

Internship report: Zoo Zagreb

Naam: Eva Geel

Class: WL43A

Teacher: M. de Jonge

Palce and date: Zagreb, Kroatia 25-6-2025



Preface

For my international learning experience I went to Zoo Zagreb in Croatia. Together with three of my classmates we went to discover the difference between the zoo's in the Netherlands and the zoo here in Zagreb. Not knowing what to expect we grabbed this adventure with both hands. Now that it's over we can say that is was not a mistake coming here. In this essay I will discuss my experiences.

Contents

Preface.....	1
--------------	---

Introduction	3
Learning objectives	4
Learning objective 1	4
Evaluation	6
Learning objective 2	7
Evaluation	8
Learning objective 3	13
Evaluation	14
Learning objective 4	14
Evaluation	16
Conclusion	16
Appendix A Checklist Schriftelijke rapportage	18
Appendix B	Error! Bookmark not defined.

Introduction

My internship at zoo Zagreb is my last internship before graduating. That's why this last essay only has one chapter. I will discuss four learning objectives and evaluate the outcome.

Learning objectives

During every internship I set up some learning objectives. My internship at zoo Zagreb is no different. In the following essay I will set up four learning objectives.

Learning objective 1

Learning objective 1 is focused on **knowledge**: what specific knowledge did I want to acquire during this internship?

During the internship a new addra gazelle came for ARTIS. I had already worked with the animal and when there were some problems within the group during the introduction I decided I wanted to learn more about the social hierarchy of this species.

Image 1.1



Addra gazelle Binta from ARTIS

“ Within six weeks, I will develop a clear understanding of the social hierarchy in Addra gazelles (Nanger dama).”

Table 1.1

SMART	Question	Answer
Specific (not too big a goal and not too vague)	What exactly is my learning goal, what do I want to learn or develop?	I want to gain a clear understanding of the social hierarchy in Addra gazelles. Specifically, I'd like to recognize behaviors that reflect dominance,

		submission, and group structure so that I can better interpret their social interactions in a professional setting.
Measurable (learning objective must be concrete)	How can I check whether I have achieved this learning goal?	I will know I've achieved this goal when I can confidently describe which individuals hold higher or lower social positions, explain the behaviors that indicate those roles, and discuss my findings with a supervisor or team member using specific examples from my own observations.
Acceptable (you really have to stand behind your goal)	Why do I want to achieve this learning goal?	I want to achieve this goal because understanding the social dynamics of the animals I care for is essential to providing responsible, welfare-oriented care.
Realistic (is the learning objective achievable?)	How am I going to achieve this learning goal? Who or what do I need to achieve my learning goal?	I'll speak with their keepers about their behaviour and try to find some time to observe them. I'll read some zoo documents or scientific articles. I'll need time with the animals, support from my internship supervisor, and reliable resources for background knowledge.
Time-bound (when does your learning objective start, when are you finished and when have you achieved your learning objective?)	How long do I think I need to achieve my goal?	I believe I can achieve this goal within six weeks .

SMART setting Learning objective 1

Evaluation

Tabel 1.2

Question	Answer
----------	--------

To what extent have I progressed with regard to my learning objective?	I've made significant progress. Over the past weeks, I've become more confident in identifying behavioural patterns related to hierarchy and have developed a better sense of individual roles within the group. While there's always more to learn, I now have a solid foundational understanding.
What have I done to work on this learning objective? What feedback did I receive and from whom?	I have done some research about social behaviours in gazelle and observed the animals as much as I could. I also asked for some background information on Binta (the gazelle from ARTIS) just so I could place her behaviour and have a history of her social behaviour in her old herd.
Have I achieved this learning objective or will I take this learning objective with me?	I've built the ability to recognize and explain social structure within the group with confidence. That said, I will continue to develop this skill, especially when working with other herd species in the future

Evaluation learning objective 1

Learning objective 2

Learning objective 2 is focused on **professional skills**: which professional skills do you want to (further) develop during this internship?

At many zoo's training the animals is a big part of taking care of them. You can use training voor medical examinations and as enrichment. During this internship I wanted to get some more experience with different species of animals and different types of animals. Since it was not a very long internship I just wanted to see and maybe try some different trainings.

