No public access</li> <li>- Sited away from               <ul style="list-style-type: none"> <li>• toilets</li> <li>• residential parts of buildings e.g. kitchens</li> <li>• staff rooms</li> <li>• offices</li> <li>• animal feed stores</li> </ul> </li> <li>- Appropriate temperature               <ul style="list-style-type: none"> <li>• Specially designated medicines refrigerator (locked)</li> <li>• Protected from sunlight</li> </ul> </li> <li>- Medicine containers sound and properly labelled</li> </ul>

<b>UNIT 1 - PLAN THE SAFE USE AND STORAGE OF VETERINARY MEDICINES (continued)</b>	
<b>Assessment Activity</b>	<b>Assessment Criteria</b>
4. Demonstrate knowledge of the procedures for transporting veterinary medicines and clinical equipment from the store(s) to the venue for application, as specified in the animal health management plan.	<ul style="list-style-type: none"> <li>- Transporting container must be secure</li> <li>- Container must be able to contain leakage and spillage</li> <li>- Container protected from damage during transport</li> <li>- Clinical equipment transported separately from veterinary medicines</li> <li>- Container transported in any vehicle must be in a separate section to the driver, other passengers, animals or food</li> <li>- Safe return of unused or waste veterinary medicines and clinical equipment</li> <li>- PPE available</li> <li>- Records kept of veterinary medicines being transported</li> <li>- Add to data sheet</li> </ul>
5. Demonstrate how pharmaceutical (medicines) waste and clinical equipment should be disposed of at the assessment site/unit.	<ul style="list-style-type: none"> <li>- Used sharps stored in purpose made container(s)</li> <li>- Used sharps disposed of through local authority or supplier</li> <li>- Unwanted medicines returned to supplier, or following disposal instructions on product data sheet</li> <li>- Contaminated PPE stored separately and disposed of through local authority or waste disposal contractor, or as specified in COSHH assessment</li> </ul>
6. Demonstrate knowledge of how to protect and monitor human health, related to the use and storage of veterinary medicines	<ul style="list-style-type: none"> <li>- Risk and COSHH assessments are complied with</li> <li>- Care taken to prevent zoonotic conditions</li> </ul> <p>Procedures for personal hygiene</p> <ul style="list-style-type: none"> <li>- Access to washing facilities</li> <li>- Accidental contamination</li> <li>- Not eating, drinking or smoking</li> <li>- Personal cuts and abrasions protected</li> </ul> <p>Procedure(s) to follow if feeling ill after using veterinary medicines</p> <ul style="list-style-type: none"> <li>- make prompt contact with doctor</li> <li>- take product data sheet for doctor</li> </ul> <p>Procedure(s) to follow if operator is injected, inhales or ingests veterinary medicines</p> <ul style="list-style-type: none"> <li>- make prompt contact with doctor</li> <li>- take product data sheet for doctor</li> </ul> <p>Procedure(s) for observing withdrawal periods</p> <ul style="list-style-type: none"> <li>- Any animal sold or disposed of within withdrawal period should be accompanied by the appropriate information</li> </ul> <p>Prevention of environmental contamination by the treated animal</p> <ul style="list-style-type: none"> <li>- Ensure the treated animal cannot contaminate the environment, other animals or humans</li> </ul>
7. Demonstrate knowledge of recording procedures for the safe use of veterinary medicines	<ul style="list-style-type: none"> <li>- All use of veterinary medicines recorded in the Veterinary Medicines Record Book</li> <li>- Accidents recorded and reported to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)</li> <li>- Dates and details of training and updating on legislation and methods</li> <li>- SARSS (Suspected Adverse Reaction Surveillance Scheme). Complete an Environmental Incident Report if incident occurs and send to VMD</li> </ul>

