



PET SENSE COLLEGE

COURSE GUIDE 2019

WELCOME

Below is a comprehensive guide to the courses on offer.

There are many people in South Africa who make a living out of working with animals because it's just something that they are really good at. These courses give them the opportunity to augment their calling with expanded knowledge and a formal qualification.

The Animal Behaviour Consultants of South Africa who are the registering authority for animal behaviour consultants in Southern Africa recognises our courses as well as being accredited, recognised and approved in the UK and Europe. To view our accreditations please go to:

<https://www.petsensecollege.co.za/about-us/#accred>

It is highly recommended that students join the Animal Behaviour Consultants of SA to keep abreast with the latest developments in the field.

“Registration is open all year round; you can enroll anytime throughout the year, from anywhere in South Africa, as well as Africa.”

There are no exams as you are marked on course work and module projects. All modules must be passed in order to successfully complete the diploma. Students are given one chance to re-do a module, if a module is failed.

Once registered, you receive a student handbook, recommended reading list and the 1st module. You can work at your own pace, within a 6 month deadline. Students are required to buy their own books.

Our payment options are flexible. You can either pay for the whole course or pay the course off. We have two payment options available. Pay per module or pay monthly installments. EFT and payments via our website are welcome.

For more terms and conditions, have a look at our FAQ : <https://www.petsensecollege.co.za/frequently-asked-questions/>

If you have any questions or need guidance, please do not hesitate to contact me.

Yours sincerely,

Celia McCulla
Founder/Owner
Pet Sense College

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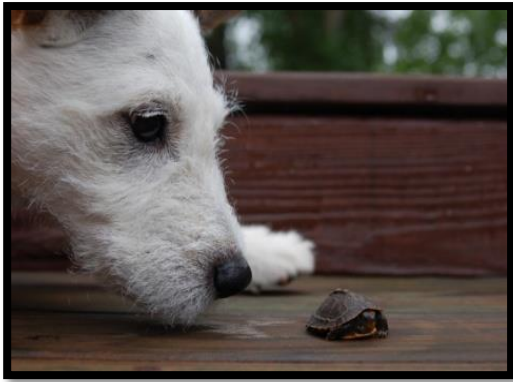
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“STAND OUT FROM THE CROWD WITH A PROFESSIONAL DIPLOMA”

Canine Behaviour Courses

Advanced Diploma – Canine Behaviour Management.



The aim of the course is to prepare participants academically to work in the role of canine behaviour advisor. It is designed to be the definitive course on canine behaviour management for those who cannot afford the time (or money) to go to university to study animal behaviour. It should be noted that this course will not directly involve students in the practical aspects of the subject matter as it is not possible to supervise such activity. It is anticipated that other recommended organisations will offer such training and supervision.

The programme will obviously only cover canines therefore anybody requiring a broader education should seriously consider the university option.

This course is not open to all because of the technical nature of the material and potential students will have to demonstrate their ability to study at this level (level 5: HND/Foundation degree) before being accepted. It should be noted that a long standing, 'hands on' knowledge of dogs will not normally be accepted as adequate qualification to register on this programme without prior study although each case is judged on its own merits.

Successful completion of this course will satisfy the academic requirements for membership of the UKRCB.

Course Modules

1. Learning Theory

- What is learning? An introduction to learning theories
- The different ways dogs learn
- Habituation
- Classical and operant conditioning
- Stimulus generalisation and stimulus discrimination
- Types of reinforcement
- Vicarious learning

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- Learning through experience, trial and error learning and one-trial learning and the effects on future behaviour

2. The Genetics and Evolution of Canine Behaviour

- The genetics of the dog, and how genes can affect behaviour
- Biological principles; cell division, types of reproduction
- The principles of inheritance of genes
- The links between dogs and their ancestor, the wolf, similarities and differences
- How domestication and artificial selection have changed the physical and behavioural characteristics of dogs

3. Biochemistry of the Brain

- The differences between the divisions of the nervous system
- The different neural pathways between voluntary and involuntary behaviour
- The structure of the nervous system
- Overview of the brain and the functions of the various parts
- Neurotransmitters and how they affect canine behaviour
- The senses of the dog and how they differ from other species
- A detailed look at the sense of smell and how this affects canine behaviour

4. Pharmacology

- The classes and types of veterinary drugs
- Different ways that drugs act on the body
- The ways that drugs can impact upon canine behaviour
- Some common medical disorders and the ways that these can influence the behaviour of a dog
- For the project a chemical that might be found within the environment is selected and researched to find out how this could impact upon the health and behaviour of the dog

5. The Internal Environment

- Homeostasis and the normal physiology of the body
- How health and physiology can affect canine behaviour
- Various medical conditions are covered, and their behavioural effects
- The physiological and behavioural effects of stress, and the hormones involved
- Other biological factors, for example how hormones or nutrition can influence behaviour

6. The External Environment

- The external factors that can affect the behaviour of a dog
- The environment in which the dog lives, and the experiences it has had
- The interactions between other dogs, and also with people
- The importance of socialisation in early life
- Scientific research that has been carried out into the social development of puppies
- The problems that can occur due to poor socialisation

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- The importance of consistency when training dogs
 - The effects of a kennel environment on behaviour and stress levels
 - This module introduces some case studies for analysis to identify causes of problem behaviour

7. Intelligence and Theory of Mind

- Do animals think?
- Do they experience emotions?
- Do they recognise themselves in a mirror?
- Are they aware of the intentions of others?
- Can we define intelligence and what it means?
- A review of the scientific research that has been carried out on animal emotions
- An analysis of the selfish gene theory

8. Behavioural Diagnostics

- The many possible causes of a particular behavioural problem (root causes of behaviour)
- Environment, nature, nurture, pharmacological, physiological causes, and how more than one of these could be the cause of a problem
- How we can diagnose the cause of behaviour, by asking questions and analysing the situation
- Drawing on knowledge gained from the previous modules to discuss all the possible reasons why a dog is behaving in a certain way
- Designing history sheets to use during client consultations

9. Professional Conduct

- Maintaining a professional image when dealing with clients and the veterinary profession when working as a behaviourist
- The importance of excellent communication skills
- The business aspects of working as a behaviourist, such as insurance and code of conduct
- Dealing with clients, using tact or sympathy when dealing with clients and difficult situations
- Designing promotional material
- Writing letters to veterinary professionals

10. Application of Theory

- The way we interact when dealing with dogs, and how our own behaviour can potentially influence theirs
- Fear and how to deal with it
- Aggression and why it might occur and how to deal with it
- The scientific study of behaviour, including presenting reports, interpreting data and graphs
- Carrying out an observational study of your own on canine behaviour
- Analysing different methods of dealing with a behavioural problem to determine the likely success of different approaches

11.The Law

- Legislation affects anyone working with dogs and their owners
- The legal position and the laws that affect canines and those working with them.
- Includes the Dangerous Dogs Act, Control of Dogs, Animal Welfare Act
- Responsibility for animals in your care
- The law regarding behavioural treatment of animals, and how this relates to the Veterinary legislation

12.Case Studies

- Analysis of case studies to pull together all the knowledge gained throughout the course.
- The examination of ten different behavioural problem case studies
- Suggesting how you would go about assessing and solving the problems.
- Demonstrating knowledge of all factors that might affect canine behaviour, including learning, genetics, and biological and environmental factors
- Suggestions for solving problem behaviour
- Production of professional reports and letters to clients and veterinary professionals

Course Details:

- Study Level 5 - The study Level relates to the how demanding the course is. 1 is beginner and 5 is HND / Foundation Degree level.
- 12 Module Course
- This course is delivered in 12 study modules which need to be passed to gain the qualification.

Fees:

- Course fee – R27 720.00 (includes registration and certification and 12 modules)
or
- Installment option – R4000 registration, R200 certification and R2100 per module
(This option includes interest. Pay either as you go or choose a monthly payment no less than R500)

Canine Behaviour and Training – Diploma (correspondence only)



This course is a combination of relevant modules from several courses for those who would benefit from a specific approach to training and behaviour rather than one or the other. This course is ideal for students who would like to train dogs and understand dog behaviour in order to run effective classes.

Course Modules

1. Ways of Explaining Canine Behaviour

- The effects of biology on behaviour
- Natures approach to behaviour
- Nurtures approach to behaviour
- How food affects behaviour
- Associative learning
- Do dogs think?
- Canine intelligence
- Various ways dogs communicate
- Canine instincts
- What is a behaviourist?

2. Understanding Canine Behaviour

- Introduction to developmental psychology
- The newborn puppy
- Associative learning in the newborn puppy
- Reflex actions
- Initial development in the newborn puppy
- The puppy's vision
- The puppy's hearing
- Lapping behaviour
- Early experiences with semi-solid foods
- The Nature/Nurture debate
- The behaviour of the mother
- Natural selection
- Elimination behaviour in the newborn puppy
- The behaviour of the father
- The importance of play in the newborn puppy
- Why puppies play

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- The play bow
 - The role of hormones
 - Social development
 - Canine senses
 - Artificial selection
 - What is an adult dog?
 - Sexual maturity
 - Physical maturity
 - Psychological maturity
 - The dog as a predator
 - Instincts
 - Types of aggressive behaviour
 - The dog as a social animal
 - The structure of a pack
 - Personality expression
 - Vocalisation
 - Posture
 - Scent marking
 - Burying food
 - The elderly dog

3. Canine Learning

- Charles Darwin's biological adaptations
- The nature versus nurture debate of learning
- Environmental influences on behaviour
- Canine learning
- The parental influences on learning
- Critical and sensitive periods of the puppy's development
- Classical conditioning
- Chaining
- Instrumental or operant conditioning
- Reward and punishment in learning
- Reinforcers and punishment in learning
- Primary and secondary reinforcers
- Reinforcement schedules
- Shaping behaviour
- Sensitisation
- Cultural transmission
- The importance of play
- Insight learning
- Habituation

4. Dog Training

- Why train dogs?
- The senses and training
- Schedules of reinforcement
- Primary and secondary reinforcers revisited
- Choice of primary reinforce
- Benefits of using positive reinforcement
- Putting the theory into practice
- Basic training of house training, the recall, the sit, sit/stand and progressing to heel with problems and solutions
- The advantages and disadvantages of using Clicker Training
- Summary of training principles

5. Touch

- Touch or tactile communication
- Meet, greet and licking as a form of communication
- Lip smacking
- Teat nudge
- Kneading
- Muzzle-nudge and nose to throat nudge
- Muzzle grasp
- Hip nudge

6. Handling Aggression

- Dealing with aggression
- Learning theory
- Operant conditioning
- Positive and negative reinforcement
- Positive and negative punishment
- One trial learning
- Generalisation with behaviour to different surroundings
- Initial measures
- When should training begin?
- Desensitisation and Counter Conditioning Techniques
- What is flooding
- Aversive conditioning
- Learned helplessness
- Over learning
- Holistic approaches to behaviour modification
- Legal Issues and the Dangerous Dogs Act

Course Details:

- Study Level 2-3
- The study Level relates to the how demanding the course is. 1 is beginner and 5 is HND / Foundation Degree level.
- 6 Module Course
- This course is delivered in 6 study modules which need to be passed to gain the qualification.

