

SKILLS FRAMEWORK FOR TOURISM
SKILLS MAP - ASSISTANT KEEPER/ASSISTANT AQUARIST

Sector	Tourism	
Sub-Sector	Attractions	
Track	Attractions Management and Operations	
Occupation	Keeper/Aquarist Executive	
Job Role	Assistant Keeper/Assistant Aquarist	
Job Role Description	<p>The Assistant Keeper/Assistant Aquarist assists in the care and management of wildlife within the organisation/attractions sites. This includes supporting the preparation of food to the wildlife, caring for ill animals, checking enclosures and cages for signs of wear or damage for animal, staff and visitor safety, and giving educational talks/tours to the visitors. He/She also assists in maintaining animal training behaviours and promoting conservation awareness through animal presentations.</p> <p>Conscientious and responsible, he is attentive to the needs of the wildlife under his care, and leverages his strong observation skills to monitor and report the status of characteristics and behaviours of the wildlife under his care. He is able to work both independently and under direction.</p> <p>He is physically fit and works in a shift system encompassing weekends and public holidays. Outside the working hours, he may be on a rota for call-outs. He often stays outdoors for long periods of time even through inclement weather, and may need a driving licence if he is working in a large zoo or safari park. He may also need a scuba-diving licence if working in an aquarium.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Perform animal husbandry and nutrition care	Perform food and supplement preparation according to animal nutrition plans as prescribed by nutritionists
		Perform animal feeding
		Assist in conduct of animal welfare assessments
		Assist in administration of animal treatment and medicine
		Assist in animal transactions and quarantines
		Assist in introducing animals to new enclosures
		Recognise signs of breeding, pregnancy and reproduction
		Maintain animal census and/or inventory
	Perform animal conditioning	Assist in animal conditioning and enrichment programmes
		Assist in monitoring animal behaviours
		Maintain animal training records
	Perform animal enclosure management	Assist in construction of animal enclosures
		Assist in the renovation and/or refurbishment of animal exhibits
		Assist in inspection of animal enclosures for structural defects
Assist in cleaning of animal enclosures		
Assist in preparation of animal quarantine areas		
Assist in executing animal escape emergency protocols		
Support attractions operations	Assist in conduct of guided tours and other zoology-related visitor activities	

		Address animal-related queries		
		Perform crowd control measures		
		Apply digital technology to enhance attractions experience		
		Provide feedback to management team on ground operations		
	Manage departmental operations	Provide on-the-job training to peers		
		Assist in executing emergency protocols for keepers		
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Accident and Incident Response Management	Level 2	Interpersonal Skills	Basic
	Animal Conditioning and Enrichment	Level 2	Problem Solving	Intermediate
	Animal Habitat Management	Level 2	Resource Management	Basic
	Animal Husbandry and Nutrition	Level 2	Communication	Basic
	Animal Transaction	Level 2	Decision Making	Basic
	Attractions Guest Relations Management	Level 1		
	Attractions Programme Development	Level 2		
	Business Continuity Planning	Level 2		
	Crowd Control and Planning	Level 2		
	Knowledge Management	Level 2		
	Learning and Development	Level 2		
	Risk Management and Administration	Level 2		
	Service Excellence	Level 2		
	Stakeholder Management	Level 2		
	Strategy Implementation	Level 2		
	Technology Application	Level 2		
	Technology Scanning	Level 2		
	Workplace Safety and Health Performance Management	Level 2		
Programme Listing	For a list of Training Programmes available for the Tourism sector, please visit www.skillsfuture.sg/skills-framework/tourism			

The information contained in this document serves as a guide.