<b>UNIT 2 – PRINCIPLES OF THE ANIMAL HEALTH MANAGEMENT PLAN (compulsory)</b>	
<b>Objective:</b> The candidate knows the background principles behind the preparation of the animal health management plan.	
<b>Assessment Procedure:</b> This unit would normally be assessed as a written paper. (Pass mark 80%)	
<b>Assessment Activity</b>	<b>Assessment Criteria</b>
1. Demonstrate knowledge of the legal requirements relating to the use, storage and disposal of veterinary medicines	<ul style="list-style-type: none"> <li>- Must not cause unnecessary pain or unnecessary distress to animals</li> <li>- Must have adequate storage for veterinary medicines and equipment</li> <li>- Must have an appropriate recording system</li> <li>- Must carry out a risk assessment</li> <li>- Must carry out a COSHH assessment</li> <li>- Take proper precautions to ensure the health and safety of employees and other people</li> <li>- Take proper precautions to prevent the pollution of the environment</li> <li>- Ensure proper training of employees</li> <li>- Provide First Aid facilities</li> <li>- Provide Accident Book and ensure its completion</li> </ul>
2. Demonstrate knowledge of the legal safety points that should be considered when planning the safe use of veterinary medicines	<p>Safety of:</p> <ul style="list-style-type: none"> <li>- people (self, employees, other people)</li> <li>- livestock by adequate restraint and correct administration</li> <li>- other animals</li> <li>- environment, through correct disposal of veterinary medicines and equipment</li> <li>- environment, by avoiding spillage of veterinary medicines</li> </ul>
3. Demonstrate knowledge of checks to ensure that animals receive the correct quantity/dose of veterinary medicines	<ul style="list-style-type: none"> <li>- Read instructions/data sheets</li> <li>- Calculate recommended dose rate in relation to size/age etc</li> <li>- Check that it is the correct medicines</li> <li>- Use correct method of administration</li> <li>- The equipment is correctly calibrated</li> <li>- The use of appropriate equipment</li> </ul>
4. Demonstrate knowledge of the care and management that may assist in the recovery of an animal treated with veterinary medicines	<ul style="list-style-type: none"> <li>- Provide clean dry bedding</li> <li>- Provide recommended diet</li> <li>- Provide correct ventilation</li> <li>- Check condition frequently</li> <li>- Provide clean water</li> <li>- Keep records</li> <li>- If no response get assistance</li> </ul>
5. Demonstrate knowledge of the steps that must be taken whilst planning the safe use of veterinary medicines, to comply with COSHH	<ul style="list-style-type: none"> <li>- Consider whether you need to treat at all</li> <li>- Consider who might be harmed and how</li> <li>- Look for the hazards</li> <li>- Determine the treatment</li> <li>- Determine what controls are needed</li> </ul>
6. Demonstrate knowledge of the records which are required to satisfy Legislation and/or Management	<p>Legislation:</p> <ul style="list-style-type: none"> <li>- risk assessment</li> <li>- veterinary medicines details giving type and quantity bought, used, stored, disposed of</li> <li>- withdrawal periods in animals or their products be used for human consumption</li> <li>- accidents to people</li> <li>- identification of people using veterinary medicines</li> <li>- identification of animals</li> <li>- report pollution</li> <li>- duplicate records of medicines in store</li> <li>- Batch numbers</li> </ul> <p>Management:</p> <ul style="list-style-type: none"> <li>- animal identification, number, age, size, production</li> <li>- health history and reactions to treatments</li> <li>- costs</li> <li>- staff time</li> <li>- Seven day response to treatment</li> </ul>
7a) Demonstrate knowledge of the people most at risk from zoonoses	<p>People at risk:</p> <ul style="list-style-type: none"> <li>- those in contact with animals and their products</li> <li>- those in a susceptible condition, e.g. pregnant</li> <li>- those in contact with animal buildings/fences</li> <li>- those not practicing good hygiene</li> <li>- those not wearing PPE</li> <li>- those coming on the premises as visitors or contractors</li> <li>- untrained people</li> </ul>