Fees:

- Course fee – R7590.00 (includes registration and certification and 6 modules)
or
- Installment option – R1700 registration, R200 certification and R1100 per module.
(This option includes interest. Pay either as you go or choose a monthly payment no less than R500)

Canine Behaviour and Training Instructors Diploma– Part-time Course



This is the only course that Pet Sense College offers which includes classes and practical sessions. The course consists of 8 modules and therefore offers the best value for money when comparing other similar courses.

Upon completion of this course, each student will be able to competently train a dog to a basic standard of obedience and run effective and professional classes. This course is run over a three month period on Saturday mornings. Students will be required to bring a dog to practical training sessions, either their own dog, or one that they can work with outside of practical sessions. If the student does not have a suitable dog, then one will be provided. This college only supports the use of positive reinforcement. Other methods are discussed so that students understand the implications of negative training methods.

This course is developed as a foundation course and includes an introduction to problem behaviours and aggression however it is not specialised on this subject. Further study in the area of Canine Behaviour would be necessary in order to specialise.

The CBTI DIP requires the following criteria:

- You have some practical experience with dogs.
- You can commit to Saturday morning sessions over 3 months – see dates below.
- You are able to attend classes in Riverbend Randburg.
- You have additional time to read the subject specific literature and prepare your assignments.
- You have a dog to work with on practical assignments at home.

Furthermore, an exclusive offer is open to students who register for this course.

A 6 month apprenticeship at Happy Pack Dog Training and Behaviour Management. Classes run on Sundays in Riverbend and Linksfield. For more info on this offer, please contact the lecturer, Celia McCulla.

Course Modules

1. Ways of Explaining Canine Behaviour

- The effects of biology on behaviour
- Natures approach to behaviour
- Nurtures approach to behaviour
- How food affects behaviour
- Associative learning
- Do dogs think?
- Canine intelligence
- Various ways dogs communicate
- Canine instincts
- What is a behaviourist?

2. Understanding Canine Behaviour

- Introduction to developmental psychology
- The newborn puppy
- Associative learning in the newborn puppy
- Reflex actions
- Initial development in the newborn puppy
- The puppy's vision
- The puppy's hearing
- Lapping behaviour
- Early experiences with semi-solid foods
- The Nature/Nurture debate
- The behaviour of the mother
- Natural selection
- Elimination behaviour in the newborn puppy
- The behaviour of the father
- The importance of play in the newborn puppy
- Why puppies play
- The play bow
- The role of hormones
- Social development
- Canine senses
- Artificial selection
- What is an adult dog?
- Sexual maturity
- Physical maturity
- Psychological maturity
- The dog as a predator
- Instincts
- Types of aggressive behaviour
- The dog as a social animal
- The structure of a pack

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- Personality expression
 - Vocalisation
 - Posture
 - Scent marking
 - Burying food
 - The elderly dog

3. Body Language

- What is meant by body language?
- Personal space
- Various types of body language
- Faces and their expressions
- What the mouth can convey
- Staring
- Yawning
- Body postures
- The confident dog
- The shy dog
- Distraction signals
- The stress signal
- Play
- The play bow and play dance
- The older dog and play
- Tail language
- Positions of the tail
- Wagging

4. Canine Learning

- Charles Darwin's biological adaptations
- The nature versus nurture debate of learning
- Environmental influences on behaviour
- Canine learning
- The parental influences on learning
- Critical and sensitive periods of the puppy's development
- Classical conditioning
- Chaining
- Instrumental or operant conditioning
- Reward and punishment in learning
- Reinforcers and punishment in learning
- Primary and secondary reinforcers
- Reinforcement schedules
- Shaping behaviour
- Sensitisation
- Cultural transmission

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- The importance of play
 - Insight learning
 - Habituation

5. Dog Training

- Why train dogs?
- The senses and training
- Schedules of reinforcement
- Primary and secondary reinforcers revisited
- Choice of primary reinforce
- Benefits of using positive reinforcement
- Putting the theory into practice
- Basic training of house training, the recall, the sit, sit/stand, down, watch and progressing to heel with problems and solutions. Impulse control, prevention of aggression over food and toys, leash management. Leave-it, take-it, give-it.
- Puppy socialisation
- Running classes
- The advantages and disadvantages of using Clicker Training
- Summary of training principles
- Trainer skills

6. Handling Aggression

- Dealing with aggression
- Learning theory
- Operant conditioning
- Positive and negative reinforcement
- Positive and negative punishment
- One trial learning
- Generalisation with behaviour to different surroundings
- Initial measures
- When should training begin?
- Desensitisation and Counter Conditioning Techniques
- What is flooding
- Aversive conditioning
- Learned helplessness
- Over learning
- Holistic approaches to behaviour modification
- Legal Issues and the Dangerous Dogs Act

7. Unusual Canine Behaviour

- What is unusual canine behaviour
- What is normal canine behaviour
- Innate behaviour
- How owners confuse their dogs
- Unwanted barking behaviours
- Territorial aggression
- Fear aggression
- Progressive desensitisation
- Destructive behaviour
- Canine Anxiety
- Feigning injuries
- Chasing behaviour
- Fouling indoors
- Coprophagia

8. Avoiding Problem Behaviour

- The thinking behind this module is to equip students with the ability to provide their dogs with the required social environment to avoid common problem behaviours developing. Prevention is always better than cure.

Course Details:

- 8 Module Course – intensive study over 3 months.
- Students are assessed on assignment work which accounts for 70% of the marks. Practical assessments account for 30%
- Course starts Saturday, 6 July 2019
 - Class dates:
 - July 6,13,20 and 27
 - August 10,17 and 24
 - September 7 and 14
- Venue: Execupaws, 17 Main Road, Riverbend. Less than 4kms from Fourways, Lanseria and Northriding.
- Time: Saturdays 9am to 12pm.

Fees:

- Course fee – R7900.00 includes registration, certification and 8 modules. The modules will be handed to students on the 1st day of class.
Payment option: Upfront or paid off over two months. Half paid by the 6 July 2019 and the balance by end of August 2019.

Canine Aggression – Diploma



This programme is aimed at the more advanced student, who needs an understanding of aggressive behaviour in dogs for professional reasons, what causes it, how to recognise the warning signs and finally handle it.

Course Modules

1. Defining Aggression

- Introduction to canine aggression
- Defining aggression in human terms
- Social communication
- Can aggression be thought of as a natural and/or beneficial behaviour?
- Selective breeding and its influence on behaviour
- Nature / Nurture Debate
- Group dynamics
- Social behaviour
- The dog's expressive body language
- The need for understanding body language
- Stress levels contributing to aggression
- Calming signals and displacement behaviour
- Are there any circumstances where aggression is appropriate

2. Recognising Aggression

- Reading canine language
- The canine eye in connection with the dog's emotional state
- The canine ear used in communication
- Mouth and head positions used in communication
- Body positions and body posture
- Mounting behaviour
- Tail position and use in social communication
- Fear aggression
- Possessive aggression

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- Maternal aggression
 - Territorial aggression
 - Re - directed aggression
 - Genetic aggression
 - Consequential aggression
 - Sex related aggression
 - Predatory aggression
 - Defensive aggression
 - Idiopathic aggression
 - Senile aggression
 - Diet and aggression

3. Development of Aggression

- Natural behaviour of breeds
- Before choosing a dog
- Working dogs
- Importance of recall when exercising a dog
- Different types of toys for dogs
- Games and play between humans and dogs
- Inter - dog contact
- Breed related problems
- Juvenile to adult development
- Lack of interpretation between dogs
- Learned behaviour
- Physiological condition
- Neutering for both males and females?
- Diet and feeding schedules
- Socialisation and the development of the dog
- Owner influence on aggression due to lack of structure
- Leaving the dog unattended
- The use of aversive training aids
- Anthropomorphism

4. Handling Aggression

- Dealing with aggression
- Learning theory
- Operant conditioning
- Positive and negative reinforcement
- Positive and negative punishment
- One trial learning

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- Generalisation with behaviour to different surroundings
 - Initial measures
 - When should training begin?
 - Desensitisation and Counter Conditioning
 - Techniques
 - Flooding
 - Aversive conditioning
 - Learned helplessness
 - Over learning
 - Holistic approaches to behaviour modification
 - Euthanasia
 - Legal Issues and the Dangerous Dogs Act

Course Details

- Study Level 3
- The study Level relates to the how demanding the course is. 1 is beginner and 5 is HND / Foundation Degree level.
- 4 Module Course
- This course is delivered in 4 study modules which need to be passed to gain the qualification.

Fees:

- Course fee – R9350.00 (includes registration and certification)
- Installment option – R1500 registration, R200 certification and R2000 per module

or

Monthly installments – Choose your own amount to pay monthly, no less than R500, over and above reg and cert payment. (This option includes interest. Pay either as you go or choose a monthly payment no less than R500)

Canine Behaviour and Psychology Diploma



The aim of the course is to introduce participants to the behaviour and psychology of the domestic dog. It is designed to equip students with a basic knowledge of normal and unusual behaviours and their purposes or what they can tell us about the dog.