" Within six weeks, I aim to gain (hands-on) experience by actively participating in the training of multiple animal species."

Table 1.3

SMART	Question	Answer
Specific (not too big a goal and not too vague)	What exactly is my learning goal, what do I want to learn or develop?	I want to develop more experience with the training of different species. I don't want to become a expert is training one species or animal, but I want to have some more experience with different species. I want to

		improve my confidence and technique.
Measurable (learning objective must be concrete)	How can I check whether I have achieved this learning goal?	I can check if I have achieved this learning goal if I indeed have trained different species.
Acceptable (you really have to stand behind your goal)	Why do I want to achieve this learning goal?	I think it's important to have a little experience with all kinds of animals. So when the time comes to train some animals myself, it's not completely new.
Realistic (is the learning objective achievable?)	How am I going to achieve this learning goal? Who or what do I need to achieve my learning goal?	I want to at least see some different trainings, but if it's possible I would like to train some animals as well.
Time-bound (when does your learning objective start, when are you finished and when have you achieved your learning objective?)	How long do I think I need to achieve my goal?	I give myself the six weeks I have this internship, just so I have the time and opportunity to see and try training the animals.

SMART setting learning objective 2

Evaluation

Tabel 1.4

Question	Answer
To what extent have I progressed with regard to my learning objective?	At the start of the internship I had little to no experience with training in zoo's. during this internship I got to train the following animals: ➤ Leopard ➤ Sealion ➤ Brown bears ➤ Serval ➤ Wild cat ➤ African lions

What have I done to work on this learning objective? What feedback did I receive and from whom?	I watched the keepers train their animals and most of the times I got to try it myself after that. By watching the keepers I learned a lot. I got the feedback to try and relax more and try to read the animals.
Have I achieved this learning objective or will I take this learning objective with me?	Once I learned how to relax and got out of my head the trainings went well. I noticed that some of the animals were more challenging than others. For example the first few times with the sealions I was extremely nervous. This was my first time training hands on with such a big animal. I have achieved my learning objective for now, but I want to keep gaining experience and knowledge about training.

Evaluation learning objective 2

Image 1.2



Feeding the African lion

Image 1.3



Training the brown bear

Image 1.4



Training the leopard

Image 1.5



Training the sealion

Image 1.6



Training wild cat

Image 1.7



Training serval

Learning objective 3

Learning objective 3 is focused on **soft skills**: which 21st-century skill do I want to (further) develop?

During this internship I had to learn how to deal with new and unexpected situations. In Dutch zoo's you have more routine days. During my first week I already noticed this was not the case over here. This really took some getting used to, that's why I wanted to set one of my learning objectives to:

"Within 4 weeks, I will increase my ability to adapt to unfamiliar tasks and non-routine situations."

Table 1.5

SMART	Question	Answer
Specific (not too big a goal and not too vague)	What exactly is my learning goal, what do I want to learn or develop?	I want to increase my ability to adapt to unfamiliar tasks, people and surroundings and non-routine situations. As a zookeeper this is a very valuable skill.
Measurable (learning objective must be concrete)	How can I check whether I have achieved this learning goal?	I can assess for myself if I have been stressed a lot during periods of days when in theory I wouldn't have to be stressed.
Acceptable (you really have to stand behind your goal)	Why do I want to achieve this learning goal?	I can get pretty stressed at some times, especially if I don't know what to expect or what I'm going to have to do. That's why this whole internship was pretty challenging and scary for me in the first place.
Realistic (is the learning objective achievable?)	How am I going to achieve this learning goal? Who or what do I need to achieve my learning goal?	I will try to relax and go with the flow. All I need for me to achieve this learning objective is myself. I need to try and keep my cool, relax and most importantly have fun.
Time-bound (when does your learning objective start, when are you finished and when have	How long do I think I need to achieve my goal?	I think after 3 weeks I will be comfortable with my new colleagues and the new work environment. After 4 weeks I

you achieved your learning objective?)		want to be able to let go of the feeling of having to control everything.
--	--	---