<b>UNIT 2 – PRINCIPLES OF THE ANIMAL HEALTH MANAGEMENT PLAN (continued)</b>	
<b>Assessment Activity</b>	<b>Assessment Criteria</b>
7b) Demonstrate knowledge of which factors are needed to minimise the risks from zoonoses	Risks minimised by: <ul style="list-style-type: none"> <li>- avoiding infected animals, particularly at susceptible times</li> <li>- use of good hygiene</li> <li>- use of PPE</li> <li>- regular training of good practices</li> <li>- implementing good practice</li> <li>- vaccinations</li> </ul>
8. Demonstrate knowledge of why employers and their staff should read and follow instructions/data sheets	<ul style="list-style-type: none"> <li>- To comply with the legislation</li> <li>- Expiry date</li> <li>- Animal welfare</li> <li>- Safety of staff and others</li> <li>- Ensure withdrawal period can be complied with</li> <li>- Protection of the environment</li> <li>- Protection of the consumer</li> </ul>
9. Demonstrate knowledge of precautions that can be taken to prevent accidents occurring before and during the administration of veterinary medicines	<ul style="list-style-type: none"> <li>- Risk/COSHH assessment prepared</li> <li>- Staff trained to comply with Risk/COSHH assessment</li> <li>- Staff trained to comply with the Welfare Codes</li> <li>- Animals adequately restrained</li> <li>- Being aware of the reaction of animals</li> <li>- Manufacturer's instructions/data sheet complied with</li> <li>- Equipment in good working order</li> <li>- Carried out by competent user</li> <li>- Good communication with other users (if present)</li> <li>- Provision of correct PPE</li> </ul>
10. Demonstrate knowledge of the actions which should be included in the plan to deal with any accidents that may occur when veterinary medicines are being administered	<ul style="list-style-type: none"> <li>- Users are trained in emergency action and regularly updated</li> <li>- Emergency telephone numbers are clearly displayed</li> <li>- First Aid facilities are clearly identified</li> <li>- First Aid equipment and materials are checked and maintained</li> <li>- Ensure that the advice of doctor, veterinary surgeon and manufacturer is taken</li> <li>- Records are completed promptly and accurately</li> <li>- Check that insurance cover is adequate and paid up</li> </ul>
11a Demonstrate knowledge of the term "withdrawal period"	<ul style="list-style-type: none"> <li>- The time taken for veterinary medicines given to food producing animals to be excreted so that acceptable levels are present in the product</li> <li>- The time taken from administration of veterinary medicine until the residue level in edible tissues and other products falls below the maximum residue limits (MRL)</li> <li>- To ensure that consumers of meat/fish or animal products are not affected by the residues of veterinary medicines</li> </ul>
11b Demonstrate knowledge of how to implement the requirements of the withdrawal period	<ul style="list-style-type: none"> <li>- Set up system to identify relevant animals</li> <li>- Instruct staff on requirements</li> <li>- Keep record of animals treated</li> <li>- Keep a veterinary medicines record book and ensure it is completed</li> <li>- Ensure that staff have access to the veterinary medicines book</li> <li>- Ensure that animals/products are not sent for human food consumption within the withdrawal period</li> </ul>
12. Demonstrate knowledge of the ways a person may be harmed when administering veterinary medicines	<ul style="list-style-type: none"> <li>- Spilt on skin or in eyes</li> <li>- Accidentally self injected</li> <li>- Medicine swallowed</li> <li>- Breathed in as a vapour or aerosol</li> <li>- Zoonotic diseases</li> <li>- Injured by animal</li> </ul>
13. Demonstrate knowledge of the appropriate actions to be taken for animals showing signs of ill-health	<ul style="list-style-type: none"> <li>- Identify symptoms</li> <li>- Relate symptoms to illness</li> <li>- Plan course of action, e.g. call veterinary surgeon, treat animals,</li> <li>- Alter animal environment and/or diet</li> </ul>

<b>UNIT 2 – PRINCIPLES OF THE ANIMAL HEALTH MANAGEMENT PLAN (continued)</b>	
<b>Assessment Activity</b>	<b>Assessment Criteria</b>
14. Demonstrate knowledge of the reasons why there may be variations in the quantity of veterinary medicines stored	Variations: <ul style="list-style-type: none"> <li>- number of animals to be treated</li> <li>- seasonal requirements</li> <li>- problems needing treatment</li> <li>- life of veterinary medicines, i.e. "use by" dates</li> <li>- taking advantage of discount offers</li> </ul>
15a Demonstrate knowledge of the requirements for effective communication	<ul style="list-style-type: none"> <li>- good knowledge and understanding of the subject</li> <li>- clear, simple instructions</li> <li>- checking the receiver has understood the communication</li> <li>- clarifying any points which are not understood</li> </ul>
15b Demonstrate knowledge of the reasons for effective communication	<ul style="list-style-type: none"> <li>- avoiding misunderstanding</li> <li>- clear simple instructions can be given</li> <li>- desired, correct instructions carried out</li> <li>- avoiding accidents and injuries to animals and people</li> </ul>
16. Demonstrate knowledge of the methods of checking that staff are accurately and humanely administering veterinary medicines	Staff are: <ul style="list-style-type: none"> <li>- obtaining and following correct advice from veterinary surgeon and others</li> <li>- following the advice from manufacturer/data sheet</li> <li>- correctly identifying animals to be treated</li> <li>- restraining animals adequately</li> <li>- handling animals quietly and confidently</li> <li>- using the correct equipment in good working order</li> <li>- using the correct method of administration</li> <li>- checking the correct quantity of veterinary medicines has been used</li> </ul>
17. Demonstrate knowledge of the skills required by the supervisor to operate the plan	Able to: <ul style="list-style-type: none"> <li>- read, understand and comply with the data sheet</li> <li>- identify problems and take appropriate action</li> <li>- seek advice</li> <li>- understand and carry out advice</li> <li>- recognise competent user</li> <li>- communicate effectively</li> <li>- complete records accurately and promptly</li> </ul>
18. Demonstrate knowledge of the points which the supervisor should check to ensure the safe storage of veterinary medicines	<ul style="list-style-type: none"> <li>- Store complies with the plan</li> <li>- Stored in accordance with the label instructions</li> <li>- Separate from equipment</li> <li>- Secure locked store</li> <li>- Store safe from children, vermin and birds</li> <li>- Store safe from accidental damage</li> <li>- Store fire proof for 30 minutes</li> <li>- Store able to contain spillage</li> <li>- Medicines away from domestic, office or public access</li> <li>- Medicines away from food, drink and animal feed</li> <li>- Store records kept</li> </ul>
19. Demonstrate knowledge of the methods of encouraging record keeping	Examples: <ul style="list-style-type: none"> <li>- set up a system of record keeping that can and will be kept willingly</li> <li>- check regularly that they are being kept accurately and on time</li> <li>- show that they are needed for legislative and management purposes</li> </ul>