Course Modules

1) Ways of Explaining Canine Behaviour

- Understand the terms psychology, behaviour biology and mind.
- Appreciate the phrase 'canine intelligence'.
- The effect of biology on behaviour. Inherited physical characteristics. Health disorders that may be inherited and how these might influence behaviour. The problems associated with assuming all behaviour is inherited. Illnesses other than inherited ones that can affect behaviour. The effects of anatomy on behaviour.
- The difference between 'nature' and 'nurture'.
- How diet and medication might affect behaviour.
- An introduction to food allergies.
- The interactionist approach to behaviour.
- An introduction to social learning. Understand trial and error learning; associative learning and cognition.
- Canine communication with examples.
- Non verbal communication.
- The problems of comparing human emotions and behaviours with dogs. Anthromorphism. Canine behaviours that humans might interpret as emotion.
- Understand what is meant by maturation and the many ways in which a dog matures. Instincts as a way of explaining some canine behaviour.
- Understand the term innate and why innate behaviours are important.

2) Mating Behaviour and Birth

- Characteristics of sexual reproduction.
- Understanding sexual maturity, psychological maturity and behaviour that leads to courtship rituals, the 'tie' and mating, plus breed differences.
- The reproductive cycle.
- The role of hormones (androgens/oestrogens) in the reproductive cycle.
- Organising a successful mating for the breeder.
- The anatomy of reproduction in male and female.
- Ovulation and seasons.
- The bitch in whelp and three stages of labour, the development of the foetus, birth and associated behaviours

3) The Psychology of the Young Dog

- Altricial young and the stages of development of the newborn puppy, suckling, to lapping and independent movement.
- The importance of the development of the senses in the newborn, vision, hearing, olfaction and touch.
- What the new born pup can and cannot do.
- Maternal behaviour and circumstances that might lead to infanticide.
- The development of early behaviour and the importance of early learning including elimination, communication, exploration and play.
- Sensitive periods of learning.

4) The Psychology of the Adult Dog

- The continued development of the dog from puberty into adulthood and old age.
- Effects of artificial selection on development of senses in different breeds.
- Sexual dimorphism and continued examination of physical and psychological development.
- The effects of learning and genetics on development including different types of aggressive and predatory behaviour and methods of communication; how early learning might affect adult behaviour.
- The dog as a social animal.

5) Unusual Canine Behaviour

- The difference between unusual and abnormal behaviour, pathological behaviour and maladaptive learning.
- The importance of consistency in relation to canine behaviour.
- Examples of unwanted behaviour including self-mutilation, phobias and obsessive behaviours.
- Understanding what is 'normal' behaviour for dogs and being aware of owners' tendency to anthropomorphism.

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- Breed differences and innate behaviours.
 - Guarding against giving confusing messages to dogs.
 - Potential influencing factors including illness, diet and medication.
 - Understanding different forms of aggression, causes and warning signs.
 - Destructive behaviour, anxiety, feigning injury, chasing, coprophagia and other unusual behaviours.

6) Avoiding Problem Behaviour

- Prevention is easier than cure.
- Understanding the difference between cause and symptom.
- Choosing the right dog for your circumstances.
- Understanding the importance of socialisation at the appropriate age and consistency in training.
- Obedience training methods and the importance of avoiding punishment.
- Early lead training, bite inhibition and other basics.
- The importance of appropriate play and making learning fun.
- How to provide the dog with the required environment to avoid common problem behaviours developing.
- Legal responsibilities.

Course Details:

- Study Level 3
- The study Level relates to the how demanding the course is. 1 is beginner and 5 is HND / Foundation Degree level.
- 6 Module Course
- This course is delivered in 6 study modules which need to be passed to gain the qualification

Fees:

- Course fee – R7700.00 (includes registration and certification)
- Installment option – R1500 registration, R200 certification and R1100 per module

Or

Monthly installments – Choose your own amount to pay monthly, no less than R500, over and above reg and cert payment. (This option includes interest. Pay either as you go or choose a monthly payment no less than R500)

Canine Communications – Diploma



This programme is designed to equip the student with the knowledge to 'read' and understand how and what dogs communicate to each other and to humans. This is essential if one is to be working with dogs or engaged in training or behaviour therapy.

Course Modules

1. What Makes a Social Animal?

- Dogs as social animals
- Aggregations
- Evolution of canine social behaviour
- What constitutes behaviour?
- Kin selection
- Territories and territorial behaviour
- What is communication?
- Advantages of different sensory channels of communication
- Defining communication
- What is language?
- Verbal communication and how dogs learn words by association
- The canine senses
- Dog dialects

2. Acoustic Communication

- Sending and receiving acoustic communication
- Hearing
- Basic sounds of the canine
- Various types of barking
- Various types of growling
- Snarling
- Various types of howling

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- What is baying?
 - Whines and Whimpers
 - Yelping
 - What is it when a dog screams?
 - Panting and sighing
 - Sighs
 - Misunderstanding what a dog is trying to tell you
 - Canines misunderstanding humans

3. Body Language

- What is meant by body language?
- Personal space
- Various types of body language
- Faces and their expressions
- What the mouth can convey
- Staring
- Yawning
- Body postures
- The confident dog
- The shy dog
- Distraction signals
- The stress signal
- Play
- The play bow and play dance
- The older dog and play
- Tail language
- Positions of the tail
- Wagging

4. Visual Communication

- Canine eyesight
- The dog's eye
- Eye shape
- Staring
- Blinking
- Ears
- 'Floppy' ears and the domestic dog
- Dribbling
- Neck and throat postures
- Hackles

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- More tail language
 - Bristling and tail cricks
 - Leg movement
 - Paw lifts
 - Meet and greet rituals
 - Defecation

5. Smell and Taste

- The canine nose
- The Jacobson's organ
- Taste and its link to smell
- Pheromones
- Saliva
- Messages in urine
- Females and pheromones
- Males and pheromones
- The dog's territory
- Faeces
- Anal glands
- Perinial gland
- Dorsal or violet gland
- Rolling in smelly items

6. Why Touch is Important to Canines

- Touch or tactile communication
- Meet, greet and licking as a form of communication
- Lip smacking
- Teat nudge
- Kneading
- Muzzle-nudge and nose to throat nudge
- Muzzle grasp
- Hip nudge
- Thrusting

Course Details:

- Study Level 2
- The study Level relates to the how demanding the course is. 1 is beginner and 5 is HND / Foundation Degree level.
- 6 Module Course
- This course is delivered in 6 study modules which need to be passed to gain the qualification.

Fees

- Course fee – R6490.00 (includes registration and certification)
- Installment option – R1500 registration, R200 certification and R1000 per module

or

Monthly installments – Choose your own amount to pay monthly, no less than R500, over and above reg and cert payment. (This option includes interest. Pay either as you go or choose a monthly payment no less than R500)

Foundations of Canine Behaviour Management - Diploma.



This course has been developed for those who aim to complete the Advanced Diploma in Canine Behaviour Management but would benefit from some preparatory studies. Normally we would expect inexperienced people to follow a logical progression of courses in preparation but for those with some experience of working with dogs this course provides a shorter route. It comprises a selection of the most relevant modules from established courses.

Course Module

1. Ways of Explaining Canine Behaviour

- The effects of biology on behaviour
- Natures approach to behaviour
- Nurtures approach to behaviour
- How food affects behaviour
- Associative learning
- Do dogs think?
- Canine intelligence
- Various ways dogs communicate
- Canine instincts
- What is a behaviourist?

2. Unusual Canine Behaviour

- What is unusual canine behaviour
- What is normal canine behaviour
- Innate behaviour
- How owners confuse their dogs
- Unwanted barking behaviours
- Territorial aggression
- Fear aggression
- Progressive desensitisation
- Destructive behaviour
- Canine anxiety

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- Feigning injuries
 - Chasing behaviour
 - Fouling indoors
 - Coprophagia

3. What makes a social animal?

- Dogs as social animals
- Aggregations
- Evolution of canine social behaviour
- What constitutes behaviour?
- Kin selection
- Territories and territorial behaviour
- What is communication?
- Advantages of different sensory channels of communication
- Defining communication
- What is language?
- Verbal communication and how dogs learn words by association
- The canine senses
- Dog dialects

4. Defining Aggression

- Introduction to canine aggression
- Defining aggression in human terms
- Social communication
- Can aggression be thought of as a natural and/or beneficial behaviour?
- Selective breeding and its influence on behaviour
- Nature /Nurture Debate
- Group dynamics
- Social behaviour
- The dog's expressive body language
- The need for understanding body language
- Stress levels contributing to aggression
- Calming signals and displacement behaviour
- Are there any circumstances where aggression is appropriate?

5. The Canine Brain and Senses

- The canine central nervous system
- Basic brain structure and functions
- Structure of the dog's brain: Forebrain, midbrain and hindbrain
- Anthropomorphism
- Canine senses
- The use of proprioceptors

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- Control of overheating
 - Control of overcooling
 - Structure of the ear and hearing
 - Structure of the eye and vision
 - Structure of the nose and the sense of smell
 - Canine taste
 - The sense of touch
 - The reflex arc

6. Dog Training

- Why train dogs?
- The senses and training
- Schedules of reinforcement
- Primary and secondary reinforcers revisited
- Choice of primary reinforce
- Benefits of using positive reinforcement
- Putting the theory into practice
- Basic training of house training, the recall, the sit, sit/stand and progressing to heel with problems and solutions
- The advantages and disadvantages of using Clicker Training
- Summary of training principles

Course Details:

- Study Level 3
- The study Level relates to the how demanding the course is. 1 is beginner and 5 is HND / Foundation Degree level.
- 6 Module Course
- This course is delivered in 6 study modules which need to be passed to gain the qualification.

Fees

- Course fee – R8470 (includes registration and certification)
- Installment option – R1500 registration, R200 certification and R1300 per module

or

Monthly installments – Choose your own amount to pay monthly, no less than R500, over and above reg and cert payment. (This option includes interest. Pay either as you go or choose a monthly payment no less than R500)

Professional Dog Walking Diploma



With the rise in popularity and necessity of dog walkers as a vital service. To many dog owners it is important that the owner has the reassurance that the walker knows what they are doing and their dog is in safe hands.