SMART setting learning objective 3

Evaluation

Table 1.6

Question	Answer
To what extent have I progressed with regard to my learning objective?	During the first week I felt very uneasy and quite nervous during multiple moment during the day. During the second and third week I had all kinds of surprises. Feeding the lions, feeding bears and feeding the sealions. All these unexpected moments stressed me out at first. Not knowing the animals, having to be in a new environment with new people. But at one moment the flip just switched. I realized that all these new experiences were really fun and I began to relax more. During the rest of my internship I relaxed more and didn't think too much about what we were going to do next. I just went with the flow.
What have I done to work on this learning objective? What feedback did I receive and from whom?	I pushed myself past my comfort-zone and tried new things. I tried to not think about what was going to happen next and just wait and see.
Have I achieved this learning objective or will I take this learning objective with me?	I feel like that for now I have achieved this learning objective, but when in the near future I find a job in a new company I will try to tell myself to relax and see what will come next.

Evaluation learning objective 3

Learning objective 4

Learning objective 4 is set in **consultation** with my BPV supervisor and can be focused on knowledge, professional skills, or 21st-century skills. I chose to set my fourth learning objective on soft skills as well.

During past jobs and internships at Dutch zoo's I had some bad experience with capuchins. This may sound silly, but I'm actually quite scared of them. When I heard that the group they have in Zoo Zagreb was considered very calm and nice I thought to myself that even though

it may seem small and stupid to others. I will make It one of my learning objectives to overcome my fear of capuchins.

“ Within six weeks, I will work on overcoming my fear of capuchin monkeys by gradually increasing my direct interactions with the group at Zoo Zagreb under supervision, starting with observation and progressing to basic care tasks”

Table 1.7

SMART	Question	Answer
Specific (not too big a goal and not too vague)	What exactly is my learning goal, what do I want to learn or develop?	I want to try and overcome my fear of being near capuchins. I want to be able to feed them and clean their enclosure. I do wan't to keep my feeling of having to be cautious around them, but I don't want to be afraid of them anymore
Measurable (learning objective must be concrete)	How can I check whether I have achieved this learning goal?	If at the end of my internship I have fed and cleaned the enclosure, without stress I would say that this learning objective is achieved.
Acceptable (you really have to stand behind your goal)	Why do I want to achieve this learning goal?	I feel that since my fear came from a bad experience, I need some good ones. If at one point in my life I get to work with capuchins again I don't want to fear them. If I have a lot of stress, so will the animals.
Realistic (is the learning objective achievable?)	How am I going to achieve this learning goal? Who or what do I need to achieve my learning goal?	I want to gradually increase my interactions with the animals, but always under supervision. I want to start by cleaning their inside enclosure, but with locking the animals outside. The next step I would like to take would be to just be around during a feeding. After that I think I would like to feed the animals myself. The last step is me relaxed during the cleaning of the inside enclosure without the animals locked out and being

		able to walk into the outside enclosure and feed them.
Time-bound (when does your learning objective start, when are you finished and when have you achieved your learning objective?)	How long do I think I need to achieve my goal?	Since I don't know how often I'll be able to work with the capuchins I will give myself my whole internship to try and overcome my fear.

SMART setting learning objective 4

Evaluation

Table 1.8

Question	Answer
To what extent have I progressed with regard to my learning objective?	As pictured in the image below this table I have made some amazing progress with the capuchins. At this time I'm able to feed them and clean the enclosure. When I work with the capuchins it's always under supervision, but I don't need someone to stay close to me. As long as they are with me in the enclosure I feel safe and relaxed.
What have I done to work on this learning objective? What feedback did I receive and from whom?	I took tiny baby steps, first I just cleaned the inside enclosure when the animals were not able to come inside. Then we fed the capuchins while sitting in the outside enclosure. This was quite exciting for me, I asked Lars to stay close to me and I sat in front of the exit. The animals were amazingly calm, they would come to get some food, take it and leave. This interaction really gave me some peace of mind. A few weeks after that I unexpectedly had to come to feed and clean the capuchins. Without really thinking about it I stepped outside and started scattering the food for them. Some of the capuchins approached me, I just showed them my bucket or empty hands and they would leave.
Have I achieved this learning objective or will I take this learning objective with me?	I have definitely achieved this learning objective. I would no longer say that I'm afraid of capuchins, yet I will remain cautious around them. I'm also very aware of the fact that in Dutch zoo's there is a no contact or protected contact approach when working with capuchins, which is very understandable since they are still wild animals and can be quite territorial.

