

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

Sector	Tourism	
Sub-Sector	Attractions	
Track	Attractions Management and Operations	
Occupation	Keeper/Aquarist Professional	
Job Role	Keeper/Aquarist	
Job Role Description	<p>The Keeper/Aquarist is responsible for the care and management of wildlife within the organisation/attractions sites. This includes the preparation and feeding 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 maintains animal training behaviours and promotes conservation awareness through his animal presentations.</p> <p>Detail-oriented with a strong passion for animals, he is attentive to the needs of the wildlife under his care, and leverages his strong communication skills to communicate effectively with visitors on the characteristics and behaviours of the wildlife.</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
		Supervise food and supplement preparation according to animal nutrition plans as prescribed by nutritionists
		Perform animal feeding
		Conduct animal welfare assessments
		Administer animal treatment and medicine
		Perform animal transactions and quarantines
		Introduce animals to new enclosures
	Perform pre-natal, gestational and post-natal animal care	
	Monitor animal census and/or inventory	
	Perform animal conditioning	Deliver animal conditioning and enrichment programmes
	Monitor changes in animal behaviours	
	Analyse animal training records	
	Perform animal enclosure management	Assist in the habitat designs for animals
	Collaborate with horticulturists and contractors to construct animal enclosures	
	Assist in the renovation and/or refurbishment of animal exhibits	
Inspect animal enclosures for structural defects		

		Clean animal enclosures		
		Prepare animal quarantine areas		
		Execute animal escape emergency protocols		
	Support attractions operations	Conduct guided tours and other visitor activities		
		Address animal-related queries		
		Advise on appropriate crowd control approaches		
		Apply digital technology to enhance attractions experience		
		Provide feedback to management team on ground operations		
	Manage departmental operations	Provide on-the-job training to subordinates		
		Execute emergency protocols for keepers		
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Accident and Incident Response Management	Level 3	Decision Making	Basic
	Animal Conditioning and Enrichment	Level 3	Developing People	Intermediate
	Animal Habitat Management	Level 3	Interpersonal Skills	Intermediate
	Animal Husbandry and Nutrition	Level 3	Problem Solving	Intermediate
	Animal Transaction	Level 3	Resource Management	Intermediate
	Attractions Guest Relations Management	Level 2		
	Attractions Programme Development	Level 3		
	Business Continuity Planning	Level 3		
	Crowd Control and Planning	Level 3		
	Knowledge Management	Level 3		
	Learning and Development	Level 3		
	Risk Management and Administration	Level 3		
	Service Excellence	Level 3		
	Stakeholder Management	Level 3		
	Strategy Implementation	Level 3		
	Technology Application	Level 3		
	Technology Scanning	Level 3		
	Workplace Safety and Health Performance Management	Level 3		
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.