This course provides the walker with essential knowledge to carry out that task.

Course Modules

1. Canine Anatomy

- Introduction to Canine Anatomy
- The points of the dog
- The canine skeleton
- Importance and function of bones
- Growth in the dog
- The Spinal column
- The skeletal anatomy of the ribs and chest
- The skeletal anatomy of the feet
- The anatomy of the forequarters
- The anatomy of the hindquarters
- The skull and skull types
- Joints
- Health problems with joints and skeletons
- Muscles
- The cardiovascular system
- The heart

2. Canine Form and Function

- Understanding what form and function are
- Canine sight
- Canine hearing

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- Canine olfaction
 - Canine taste
 - Canine touch
 - How different breeds originated
 - The difference between natural selection and artificial selection
 - Hound Group
 - Terrier Group
 - Gundog Group
 - Utility Group
 - Toy Group
 - Working Group
 - Pastoral Group

3. Canine Body Language

- What is meant by body language?
- Personal space
- Various types of body language
- Faces and their expressions
- What the mouth can convey
- Staring
- Yawning
- Body postures
- The confident dog
- The shy dog
- Distraction signals
- The stress signal
- Play
- The play bow and play dance
- The older dog and play
- Tail language
- Positions of the tail
- Wagging

4. Canine Law

- Introduction to canine law
- Local Byelaws
- Sources of information on canine law
- Standard scale of fines and penalties
- Animal Welfare Act 2006
- The key elements of the Animal Welfare Act 2006
- Animals to which the Animal Welfare Act 2006 applies
- Protection Animals of the Animal Welfare Act 2006

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- Responsibility for animals of the Animal Welfare Act 2006
 - Preventing harm in connection with the Animal Welfare Act 2006
 - Duty of care and the Animal Welfare Act 2006
 - The Criminal Damages Act 1971
 - Dangerous Dogs Act 1991
 - Clean Neighbourhoods and Environment Act 2005
 - Dog Fouling (Scotland) Act 2003
 - Road Traffic Act 1988
 - Control of Dogs Order 1992
 - Transportation of Animals
 - The Animal Health Act 1981
 - The Veterinary Surgeon's Act 1966

5. Canine First Aid

- Accident prevention
- Outdoor basics
- Indoor basics
- Putting together a first aid kit
- Muzzles
- Vital Signs: Temperature, Pulse and Respiration
- Examples of First Aid Situations
- RTA : First aid Action
- Wounds: Open
- Wounds: Closed
- First Aid action of wounds
- Fractures: Simple, Compound and Complicated
- First Aid action of fractures
- Haemorrhaging
- Arteries
- Veins
- Capillaries
- The different types of haemorrhage
- Signs of haemorrhage
- First aid action of haemorrhage
- The three main pressure points
- Tourniquets
- Dislocations
- Signs of dislocations
- First aid action of dislocations
- Shock
- Signs of shock
- First aid action of shock

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- Heat Stroke
 - Signs of heat stroke
 - First aid action of heat stroke
 - Cut paws
 - Burns and scalds
 - First aid action of burns ad scalds
 - Drowning
 - First aid action of drowning
 - Foreign bodies in eyes, throat or mouth
 - Insect stings
 - Poisoning
 - First aid action of poisoning
 - Convulsions and Fits
 - Cause of convulsions and fits
 - First aid action of convulsions and fits

6. Canine Aggression

- Reading canine language
- The canine eye in connection with the dog's emotional state
- The canine ear used in communication
- Mouth and head positions used in communication
- Body positions and body posture
- Mounting behaviour
- Tail position and use in social communication
- Fear aggression
- Possessive aggression
- Maternal aggression
- Territorial aggression
- Re-directed aggression
- Genetic aggression
- Consequential aggression
- Sex related aggression
- Predatory aggression
- Defensive aggression
- Idiopathic aggression
- Senile aggression
- Diet and aggression

Course Details

- Study Level 2
- The study Level relates to the how demanding the course is. 1 is beginner and 5 is HND / Foundation Degree level.
- 6 Module Course
- This course is delivered in 6 study modules which need to be passed to gain the qualification.

Fees:

- Course fee – R6820.00 (includes registration and certification)
- Installment option – R1500 registration, R200 certification and R1100 per module

or

Monthly installments – Choose your own amount to pay monthly, no less than R500, over and above reg and cert payment. (This option includes interest. Pay either as you go or choose a monthly payment no less than R500)

Professional Day Care Operator



With the rise in popularity of Day Care facilities there is a need for properly educated people to run them. The Day Care Operator Diploma covers the essential information that is required to successfully run the dog aspects of a day care (business studies are not covered). It is recommended that successful students should consider further studies as career development with the Canine Communication and Canine Aggression programmes.

Course Modules

1. Canine Nutrition

- Introduction to food
- The 5 main types of food
- Carbohydrates
- Proteins
- Minerals
- Vitamins
- The canine digestive system
- Feeding
- Types of food
- Moist food
- Dry food
- Natural food
- When to feed
- Dietary requirements for different ages
- Puppy requirements
- Weaning
- How much should a dog be fed?
- Daily requirements of the elderly dog
- Loss of appetite (fussy feeders)
- Feeding the unwell dog
- The importance of water.

2. Canine First Aid

- Accident prevention
- Outdoor basics
- Indoor basics
- Putting together a first aid kit
- Muzzles
- Vital Signs: Temperature, Pulse and Respiration
- Examples of First Aid Situations
- RTA : First aid Action
- Open and closed wounds
- First Aid action of wounds
- Fractures: Simple, Compound and Complicated
- First Aid action of fractures
- Haemorrhaging
- Arteries
- Veins
- Capillaries
- The different types of haemorrhage
- Signs of haemorrhage
- First aid action of haemorrhage
- The three main pressure points
- Tourniquets
- Dislocations
- Signs of dislocations
- First aid action of dislocations
- Shock
- Signs of shock
- First aid action of shock
- Heat Stroke and signs of heat stroke
- First aid action of heat stroke
- Cut paws
- Burns and scalds
- First aid action of burns ad scalds
- Drowning
- First aid action of drowning
- Foreign bodies in eyes, throat or mouth
- Insect stings
- Poisoning
- First aid action of poisoning
- Convulsions and Fits
- Cause of convulsions and fits

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- First aid action of convulsions and fits

3. Canine Law

- Introduction to canine law
- Local Byelaws
- Sources of information on canine law
- Standard scale of fines and penalties
- Animal Welfare Act 2006
- The key elements of the Animal Welfare Act 2006
- Animals to which the Animal Welfare Act 2006 applies
- Protection Animals of the Animal Welfare Act 2006
- Responsibility for animals of the Animal Welfare Act 2006
- Preventing harm in connection with the Animal Welfare Act 2006
- Duty of care and the Animal Welfare Act 2006
- The Criminal Damages Act 1971
- Dangerous Dogs Act 19
- Clean Neighbourhoods and Environment Act 2005
- Dog Fouling (Scotland) Act 2003
- Road Traffic Act 1988
- Control of Dogs Order 1992
- Transportation of Animals
- The Animal Health Act 1981
- The Veterinary Surgeon's Act 1966

4. Canine Behaviour

- Introduction to Canine Behaviour
- Puppy behaviour
- Adolescence behaviour in the dog
- Adolescence behaviour in the bitch
- Mating behaviour of the dog and bitch
- Pregnancy of the bitch
- Whelping
- Puppy behaviour
- Canine Communication
- Vocalisation
- Tactile communication
- Body Language
- Scent communication
- Natural canine behaviours

5. Common Health Problems

- What are the signs of a healthy dog?
- Internal Parasites: Worms
- External Parasites: Fleas, Ticks, Flies, Ringworm and mites
- Infectious diseases: Distemper, Leptospirosis, Parvovirus, Kennel Cough and Rabies
- Hereditary conditions: Entropion, Ectropion, Cataracts, Glaucoma, Hip dysplasia and Deafness.
- Problems affecting the bitch: Eclampsia and Pyometra
- Problems of old age

6. Hygiene, Health and Safety

- Introduction to health and hygiene
- Basic animal needs in a kennel establishment
- The basic needs each dog should be provided
- Hygiene
- Cleaning routine for individual kennels
- Cleaning materials
- Product types to be used in a kennel
- Common names of products and their uses
- Control of Substances Hazardous to Health (COSHH)
- Waste Disposal
- Exercise areas
- Staff to dog ratios
- Ventilation, insulation and heating
- Bedding and disposable bedding
- Health and Safety Issues

Course Details

- Study Level 3

The study Level relates to the how demanding the course is. 1 is beginner and 5 is HND / Foundation Degree level.

- This course is delivered in 6 study modules which need to be passed to gain the qualification.

Fees:

- Course fee – R7700.00 (includes registration and certification)
- Installment option – R1500 registration, R200 certification and R1300 per module

or

Monthly installments – Choose your own amount to pay monthly, no less than R500, over and above reg and cert payment. (This option includes interest. Pay either as you go or choose a monthly payment no less than R500)

Canine Care and First Aid - Diploma



Description:

This course will prove useful for anyone involved with dogs, from those who own dogs to those working with them such as in the case of boarding kennels.

Course Modules

- 1) The Early Days
- 2) Continued Health
- 3) Principles of first aid (part 1)
- 4) Principles of first aid (part 1)

Course Details

- Study Level 2
- The study Level relates to the how demanding the course is. 1 is beginner and 5 is HND / Foundation Degree level.
- 4 Module Course
- This course is delivered in 4 study modules which need to be passed to gain the qualification.

Fees:

- Course fee – R5610.00 (includes registration and certification)
- Installment option – R1500 registration, R200 certification and R1100 per module

or

Monthly installments – Choose your own amount to pay monthly, no less than R500, over and above reg and cert payment. (This option includes interest. Pay either as you go or choose a monthly payment no less than R500)

Professional Kennel Operator – Diploma



The Kennel Operator Diploma covers the essential information that is required to successfully run the dog aspects of a kennels (business studies are not covered). It is recommended that successful students should consider further studies as career development with the Canine Communication and Canine Aggression programmes.

