



International Academy of Canine Trainers

Professional Dog Walking Course

STUDENT HANDBOOK



Student Handbook

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1. **Welcome and Introduction**

Welcome and congratulations on making the commitment to becoming a professional certified dog walker. This program will prepare you in starting a business as a professional dog walker. This course will provide you with all that you need to create a business and get started right away.

The courses at this Academy have been created through Amber Cottle's years of experience working with client dogs and countless shelter dogs needing behavioral rehabilitation. Amber has over 10,000 hours of professional experience and hundreds of hours of formal training including numerous certifications. The curriculum was also designed using guidelines from the Association of Professional Dog Trainers (APDT.com)

You will be working with some great fellow students and wonderful dogs. Upon graduation, you will be a Certified Professional Dog Walker. You will be joining the world of dog professionals and establish standards of excellence in your field.

Graduates of this program will be a "Certified Professional Dog Walker" from the "International Academy of Canine Trainers". You will be able to use the letters IACT-CDW after your name. This certification is not only a mark of achievement for you, it is also a clear signal to others that your training and teaching have reached a standard of excellence that this Academy is proud to stand behind.

Your teacher is always available to help you move through the program smoothly. Please don't hesitate to ask for additional help if needed. We hope you and your dogs will find the experience exciting, and fun!



2. Program Vision and Goals

Academy Mission Statement:

The International Academy of Canine Trainers is dedicated to providing a quality education based on current scientific knowledge of learning and behavior to students wanting to become professional pet dog trainers or work within the pet groomers and animal care industry.

The long term vision for this program is to create a large, cohesive, and committed group of professional dog trainers or dog walkers who are well educated in scientific learning theory and humane dog training practices. The focus of this program is to educate students in enriching the lives of dogs and preventing behavioral problems so we can enhance the dog/owner bond. This will ultimately reduce the number of dogs surrendered to animal shelters.

The single most important goal for you, the student in this program, is to demonstrate that you are committed to the health and well being of dogs in your care and community, in keeping with the standards and practices of the Academy.

In this course, you can demonstrate excellence by learning to:

- Properly assess dog personalities
- Handle dogs with extreme care to prevent serious injury or behaviour problems
- Establish leadership without force in order to create a harmonious relationship with your client dog
- Demonstrate professionalism in your business
- Train basic obedience using positive reinforcement: play, praise, affection or food depending on what motivates the dog.
- Prevent behaviour issues by anticipating conflicts between dogs
- Demonstrate exceptional handling skills with all types of dog personalities
- Use innovative business strategies and tools to ensure the success of your business



3. Course Structure

- **Curriculum:** The course will take place over two full days. Each day is divided into lessons. Each lesson will cover a specific topic. Lessons and their topics use handouts, videos, power point presentations, reading assignments, and hands-on exercises. The practical portion of the course is mandatory and the student's ability will be assessed throughout the day. The course will be completed with a written Certification Exam.
- **Required equipment:** In order to participate in this program, you will need:
 - Folder/binder and other standard school materials to keep papers organized

4. Graduation Requirements

The Academy sets high standards for graduation. In order to graduate, a student must be in good standing. To be in good standing a student must, among other things:

- 1) Attend and complete all Lessons
- 2) Pass the practical assessments that occur during the second day of the course
- 3) Receive a final score of 85 or above on the written Certification Exam

Students who do not receive a score of 85 or better on their first attempt of the written Certification Exam may take the test one more time. For each of these additional assessments there is a charge of \$100.

5. Tuition Policies

- Your tuition for the International Academy of Canine Trainers provides you your classroom lessons, handouts, and assessments. Travel and lodging costs to campus location or Workshops are not included.
- Tuition for the course is \$600.00

Please Note: There is an additional administrative fee of \$35.00 not included in the tuition.

- Tuition for the course must be paid in full 7 days prior to the start date of the course.
- Tuition payments can be made by cash, check, or credit card. Credit card payments can be made online only at www.academyofcainetrainers.com



6. Refund Policy:

(1) Written notice must be provided:

- (a) By a student to the institution when the student withdraws, or
- (b) By the institution to the student where the institution dismisses a student.