Evaluation learning objective 4

Image 1.8



Feeding the capuchin

Conclusion

I had the most wonderful time at Zoo Zagreb. I was really nervous and didn't know what to expect, but I have to say nothing could have prepared me for the experiences I have had during this internship. I did so many different and new things. I have had to come out of my comfort zone and I loved almost every minute of it. I have made memories here that I will never forget.

Appendix A Checklist Schriftelijke rapportage

De checklist wordt door de student zelf afgevinkt en aan het verslag toegevoegd. Een niet (correct) ingevulde checklist kan leiden tot: **'geen beoordeling'**.

Datum:**Titelblad**

- ☐ Het voorblad heeft een aantrekkelijke lay-out (foto, illustratie).
- ☐ De titel is pakkend en geeft goed weer waar het verslag over gaat.
- ☐ De titelpagina bevat de naam auteur + klas + opleiding + vak + datum + docent.
- ☐ Het titelblad heeft nooit een paginanummer.

Automatische inhoudsopgave

- ☐ De hoofdstukken en paragrafen zijn vermeld en genummerd.
- ☐ De bijlagen krijgen volgens het alfabet oplopende letters (titel begint met een hoofdletter en wordt niet afgesloten met een punt).
- ☐ Het voorwoord, de inleiding, het nawoord en de bronnenlijst zijn vermeld maar hebben geen hoofdstukcijfer.
- ☐ De paginaverwijzing is correct.
- ☐ Er is gebruik gemaakt van “automatische inhoud van MS Word”.

Voorwoord & Inleiding

- ☐ Het voorwoord bevat persoonlijke tekst, maar de inleiding niet.
- ☐ De inleiding moet zó geschreven worden dat het uitnodigt om het verslag te gaan lezen.
- ☐ In de inleiding staat beschreven wat de lezer in ieder hoofdstuk kan verwachten, maar mag geen saaie opsomming zijn.

Kern (opbouw hoofdstukken, paragrafen)

- ☐ De hoofdstukken en paragrafen zijn genummerd opgesteld via Stijlen MS Word.
- ☐ De hoofdstukken en paragrafen hebben een passende titel (geen vraag als titel!).
- ☐ Elk hoofdstuk bestaat minimaal één pagina en is als volgt opgebouwd: inleiding, kern en slot.
- ☐ Elk hoofdstuk begint op een nieuwe pagina.
- ☐ Nieuwe alinea's worden duidelijk weergegeven met een witregel.
- ☐ Alle pagina's bevatten een paginanummer.
- ☐ Alle tekst, inclusief titels, hebben hetzelfde lettertype (gewone tekst heeft lettergrootte 11).
- ☐ Figuren en tabellen zijn (doorgenummerd) en hebben een passende titel.

Nawoord

- ☐ Het nawoord is kort en bondig en bevat geen nieuwe informatie.

Taalgebruik

- ☐ In het verslag is de interpunctie correct toegepast (hoofdletters, komma's, punten, enz.).
- ☐ Het verslag bevat geen spreektaal.
- ☐ De spelling is gecontroleerd (door een ander persoon).
- ☐ De tekst is geschreven met het lettertype Arial, Calibri of Tahoma.

Bronnen

- ☐ Het verslag bevat bronvermeldingen in de tekst en bronnenlijst.
- ☐ Alle bronvermeldingen in de tekst zijn terug te vinden in de bronnenlijst.
- ☐ Alle bronvermeldingen en de bronnenlijst zijn vermeld volgens de Wildlife-richtlijnen.
- ☐ De bronnenlijst bevindt zich na de hoofdtekst en voor de bijlage(n).
- ☐ De bronnenlijst is op alfabetische volgorde.
- ☐ De bronnenlijst bevat geen taal- of spelfouten.
- ☐ De bronnenlijst is consistent (zelfde lettertype, afstand tussen titels gelijk, etc.) en consequent.

Gebruik Generatieve AI

- ☐ Tijdens de voorbereiding van dit werk heb ik.....

- Na het gebruik van deze tool heb ik de uitkomsten ervan uitvoerig aangepast om ervoor te zorgen dat dit verslag mijn eigen competenties en de beoordelingscriteria reflecteert en niet letterlijk is overgenomen van de tool.