Course Module

1. Canine Nutrition

- Introduction to food
- The 5 main types of food
- Carbohydrates
- Proteins
- Minerals
- Vitamins
- The canine digestive system
- The importance of the liver
- Feeding
- Types of food
- Moist food
- Dry food
- Natural food
- When to feed
- Dietary requirements for different ages
- Puppy requirements
- Weaning
- Feeding an orphaned puppy
- Feeding the brood bitch
- How much should a dog be fed?

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- Daily requirements of the elderly dog
 - Loss of appetite (fussy feeders)
 - Feeding the unwell dog
 - The importance of water

2. Canine First Aid

- Accident prevention
- Outdoor basics
- Indoor basics
- Putting together a first aid kit
- Muzzles
- Vital Signs: Temperature, Pulse and Respiration
- Examples of First Aid Situations
- RTA : First aid Action
- Open and closed wounds
- First Aid action of wounds
- Fractures: Simple, Compound and Complicated
- First Aid action of fractures
- Haemorrhaging
- Arteries
- Veins
- Capillaries
- The different types of haemorrhage
- Signs of haemorrhage
- First aid action of haemorrhage
- The three main pressure points
- Tourniquets
- Dislocations
- Signs of dislocations
- First aid action of dislocations
- Shock
- Signs of shock
- First aid action of shock
- Heat Stroke and signs of heat stroke
- First aid action of heat stroke
- Cut paws
- Burns and scalds
- First aid action of burns ad scalds
- Drowning
- First aid action of drowning
- Foreign bodies in eyes, throat or mouth
- Insect stings

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- Poisoning
 - First aid action of poisoning
 - Convulsions and Fits
 - Cause of convulsions and fits
 - First aid action of convulsions and fits

3. Canine Law

- Introduction to canine law
- Local Byelaws
- Sources of information on canine law
- Standard scale of fines and penalties
- Animal Welfare Act 2006
- The key elements of the Animal Welfare Act 2006
- Animals to which the Animal Welfare Act 2006 applies
- Protection Animals of the Animal Welfare Act 2006
- Responsibility for animals of the Animal Welfare Act 2006
- Preventing harm in connection with the Animal Welfare Act 2006
- Duty of care and the Animal Welfare Act 2006
- The Criminal Damages Act 1971
- Dangerous Dogs Act 19
- Clean Neighbourhoods and Environment Act 2005
- Dog Fouling (Scotland) Act 2003
- Road Traffic Act 1988
- Control of Dogs Order 1992
- Transportation of Animals
- The Animal Health Act 1981
- The Veterinary Surgeon's Act 1966

4. Canine Behaviour

- Introduction to Canine Behaviour
- Puppy behaviour
- Adolescence behaviour in the dog
- Adolescence behaviour in the bitch
- Mating behaviour of the dog and bitch
- Pregnancy of the bitch
- Whelping
- Puppy behaviour
- Canine Communication
- Vocalisation
- Tactile communication
- Body Language
- Scent communication

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- Natural canine behaviours

5. Common Health Problems

- What are the signs of a healthy dog?
- Internal Parasites: Worms
- External Parasites: Fleas, Ticks, Flies, Ringworm and mites
- Infectious diseases: Distemper, Leptospirosis, Parvovirus, Kennel Cough and Rabies
- Hereditary conditions: Entropion, Ectropion, Cataracts, Glaucoma, Hip dysplasia and Deafness.
- Problems affecting the bitch: Eclampsia and Pyometra
- Problems of old age

6. Kennel Health and Hygiene

- Introduction to Kennel health and hygiene
- Basic animal needs in a kennel establishment
- The basic needs each dog should be provided
- Hygiene
- Cleaning routine for individual kennels
- Cleaning materials
- Product types to be used in a kennel
- Common names of products and their uses
- Control of Substances Hazardous to Health (COSHH)
- Waste Disposal
- Kennel Block Design
- Grooming area and treatment room
- Corridor kennel blocks
- Parasol Kennel Blocks
- H - Block kennel System
- Exercise areas
- Ventilation, insulation and heating
- Bedding and disposable bedding
- Health and Safety Issues

Course details:

- Study Level 2
- The study Level relates to the how demanding the course is. 1 is beginner and 5 is HND / Foundation Degree level.
- 6 Module Course
- This course is delivered in 6 study modules which need to be passed to gain the qualification.

Fees:

- Course fee – R7590.00 (includes registration and certification)
- Installment option – R1500 registration, R250 certification and R1100 per module

or

Monthly installments – Choose your own amount to pay monthly, no less than R500, over and above reg and cert payment. (This option includes interest. Pay either as you go or choose a monthly payment no less than R500)

Feline Behaviour Courses

Feline Behaviour and Psychology – Diploma



As well as being an enjoyable course, this is designed to be a serious introduction to the fascinating subject of feline behaviour. Obviously the subject matter is huge and it would be impossible to cover it all in a course of this size, however more advanced courses are planned.

Course Modules

1. Ways of Explaining Feline Behaviour

- The effects of biology on behaviour
- Learning and behaviour
- One trial learning
- Do cats think?
- Non verbal communication
- Anthropomorphism
- The critical periods
- Feline Instincts
- What is a behaviourist?

2. Sexual Behaviour and Birth

- Reproduction: Asexual and Sexual
- Sexual maturity in cats
- The anatomy of reproduction in the queen
- The behaviour of the queen
- The anatomy of reproduction in the tom
- The behaviour of the tom
- Courtship and mating
- Artificial Insemination
- The Pregnancy
- Birth and problems during the birth
- After the birth
- Problems occurring after the birth

3. Kitten and Young Cat Behaviour and Psychology

- The first few hours of the kitten's life
- Physical development of the kitten
- Behavioural development of the kitten
- Genetic and environmental influences
- The learning skills including grooming and social learning
- Weaning
- Socialisation
- Classical and Operant Conditioning
- Positive and negative reinforcement
- Natural selection theory
- Innate and learned behaviours

4. Behaviour and Psychology of the Adult Cat

- Development Psychology of the adult cat
- Nature and Nurture debate
- Evolution of the cat
- The feline sense of sight
- The feline sense of smell
- The feline sense of taste
- The feline sense of hearing
- The feline sense of touch
- Maturity: Sexual, Physical and Psychological
- The cat as a social animal
- Cat's vocal communication
- Multi-modal communication
- The elderly cat

5. Unusual Feline Behaviour

- What is normal feline behaviour
- Innate behaviours
- Unwanted behaviour
- Redirected behaviours
- Stereotypical behaviours
- Learned helplessness
- Feline psychogenic alopecia
- Feline hyperesthesia
- Feline responses to situations
- The social world of the cat
- Marking territory
- The difference between marking and spraying and inappropriate elimination
- Learned Aggression

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- Attacking behaviour
 - Fear Aggression
 - Behavioural changes in the elderly cat
 - Why might a cat learn unwanted behaviour
 - How cats learn

6. Avoiding Problem Behaviour

- The effects of early environment on a kitten
- Toilet training
- Playing
- Stress in cats
- Minimising stress
- Introducing other animals
- Introducing children
- Cats and dogs
- Training cats
- How cats learn
- Behaviour shaping
- Clicker training
- An example of clicker training cats
- Punishment

Course Details

- Study Level 3
- The study Level relates to the how demanding the course is. 1 is beginner and 5 is HND / Foundation Degree level.
- 6 Module Course
- This course is delivered in 6 study modules which need to be passed to gain the qualification

Fees:

- Course fee – R6490.00 (includes registration and certification)
- Installment option – R1500 registration, R200 certification and R1000 per module

or

Monthly installments – Choose your own amount to pay monthly, no less than R500, over and above reg and cert payment. (This option includes interest. Pay either as you go or choose a monthly payment no less than R500)

Advanced Diploma – Feline Behaviour Management.



The aim of the course is to prepare participants academically to work in the role of feline behaviour advisor. It is designed to be the definitive course on feline behaviour management for those who cannot afford the time (or money) to go to university to study animal behaviour. It should be noted that this course will not directly involve students in the practical aspects of the subject matter as it is not possible to supervise such activity. It is anticipated that other recommended organisations will offer such training and supervision.

The programme will obviously only cover felines therefore anybody requiring a broader education should seriously consider the university option. This course is not open to all because of the technical nature of the material and potential students will have to demonstrate their ability to study at this level (level 5: HND/Foundation degree) before being accepted.

It should be noted that a long standing, "hands on" knowledge of cats will not normally be accepted as adequate qualification to register on this programme without prior study although each case is judged on its own merits.

Course modules

Module 1 – Learning Theory

- What is learning? An introduction to learning theories.
- The different ways cats learn.
- Habituation.
- Classical and operant conditioning.
- Stimulus generalisation and stimulus discrimination.
- Types of reinforcement.
- Vicarious learning.
- Learning through experience, trial and error learning and one-trial learning and the effects on future behaviour.

Module 2 - The Genetics and Evolution of Feline Behaviour

- The genetics of the cat, and how genes can affect behaviour.
- Biological principles; cell division, types of reproduction.
- The principles of inheritance of genes.

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- The links between cats and their ancestors, similarities and differences.
 - How domestication and artificial selection have changed the physical and behavioural characteristics of cats.

Module 3 – Biochemistry of the brain

- The differences between the divisions of the nervous system.
- The different neural pathways between voluntary and involuntary behaviour.
- The structure of the nervous system.
- Overview of the brain and the functions of the various parts.
- Neurotransmitters and how they affect feline behaviour.
- The senses of the cat and how they differ from other species.
- A detailed look at the sense of smell and how this affects feline behaviour.

Module 4 – Pharmacology

- The classes and types of veterinary drugs.
- Different ways that drugs act on the body.
- The ways that drugs can impact upon feline behaviour.
- Some common medical disorders and the ways that these can influence the behaviour of a cat.
- For the project a chemical that might be found within the environment is selected and researched to find out how this could impact upon the health and behaviour of the cat.

Module 5 – The internal environment

- Homeostasis and the normal physiology of the body.
- How health and physiology can affect feline behaviour.
- Various medical conditions are covered, and their behavioural effects.
- The physiological and behavioural effects of stress, and the hormones involved.
- Other biological factors, for example how hormones or nutrition can influence behaviour.