Where total fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and student may be required to make up monies due under the contract.

Refunds before the program of study starts:

(2) (a) If written notice of withdrawal is received by the institution less than seven (7) calendar days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain 5% of the total fees due under the contract to a maximum of \$250.00.

(b) Subject to subsection (2) (a), if written notice of withdrawal is received by the institution thirty (30) calendar days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, the institution may retain 10% of the total tuition only, due under the contract to a maximum of \$1000.00.

(c) Subject to subsection (2) (a), if written notice of withdrawal is received by the institution less than thirty (30) calendar days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the institution may retain 20% of the total tuition only, due under the contract to a maximum of \$1300.00.

Refunds after the program of study starts:

(3) (a) If written notice of withdrawal is received by the institution, or a student is dismissed, up to and including 10% of the period of instruction specified in the contract has elapsed, program of study's duration, the institution may retain 30% of the tuition due under the contract.

(b) Subject to subsection (3) (a), if written notice of withdrawal is received by the institution, or a student is dismissed, where more than 10% and up to 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition under the contract.

(c) If a student withdraws or is dismissed where more than 30% of the period of instruction specified in the contract has elapsed, no refund is required. of the program of study's duration, no refund is required.

(1) Where a student did not meet the institutional and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, the institution must refund all tuition and fees paid under the contract less the applicable non-refundable student application and registration fee.

- Any violation of the student's obligations as stated in this Handbook or as stated elsewhere in the Academy's materials can be sufficient grounds for dismissal from the program and forfeiture of all monies paid to the Academy or Amber Cottle.



- **Performance feedback:** You will get frequent feedback during the course. If you feel you are not getting feedback, it is your responsibility to let us know and help us give you more. There are two primary mechanisms for formal feedback:

- **Bringing dogs to Workshops:** **If available,** students may be asked to bring a dog to the second day of the course. The following are the guidelines for bringing dogs to the Workshops:
 - Dog should be crateable or able to relax on a mat beside the student.
 - Dog should be able to acclimate to Workshop environment (not too stressed or noisy).
 - Dog should be safe/comfortable with new people (other students will be handling the dog).
 - Dog should be safe/comfortable with other dogs (students shouldn't have to "manage" their dog).
 - Students should bring water and bowl, crate, mat, treats, food, toys, etc.— anything they need to make the dog comfortable.

7. Student Resources

- **E-mail support:** If you have questions about the Academy's policies or procedures, ask for help from the Academy by e-mailing info@ambercottle.com. Response time is generally 24 hours or less.

- **Ongoing Support:** Once the student has successfully completed their course, they are eligible to contact the instructor with questions if needed.

8. Admission Requirements:

- Applicants must be 19 years of age
- Applicants must have a good understanding of english. (please see policy below)
- Applicant's must be physically fit and be able to perform the practical exercises as required. (Applicant must be able to lift 20 kilograms, and be able to walk 5 kilometers at any one time)
- Applicant's must read and certify that they have read the academy's policies and Student Handbook.



9. Language Proficiency Policy

Policy:

Instruction at the International Academy of Canine Trainers is conducted in English. Students whose first language is not the language of instruction are required to undergo a Language Proficiency Assessment prior to enrolment in order to ensure they have the language abilities necessary to successfully complete the program of their choice. Language proficiency requirements are admission requirements and may not be waived by either the institution or the student. The following are accepted:

For all courses at the International Academy of Canine Trainers:

Procedure:

The student will then be required to undergo a Language Proficiency Assessment prior to consideration for acceptance to the academy.

The student must provide results of a Test of English as a Foreign Language (TOEFL) and pass with a minimum score of 4 for speaking and writing. The applying student must provide written results of the TOEFL test to the administrator prior to acceptance to the academy.

If the student does not fulfill the requirements of the Language Proficiency Policy, then the applying student will be informed in writing.

10. Dispute Resolution Policy and Procedure

- 1) First try to resolve the issue directly with the other party. If this does not work...
- 2) Put your complaint in writing to Amber Cottle, Director of Training. She will request submissions from all parties involved, including witnesses; conduct an investigation, and set up a meeting within ten days of the complaint. Amber Cottle will provide a written decision to all parties within ten days of resolution.



