Work Experience Terms and Conditions

Work Experience Job Specification

Students are responsible for assisting our keepers with their daily duties. They assist with general animal husbandry, food preparation, general enclosure and site maintenance (including picking up litter, sweeping, washing windows etc). They also occasionally assist keepers with public events, animal handling and health checks. We aim to give students a fair representation of a zookeeper's job.

Students are entitled to two 30-minute breaks a day.
Upon receiving your application form, we will aim to reply to you within 7 days with regards to acceptance or denial. Please ensure you have completed the form fully to ensure a smooth application process. If you have not heard anything after 7 days, please email us again. Placements can only be offered after applicants have attended a successful interview, as well as a potential trial day (for those applying for long term placements).
Any other correspondence should be sent to enquiries@hemsleyconservationcentre.com

If as part of your placement and course, you need:
To complete a research project.
To complete a presentation about your work placement.
To complete pertaining to your work placement.
To provide photographic evidence of your placement.
We must receive:
A copy of the final research project/paper.
A copy of the assignment brief to which your placement relates.
A copy of the final presentation.
A copy of your final assignment.
A copy of all photo and video files that you will be providing to your college or university. Before these are taken, you will need to gain permission from the HCC to take these.

1. Application and Booking Process

1.2 All applicants must complete the official Work Experience Application Form.
1.3 Applicants must also complete the payment and scheduling information via the Work Experience section of our website.
1.4 All applications are reviewed by the Work Experience Coordinator. Submission of an application does not guarantee acceptance.
1.5 If an application is successful, the applicant will receive an acceptance email. Once approved, the booking will be confirmed and payment will be taken.

2. Fees and Payments

2.1 Placement fees are published on the Work Experience Information Page of the HCC website and may be updated periodically.
2.2 A placement is not confirmed until payment has been successfully processed.

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3. Behaviour and Conduct Expectations
3.1 Participants are expected to behave in a respectful, responsible, and professional manner at all times.
3.2 Participants must follow all instructions given by zoo staff, including health and safety guidance and animal welfare protocols.
3.3 Any behaviour that places animals, staff, visitors, or other participants at risk will result in immediate termination of the placement.
3.4 The following are strictly prohibited:
Inappropriate or disruptive behaviour
Use of alcohol, drugs
Vaping and smoking are only permitted on breaks and in designated areas.
Use of offensive or abusive language
3.5 Participants are expected to arrive punctually each day and attend all scheduled sessions.

4. Health, Safety, and Welfare
4.1 All participants must attend a compulsory health and safety induction.
4.2 Participants must wear all required PPE and follow hygiene and safety procedures at all times.
4.3 Any medical conditions, allergies, or additional support needs must be disclosed prior to the placement start date.

5. Termination of Placement
5.1 Hemsley Conservation Centre reserves the right to terminate a placement immediately if a participant fails to meet behavioural, safety, or welfare expectations without refund.
5.2 No refunds will be issued if a placement is terminated early due to misconduct, non-compliance, unsafe behaviour or non-attendance.
5.3 Once a submission has been made and accepted, placement fees are non-refundable under any circumstance.

6. Data Protection
6.1 Personal information provided during the application process will be stored securely and used solely for the administration of work-experience placements, in accordance with data protection legislation.

7. Acceptance of Terms
By submitting an application and completing the booking process, the applicant (and parent/guardian if under 18) confirms they have read, understood, and agree to these Terms & Conditions.