Module 6 – The external environment

- The external factors that can affect the behaviour of a cat.
- The environment in which the cat lives, and the experiences it has had.
- The interactions between other cats, and also with people.
- The importance of socialisation in early life.
- Scientific research that has been carried out into the social development of kittens.

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- The problems that can occur due to poor socialisation.
 - The importance of consistency when training cats.
 - The effects of a cattery environment on behaviour and stress levels.
 - This module introduces some case studies for analysis to identify causes of problem behaviour.

Module 7 – Intelligence and Theory of Mind

- Do animals think?
- Do they experience emotions?
- Do they recognise themselves in a mirror?
- Are they aware of the intentions of others?
- Can we define intelligence and what it means?
- A review of the scientific research that has been carried out on animal emotions.
- An analysis of the selfish gene theory.

Module 8 – Behavioural Diagnostics

- The many possible causes of a particular behavioural problem (root causes of behaviour).
- Environment, nature, nurture, pharmacological, physiological causes, and how more than one of these could be the cause of a problem.
- How we can diagnose the cause of behaviour, by asking questions and analysing the situation.
- Drawing on knowledge gained from the previous modules to discuss all the possible reasons why a cat is behaving in a certain way.
- Designing history sheets to use during client consultations.

Module 9 – Professional Conduct

- Maintaining a professional image when dealing with clients and the veterinary profession when working as a behaviourist.
- The importance of excellent communication skills.
- The business aspects of working as a behaviourist, such as insurance and code of conduct.
- Dealing with clients, using tact or sympathy when dealing with clients and difficult situations.
- Designing promotional material.
- Writing letters to veterinary professionals.

Module 10 – Application of Theory

- The way we interact when dealing with cats, and how our own behaviour can potentially influence theirs.
- Fear and how to deal with it.
- Aggression and why it might occur and how to deal with it.
- The scientific study of behaviour, including presenting reports, interpreting data and graphs.
- Carrying out an observational study of your own on feline behaviour.
- Analysing different methods of dealing with a behavioural problem to determine the likely success of different approaches.

Module 11 – The Law

- Legislation affects anyone working with cats and their owners.
- The legal position and the laws that affect felines and those working with them.
- The Animal Welfare Act.
- Responsibility for animals in your care.
- The law regarding behavioural treatment of animals, and how this relates to the Veterinary legislation.

Module 12 – Case Studies

- Analysis of case studies to pull together all the knowledge gained throughout the course.
- The examination of ten different behavioural problem case studies.
- Suggesting how you would go about assessing and solving the problems.
- Demonstrating knowledge of all factors that might affect feline behaviour, including learning, genetics, and biological and environmental factors.
- Suggestions for solving problem behaviour.
- Production of professional reports and letters to clients and veterinary professionals.

Course Details:

- Study Level 5 The study Level relates to the how demanding the course is. 1 is beginner and 5 is HND / Foundation Degree level.
- 12 Module Course
- This course is delivered in 12 study modules which need to be passed to gain the qualification.

Fees

- Course fee – R27 720.00 (includes registration and certification)
- Installment option – R4000 registration, R200 certification and R2100 per module

or

Monthly installments – Choose your own amount to pay monthly, no less than R500, over and above reg and cert payment. (This option includes interest. Pay either as you go or choose a monthly payment no less than R500)

OTHER COURSES

Introduction to Zoology – Diploma



Course Details

This course is designed to provide a grounding for further studying of animals in general and their behaviour. If you do not feel confident in your knowledge of animals or you have been out of education for some time this course is an ideal way to put your fears to rest.

Course Modules

1. The Principles of Zoology

- How and why animals are classified
- The 7 characteristics of an animal
- The importance of classification
- How to classify an mammal
- The animal cell
- Basic anatomy and physiology
- Skeleton and Muscles
- Respiration
- The nervous system
- Digestion
- Herbivores, carnivores and omnivores
- Asexual and sexual reproduction
- Hermaphrodites
- An introduction to animal behaviour

2. Mammals

- What is a mammal
- The Marsupials
- The Monotremes
- Elephants and an introduction to their behaviour
- Whales and Dolphins

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- The Pinnipeds
 - The Primates
 - Senses of smell, sight, hearing, touch
 - Chimpanzees
 - The Carnivores
 - Cats: Wild and domestic
 - Introduction to mammal behaviour.
 - Migration
 - Hibernation

3. Birds

- Introduction to birds
- The bird skeleton
- Feathers and their importance
- Beaks and digestion
- The Senses
- How birds communicate
- Nests
- How birds fly
- Methods of flight
- Eggs and egg laying
- Waterfowl (Anseriformes)
- Swans
- Geese
- Ducks
- Birds of prey (Falconiformes)
- Perching birds (Passeriformes)
- Fowl-like birds (Galliformes)
- Ptarmigan (pronounced Tarmigan), Grouse and Capercaillie
- Pheasants
- Jungle Fowl
- Peafowl
- Turkeys

4. Reptiles and Amphibians

- History of Amphibians
- How do amphibians breathe?
- Senses
- How do they get about?
- What do amphibians eat?
- How do they reproduce?
- Frogs and Toads
- Life cycle of the frog (*Rana temporaria*)
- Salamanders and newts

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- Caecilians
 - History of Reptiles
 - The senses
 - Body temperature
 - Reproduction
 - Chelonians
 - Land turtles (including tortoises)
 - Fresh water turtles (terrapins)
 - Sea turtles
 - Lizards and snakes
 - The crocodylians

5. Insects

- History of insects
- General features of an insect
- Insect wings and flight
- Insect Senses
- Life cycles and development
- Dragon flies and Damselflies
- Butterflies and Moths
- Social Insects
- Bees
- Bumblebees
- Ants and Termites
- Wasps
- Beetles
- Grasshoppers
- Fleas
- Spiders

6. Fish

- History of Fish
- Fish senses
- How do fish breathe?
- What fish eat?
- Reproduction in fish
- How fish swim?
- Scales
- Types of marine (sea) fish
- Sharks
- Seahorses
- Flat-fish
- Barracuda
- Tuna

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- Eels
 - Salmon

Course Details

- Study Level 2
- The study Level relates to the how demanding the course is. 1 is beginner and 5 is HND / Foundation Degree level.
- 6 Module Course
- This course is delivered in 6 study modules which need to be passed to gain the qualification.

Fees:

- Course fee – R6600.00 (includes registration and certification)
- Installment option – R1500 registration, R200 certification and R1100 per module

or

Monthly installments – Choose your own amount to pay monthly, no less than R500, over and above reg and cert payment. (This option ensures that finances don't get in the way of completing your course, giving you peace of mind.)(Each module must be paid up before release.)

Professional Pet Sitter Diploma



This course has been produced for those wishing to work in the pet sitting business. It is designed to be the most comprehensive and relevant course of its kind having been written by animal professionals who have employed a range of sitters for many years for a wide range of animals.

House security and the animals' wellbeing is a huge responsibility and should be taken seriously.

Part one of this course is mandatory, a selection of a minimum of two modules must be taken from part two to complete the qualification. Species studied will be listed on the Compass certificate.

Course Modules (part 1)

1. House Security

- Getting into the pet sitting business
- Importance of insurance
- Professional Conduct and Responsibilities
- Having a check list
- Housework and leaving the property clean and tidy
- Terms and Conditions
- Property security
- Details of the client's water supply
- Details of the client's electricity supply
- Details of the client's gas supply
- Exceptional Damage
- Animal security
- The importance of the vet

2. Animal Law

- Introduction to animal law
- Sources of information
- Standard Scale of Fines and Penalties
- Animal Welfare Act 2006
- Some of the Legislation that is repealed by the Animal Welfare Act
- The Key Elements of the Animal Welfare Act
- Animals to which the Animal Welfare Act applies
- Protected Animals
- Responsibility for Animals
- Preventing harm
- Duty of Care
- The Criminal Damages Act 1971
- Dangerous Dogs Act 1991
- Clean Neighbourhoods and Environment Act 2005
- Dog Fouling (Scotland) Act 2003
- Road Traffic Act 1988
- Control of Dogs Order 1992
- Transportation of Animals and associated Acts
- The Veterinary Surgeon's Act 1966

3. Animal First Aid

- Accident prevention
- Objectives of First Aid
- Rules of First Aid
- Putting together a first aid kit
- Muzzles
- Vital Signs: Temperature, Pulse and Respiration
- Examples of First Aid Situations
- RTA : First aid Action
- How to carry a dog
- Wounds: Open
- Wounds: Closed
- First Aid action of wounds
- Fractures: Simple, Compound and Complicated
- First Aid action of fractures
- Haemorrhaging
- Arteries
- Veins
- Capillaries
- The different types of haemorrhage
- Signs of haemorrhage

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- First aid action of haemorrhage
 - The three main pressure points
 - Tourniquets
 - Dislocations
 - Signs of dislocations
 - First aid action of dislocations
 - Shock
 - Signs of shock
 - First aid action of shock
 - Artificial respiration
 - Heat Stroke
 - Signs of heat stroke
 - First aid action of heat stroke
 - Cut paws
 - Burns and scalds
 - First aid action of burns ad scalds
 - Drowning
 - First aid action of drowning
 - Foreign bodies in eyes, throat or mouth
 - Insect stings
 - Poisoning
 - First aid action of poisoning
 - Convulsions and Fits
 - Cause of convulsions and fits
 - First aid action of convulsions and fits

4. Dog Care (or module 1 part 2 Cat Care)

- How to carry out health checks on the dog
- Canine eye disorders
- Canine urinary disorders
- Disorders of the skin and coat
- Disorders of the bones, muscles and joints
- Canine nutrition
- Nutritional disorders
- External parasites
- Internal parasites
- Keeping the dog clean and tidy
- The elderly dog
- Animal Care

Course Modules (part 2)

1. Cat Care (or module 4 Dog Care)

- How to handle a cat
- General cat equipment
- Cat identity
- Toys and exercise
- Vaccinations
- Feline infectious diseases
- Feline nutrition
- Keeping the cat clean and tidy
- Feline health checks
- Feline eye disorders
- Feline urinary disorders
- Disorders of the skin and coat
- Disorders of the bones, muscles and joints
- Common nutritional disorders
- Parasites and worming programmes
- Keeping the cat flea free
- Lice, mites and ticks
- The elderly cat
- How to administer medication to the cat