11. Dismissal Policy

Students will be dismissed from the program if they participate in any of the following:

- * Inhumane treatment towards animals
- * Physical abuse of academy's property
- * Theft or non-accidental damage to academy's property
- * Behavior displaying insubordination, refusal to cooperate with instructors and schedules
- * The use of alcohol or non-prescription drugs is prohibited while in attendance at the academy
- * Flagrant disrespect of academy's rules of conduct and policies
- * Disrespectful behavior or attitude towards staff, students, or clients of the International Academy of Canine Trainers, or any affiliated animal shelter or satellite location.
- * Non-payment as outlined on student contract or in the tuition policies stated above.
- * Any violation of the student's obligations as stated in the Student Handbook or as stated elsewhere in the Academy's materials may be sufficient grounds for dismissal from the program.

12. Procedure for Grade Appeal:

1. If a student is dissatisfied with the grade received for the final exam and can provide evidence that a higher grade is warranted he/she should discuss with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the Senior Educational Administrator.
3. The Senior Educational Administrator will obtain a copy of the mid-term or final assessment from the instructor and will have the assessment re-marked by another instructor.
4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. If a grade appeal is reviewed by the Senior Educational Administrator, the grade assigned following the re-mark and review will be final and cannot be appealed further.



13. Attendance Policy: Students are required to attend both days of the dog walking course. There are no make up sessions available if a student has to miss class. Please refer to the refund policy for more information.

13. Health and Safety Policy:

The International Academy of Canine Trainers (IACT) is committed to providing a healthy and safe working and learning environment for all employees and students. The policy applies to all IACT employees and students.

- The On-Site Administrator or instructor ensures that adequate fire suppression equipment is available as needed throughout the campus and that all fire suppression equipment is inspected by a qualified inspector at least annually.
- Students are required to wear appropriate clothing and non-slip shoes when working with dogs at the academy of animal shelter.
- Instructor will ensure proper footwear and clothing will be worn by students.
- In the event of a fire emergency, the Office Administrator will dial 911 and advise the fire department of the location of the school. They will provide details of the type of fire (if known) and the location of the fire within the campus.
- The On-Site Administrator will advise all employees to evacuate the campus.
- Instructors in the program conduct weekly inspections of equipment to ensure that worn or damaged pieces are identified and replaced.
- The Instructor will ensure that the shelter dogs students will be handling are safe and non-aggressive.



14. Agreement on Code of Conduct and Waiver of Liability By the act of enrolling in the Academy or any Academy program, the student hereby acknowledges and agrees to the following:

- Academy materials are the copyrighted valuable intellectual property of Amber Cottle and the International Academy of Canine Trainers and other contributors. The student will not reproduce or distribute the same, and will not use Academy materials for any purpose other than for the enrolled student's personal educational use in the program in which the student is enrolled. Materials provided to the students with any additional rights will be clearly indicated.
- Only the student enrolled will take the course under the name and identification given to the enrolled student.
- The student's work will be his/her own.
- The student will complete assigned work in a timely fashion and be well-prepared for Practical Workshops and lectures.
- The student will be responsible caretakers of all the animals they work with during the program and will not engage in any inhumane treatment of animals.
- Any violation of the student's obligations as stated in this Handbook or as stated elsewhere in the Academy's materials may be sufficient grounds for dismissal from the program.
- Tuition payments must be received within one week prior to the start of the course.** Payments must be in good standing to start and finish the program.
- The student waives all liability and holds harmless, Cottle & Earle Agencies, Ltd., Amber Cottle, the International Academy of Canine Trainers and its faculty for any injury sustained or damage that occurs during the student's involvement with the Academy.
- The Student Handbook will change from time to time and it is the student's obligation to remain current and in conformity with current policies. In the instance of an affirmative written conflict between Academy policies written elsewhere and the Student Handbook, the Student Handbook shall govern.

Please Note: Dog Walking Certification Course is a copyrighted "program" and intended for the student to start their own business as a professional dog walker. Students are prohibited from using any material in the program for teaching other students to become professional dog walkers.

Signed _____ Date _____
Student