<b>UNIT 2 – PRINCIPLES OF THE ANIMAL HEALTH MANAGEMENT PLAN (continued)</b>	
<b>Assessment Activity</b>	<b>Assessment Criteria</b>
20. Demonstrate knowledge of the examples of how records can be used by management	Utilising records: <ul style="list-style-type: none"> <li>- for livestock health history</li> <li>- details of veterinary medicines used and by whom</li> <li>- details of storage, introduction, life of veterinary medicine, quantity used and disposal details</li> <li>- for economic use and elimination of waste</li> <li>- for business costing</li> <li>- to monitor health of staff</li> <li>- to monitor production</li> <li>- SARSS (Suspected Adverse Reaction Surveillance Scheme)</li> </ul>
21. Demonstrate knowledge of the appropriate actions to be taken for humans showing signs of ill-health after administering veterinary medicines	<ul style="list-style-type: none"> <li>- Identify symptoms</li> <li>- Identify the need for possible emergency first aid</li> <li>- Visit doctor with data sheet</li> <li>- Review working practices</li> </ul>

## The Five Freedoms

The 'Five Freedoms' as defined by the Farm Animal Welfare Council, define ideal states, but provide a comprehensive framework for animal welfare on farm, in transit and at the place of slaughter.

They are:

- **Freedom from fear and distress**
- **Freedom from pain, injury and disease**
- **Freedom from hunger and thirst**
- **Freedom from discomfort**
- **Freedom to express normal behaviour**

### What the Five Freedoms mean:-

**FREEDOM from fear and distress** by providing conditions and care, whether on farm, in transit or at the abattoir, which avoid mental suffering. For instance, staff involved in handling livestock need to be aware of the welfare problems associated with animal handling and understand the behaviour characteristics and likely reactions of the species in question, so that potentially stressful events such as loading/unloading and moving animals can be carried out quietly and calmly.

**FREEDOM from pain, injury and disease** by prevention or rapid diagnosis and treatment. The design of accommodation for farm animals should be such that a high or regular occurrence of injury and disease as the consequence of poorly designed facilities is avoided. Stock-keepers should be sufficiently skilled and alert to detect incidents of injury and disease early, to act appropriately to reduce or avoid them in future.

**FREEDOM from hunger and thirst** by providing ready access to fresh water and a diet to maintain full health and vigour. Feed must be satisfying, appropriate for the species/age of animal and safe. Other measures (such as minimizing bullying and competition at feed time by ensuring appropriate placement and numbers of feeders/drinkers) should also be employed to achieve this 'freedom'.

**FREEDOM from discomfort** by providing an appropriate environment including shelter and a comfortable resting area. The provision of a safe, clean, dry bedded lying area helps to achieve this and space allowances should ensure that all animals have adequate space to lie comfortably, groom themselves, get up and get down easily without injuring themselves or others. The design of flooring and unbedded areas along with drainage and manure handling should be such that they do not result in injuries or diseases of the feet.

**FREEDOM to express normal behaviour** by providing sufficient space, proper facilities and company of the animals' own kind. The proven needs of different species of animals must be met. For example, the provision of straw bedding or other material for manipulation for pigs, can not only provide a comfortable lying place, but also enriches a potentially barren environment by providing an opportunity for pigs to satisfy their strong instinct for exploration, rooting behaviour and play. Allowing expression of natural behaviour helps to reduce the occurrence of unnatural, potentially harmful behaviours and improves mental well-being.