2. Rabbit and Guinea Pig Care

- Rabbit History
- Rabbits in the wild
- Physical Appearance of rabbits
- Rabbit senses
- Natural Diet of the rabbit
- Life Cycle of the rabbit
- Breeds of rabbits
- Rabbit Selection
- Housing the rabbit
- Exercise and feeding the rabbit
- General Care of the rabbit
- Common Problems of the rabbit
- Guinea Pig History
- Guinea pigs in the wild
- Physical appearance of the guinea pig
- Guinea pig senses
- Natural diet of the guinea pig
- Life cycle of the guinea pig
- Guinea pig as pets

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- Breeds of guinea pigs
 - Guinea pig selection
 - Housing of the guinea pig
 - Exercise of the guinea pig
 - Companionship of the guinea pig
 - Feeding the guinea pig
 - General care of the guinea pig
 - Common problems of guinea pigs

3. Rats and Mice

- History of Rats and Mice
- Rats and mice in the wild
- Physical appearance
- Rodent senses
- Natural diet of rats and mice
- Rodent Life cycle
- Rats and mice as pets
- Breeds of rats and mice
- Selection
- Housing and exercise of rats and mice
- Companionship
- Feeding and General care
- Handling
- Grooming and nail clipping
- Teeth trimming
- Common problems
- Respiratory infections
- Diarrhoea
- External parasites
- Tumours
- Spots and sores

4. Hamsters, Gerbils and Jirds

- History of Hamsters
- Physical appearance
- Life cycle
- Hamsters as pets
- Signs of a healthy hamster
- Housing
- Exercise
- Feeding
- General car

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- Handling
 - Grooming and nail clipping
 - Teeth trimming
 - Common health problems
 - Hair loss
 - Colds
 - Diarrhoea
 - Wet Tail
 - History of Gerbils and Jirds
 - Physical appearance
 - Natural Diet
 - Life cycle
 - Gerbils and jirds as pets
 - Signs of a healthy gerbil
 - Gerbil Housing
 - Exercise
 - Companionship
 - Feeding
 - General care
 - Handling
 - Grooming
 - Nail clipping
 - Teeth trimming
 - Common problems
 - Diarrhoea
 - Colds
 - Red Nose

5. Chinchillas, Ferrets and Chipmunks

- Chinchillas
- Chinchillas in the wild
- Chinchillas as pets
- Caring for your chinchilla
- Housing and exercise
- Feeding
- Common problems
- Ferrets
- Ferrets in the wild
- Ferrets as pets
- Caring for your ferret
- Housing and exercise
- Feeding

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- Common problems
 - Chipmunks
 - Chipmunks in the wild
 - Chipmunks as pets
 - Housing and exercise
 - Feeding
 - Common problems

6. Tropical and cold water fish

- Currently under development

7. Exotics

- Amphibians
- Life cycle of amphibians
- Frogs and Toads
- Salamanders and newts
- Caecilians
- Reptiles
- Snakes
- Tortoises and turtles
- Life cycle of reptiles
- Health care of exotics
- Nutrition of exotics
- Diseases affecting exotic pets
- Zoonosis
- Other health problems
- Handling reptiles
- Invertebrates
- Arthropods: Spiders
- Scorpions
- Giant Millipedes
- Insects
- Stick Insects
- The Preying Mantis
- Molluscs : Snails

Course Description

- Study Level 2
- The study Level relates to the how demanding the course is. 1 is beginner and 5 is HND / Foundation Degree level.
- 6 Module Course
- This course is delivered in 6 study modules which need to be passed to gain the qualification.

Fees:

- Course fee – R7590.00 (includes registration and certification)
- Installment option – R1500 registration, R200 certification and R1100 per module

or

Monthly installments – Choose your own amount to pay monthly, no less than R500, over and above reg and cert payment. (This option ensures that finances don't get in the way of completing your course, giving you peace of mind.)(Each module must be paid up before release.)

Animal Care, Welfare and Husbandry – Diploma



The Animal Care Welfare and Husbandry Diploma programme has been developed for those who want to know more about the care of particular species of domestic pets and are planning to work in a pet store or animal rescue centre. It will also be a very useful introduction to further study for those wishing to embark on a career as an animal care assistant. It is a very comprehensive programme that is unrivalled in the sector. Modules 1 and 2 are compulsory. Four from the remaining 6 must also be completed. Each module will contain details of the animals' husbandry including health issues, vaccinations, reproduction, any grooming, nail care and dental care that might be needed along with suitable accommodation and diet.

Course Modules

1. Dog Care

- How to carry out health checks on the dog
- Canine eye disorders
- Canine urinary disorders
- Disorders of the skin and coat
- Disorders of the bones, muscles and joints
- Canine nutrition
- Nutritional disorders
- External parasites
- Internal parasites
- Keeping the dog clean and tidy

2. Cat Care

- How to handle a cat
- General cat equipment
- Cat identity
- Toys and exercise

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- Vaccinations
 - Feline infectious diseases
 - Feline nutrition
 - Keeping the cat clean and tidy
 - Feline health checks
 - Feline eye disorders
 - Feline urinary disorders
 - Disorders of the skin and coat
 - Disorders of the bones, muscles and joints
 - Common nutritional disorders
 - Parasites and worming programmes
 - Keeping the cat flea free
 - Lice, mites and ticks
 - The elderly cat
 - How to administer medication to the cat

3. Small Mammals Part 1 (Rabbits, Guinea Pigs and Hamsters)

- History
- Rabbits, Guinea Pigs and Hamsters in the wild
- Physical appearance
- Senses
- Life cycle of the rabbit, guinea pig and hamsters
- Different breeds of rabbits, guinea pigs and species of hamster
- Housing
- Exercise
- Companionship
- Natural diet and feeding
- General care including handling, grooming, nail clipping and teeth trimming
- Common Health problems

4. Small Mammals Part 2 (Rats, Mice, Gerbils and Jirds)

- History
- Rats, Mice, Gerbils and Jirds in the wild
- Physical appearance
- Senses
- Life cycle of the Rats, Mice, Gerbils and Jirds
- Different breeds of Rats, Mice, Gerbils and Jirds
- Housing
- Exercise
- Companionship

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- Natural diet and feeding
 - General care including handling, grooming, nail clipping and teeth trimming
 - Common Health problems

5. Exotic Care (Reptiles, Amphibians and Invertebrates)

- History of amphibians
- Amphibian biology
- The tail-less amphibians: Frogs and toads
- The tailed amphibian: Newts and Salamanders
- Limbless and wormlike amphibians: Caecilians
- Housing and Feeding of amphibians
- Reptiles: Snakes, Lizards, Tortoises and Turtles
- Reptile biology
- Reproduction and breeding in captivity
- Health care
- Zoonosis
- How to keep Turtles and Tortoises
- Snake anatomy and physiology
- Caring for the snake: handling, housing and feeding
- Snake health problems
- Commonly kept Lizards
- Caring for the Lizard: housing and feeding
- Invertebrates and arthropods
- Tarantulas: Accommodation, feeding, moulting, sexing and health problems
- The Imperial Scorpion
- Giant Millipedes
- Stick insects: Handling, sexing and breeding
- Molluscs: accommodation, feeding and health problems

6. Fish Care (Tropical and Freshwater)

- Setting up an aquarium
- Fish anatomy and physiology
- Fish health
- Infectious diseases: Viruses and Fungi
- How to diagnosis diseases in fish
- Parasites: Internal and External
- Bacterial fish diseases
- Fungal diseases
- Maintenance of the aquarium including daily checks
- Feeding

7. Horse Care

- Equine health checks
- Pulse, respiration and temperature of the horse
- Signs of poor health
- First Aid
- Infectious diseases
- Viruses and Fungi disease
- Bacterial diseases including Strangles, Tetanus, Botulism and Mud Fever
- Fungal diseases
- Viral diseases including Equine Herpes Virus, Equine Influenza
- Nutritional disorders
- Feeding the horse
- Internal and external parasites
- Caring for the grass kept horse
- Caring for the stabled kept horse
- Grooming and grooming kits

8. Bird Care

- Commonly kept species: Budgerigar, Canaries, etc
- Anatomy and physiology
- Reproduction
- Housing and exercise
- Feeding
- Catching and handling
- Signs of ill health
- Moulting
- Infectious diseases
- Viruses and Fungi
- Internal and external parasites

Course details

- Study Level 3
- The study Level relates to the how demanding the course is. 1 is beginner and 5 is HND / Foundation Degree level.
- 6 Module Course
- Modules 1 and 2 are compulsory. Four from the remaining 6 must also be completed. Each module will contain details of the animal's husbandry including health issues, vaccinations, reproduction, any grooming, nail care and dental care that might be needed along with suitable accommodation and diet.

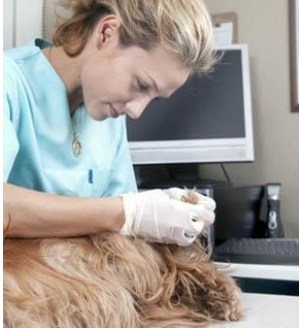
Fees:

- Course fee – R7590.00 (includes registration and certification)
- Installment option – R1500 registration, R250 certification and R1100 per module

or

Monthly installments – Choose your own amount to pay monthly, no less than R500, over and above reg and cert payment. (This option ensures that finances don't get in the way of completing your course, giving you peace of mind.)(Each module must be paid up before release.)

Professional Pet Care and Veterinary Practice Assistant - Diploma (part 1)



Description

This course has been developed for those who want to work with animals in a veterinary setting. It covers all the knowledge and understanding topics that are required to be employed as an Animal Nursing Assistant with the exception of the work experience and practical related subjects.

This first part will be particularly useful for any one caring for a range of animals in a professional capacity. The second part is aimed specifically at the veterinary practice assistant.

This a particularly detailed and comprehensive course that is unrivalled in the world of home study.

Course Modules

1. Introduction to Common Animal Species

- An introduction to some of the common animal species that may be kept as pets
- The history of keeping different pets
- Choosing a species that particularly interests you and research its care and management, to give advice to pet owners

2. Body Systems of Common Pet Animals

- Taking your knowledge of the different species from module 1 even further
- Introduction to body systems of commonly kept pets
- Anatomy
- Physiology of respiratory system
- Physiology of reproduction
- Physiology of circulatory system
- The differences between different species

3. Animal Health and Hygiene

- How to maintain the health of commonly kept pet species
- Good hygiene

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- The care required in terms of preventative healthcare
 - Feeding and selecting a suitable diet for particular species
 - Grooming
 - Vaccination
 - Parasite control
 - Some of the common health problems are covered and how to deal with them

4. First Aid, Handling and Restraint

- Handling and restraining different species in order to carry out health checks and to perform any routine procedures, such as grooming or nail trimming
- If working within a veterinary practice, methods to restrain animals for veterinary examination
- Basic first aid information for a variety of species
- What to do in an emergency
- Assessing a situation to decide when veterinary attention is required

5. Welfare Issues and Organisations

- What is good welfare?
- Advising clients with regards to good welfare for different species
- How to assess the welfare of an animal, what constitutes poor welfare?
- An introduction to stereotypical behaviour
- Medical conditions that may give the appearance of neglect or poor welfare
- What to do if you are concerned about an animal's welfare
- The different welfare organisations and their aims and objectives
- Ways in which the welfare of captive animals can be improved

6. Animal Law

- Being aware of the laws that may affect you when caring or working with animals
- The laws that apply to those who own animals
- The laws that apply to those working in a veterinary practice
- Being able to answer questions from clients (or at least know where and how to find the answers) on the subject

Course details

- Study Level 3
 - The study level relates to the how demanding the course is. 1 is beginner and 5 is HND / Foundation Degree level.
- 6 Module Course
- This course is delivered in 6 study modules which need to be passed to gain the qualification

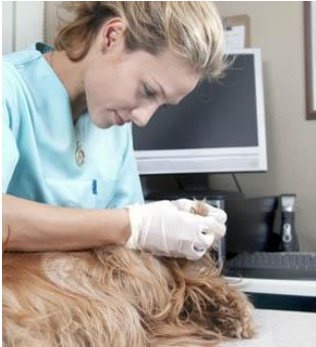
Fees:

- Course fee – R8580.00 (includes registration and certification)
- Installment option – R1500 registration, R200 certification and R1200 per module

or

Monthly installments – Choose your own amount to pay monthly, no less than R500, over and above reg and cert payment. (This option ensures that finances don't get in the way of completing your course, giving you peace of mind.)(Each module must be paid up before release.)

Professional Pet Care and Veterinary Practice Assistant - Diploma (part 2)



This course has been developed for those who want to work with animals in a veterinary setting. It covers all the knowledge and understanding topics that are required to be employed as an Animal Nursing Assistant with the exception of the work experience and practical related subjects.

The first part will be particularly useful for any one caring for a range of animals in a professional capacity and it will shortly have a second part that is aimed specifically at the veterinary practice assistant.

This is a particularly detailed and comprehensive course that is unrivalled in the world of home study.

Course Content

- 1) Disease control
- 2) Pre and post-operative care
- 3) Young and geriatric care
- 4) Admin, Health and Safety and veterinary terminology
- 5) Animal Welfare Act
- 6) Anaesthesia and surgical equipment

This course attracts an additional R500 Lantra accreditation fee

Course details

- Study Level 4
- The study Level relates to the how demanding the course is. 1 is beginner and 5 is HND / Foundation Degree level.
- 6 Module Course
- This course is delivered in 6 study modules which need to be passed to gain the qualification.

Fees:

- Course fee – R9130.00 (includes registration and certification)
- Installment option – R1500 registration, R200 certification and R1300 per module

or

Monthly installments – Choose your own amount to pay monthly, no less than R500, over and above reg and cert payment. (This option ensures that finances don't get in the way of completing your course, giving you peace of mind.)(Each module must be paid up before release.)

Advanced Diploma Animal Behaviour Management



Description

The aim of the course is to prepare participants academically to work in the role of animal behaviour technician. It is recognised by ABTC as meeting the academic requirements for this role. It should be noted that this course will not directly involve students in the practical aspects of the subject matter as it is not possible to supervise such activity. It is anticipated that other recommended organisations will offer such training and supervision.

This course would be ideal for the veterinary nurse who deals with behaviour in practice or for animal keepers in wildlife collections.

This course is not open to all because of the technical nature of the material and potential students will have to demonstrate their ability to study at this level (level 5: HND/Foundation degree) before being accepted. It should be noted that a long standing, 'hands on' knowledge of animals will not normally be accepted as adequate qualification to register on this programme without prior study although each case is judged on its own merits.

Course Modules

1. Learning Theory

- What is learning? An introduction to learning theories
- The different ways animals learn
- Habituation
- Classical and operant conditioning
- Stimulus generalisation and stimulus discrimination
- Types of reinforcement
- Vicarious learning
- Learning through experience, trial and error learning and one-trial learning and the effects on future behaviour

2. The Genetics and Evolution of Canine Behaviour

- The genetics of animals, and how genes can affect behaviour
- Biological principles; cell division, types of reproduction
- The principles of inheritance of genes

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- The links between animals and their ancestors
 - How domestication and artificial selection have changed the physical and behavioural characteristics of animals

3. Biochemistry of the Brain

- The differences between the divisions of the nervous system
- The different neural pathways between voluntary and involuntary behaviour
- The structure of the nervous system
- Overview of the brain and the functions of the various parts
- Neurotransmitters and how they affect canine behaviour
- Animal senses and how they differ from species to species
- 4. Pharmacology
- The classes and types of veterinary drugs
- Different ways that drugs act on the body
- The ways that drugs can impact upon behaviour
- Some common medical disorders and the ways that these can influence behaviour
- For the project a chemical that might be found within the environment is selected and researched to find out how this could impact upon health and behaviour

5. The Internal Environment

- Homeostasis and the normal physiology of the body
- How health and physiology can affect behaviour
- Various medical conditions are covered, and their behavioural effects
- The physiological and behavioural effects of stress, and the hormones involved
- Other biological factors, for example how hormones or nutrition can influence behaviour

6. The External Environment

- The external factors that can affect behaviour
- The environment in which the animal lives, and the experiences it has had
- The interactions between conspecifics, and also with people
- The importance of socialisation in early life
- Scientific research that has been carried out into social development
- The problems that can occur due to poor socialisation
- The importance of consistency when training
- The effects of an enclosed environment on behaviour and stress levels

This module introduces some case studies for analysis to identify causes of problem behaviour

7. Intelligence and Theory of Mind

- Do animals think?
- Do they experience emotions?
- Do they recognise themselves in a mirror?
- Are they aware of the intentions of others?

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- Can we define intelligence and what it means?
 - A review of the scientific research that has been carried out on animal emotions
 - An analysis of the selfish gene theory

8. Behavioural Diagnostics

- The many possible causes of a particular behavioural problem (root causes of behaviour)
- Environment, nature, nurture, pharmacological, physiological causes, and how more than one of these could be the cause of a problem
- How we can diagnose the cause of behaviour, by asking questions and analysing the situation
- Drawing on knowledge gained from the previous modules to discuss all the possible reasons why an animal is behaving in a certain way
- Designing history sheets to use during client consultations

9. Professional Conduct

- Maintaining a professional image when dealing with clients and the veterinary profession when working as a behaviourist
- The importance of excellent communication skills
- The business aspects of working as a behaviourist, such as insurance and code of conduct
- Dealing with clients, using tact or sympathy when dealing with clients and difficult situations
- Designing promotional material
- Writing letters to veterinary professionals

10. Application of Theory

- The way we interact when dealing with animals, and how our own behaviour can potentially influence theirs
- Fear and how to deal with it
- Aggression and why it might occur and how to deal with it
- The scientific study of behaviour, including presenting reports, interpreting data and graphs
- Carrying out an observational study of your own
- Analysing different methods of dealing with a behavioural problem to determine the likely success of different approaches

11. The Law

- Legislation affects anyone working with animals and their owners
- The legal position and the laws that affect animals and those working with them.
- Includes the Dangerous Dogs Act, Control of Dogs, Animal Welfare Act
- Responsibility for animals in your care
- The law regarding behavioural treatment of animals, and how this relates to the Veterinary legislation

12. Case Studies

- Analysis of case studies to pull together all the knowledge gained throughout the course.
- The examination of ten different behavioural problem case studies

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- Suggesting how you would go about assessing and solving the problems.
 - Demonstrating knowledge of all factors that might affect canine behaviour, including learning, genetics, and biological and environmental factors
 - Suggestions for solving problem behaviour
 - Production of professional reports and letters to clients and veterinary professionals

Course details:

- Study Level 5
- The study level relates to the how demanding the course is. 1 is beginner and 5 is HND / Foundation Degree level.
- 12 Module Course
- This course is delivered in 12 study modules which need to be passed to gain the qualification

Fees:

- Upfront Course fee – R27 720.00 (includes registration and certification and all 12 modules)
- Instalment option – R4000 registration, R200 certification and R2100 per module.
- o Monthly instalments – Choose your own amount to pay monthly, no less than R500, over and above reg and cert payment. (This option ensures that finances don't get in the way of completing your course, giving you peace of mind.)(Each module must be paid up before release.)

Veterinary Receptionist



Description

This four modules programme is designed to be the most comprehensive and relevant course available anywhere. It is written by an experienced veterinary surgeon with additional material contributed by an experienced veterinary nurse, both people who know what they need of someone who is frequently the face of the practice. It will equip the student with the essential knowledge to fill the post of receptionist and provide them with a distinct advantage when applying for such work.

Course Modules

Module 1 Customer Care and Basic Administration

- Customer service
- Answering the telephone
- Taking Client Details
- Making appointments
- Dealing with Difficult Clients
- Data Protection
- Card payment security
- Confidentiality
- Lost and found
- Prescription Requests and handling drugs
- Over the counter medications
- Prescription Requests
- Insurance and Claims
- Pre-existing conditions, exclusions and premium costs
- Pre-authorisation and direct claims

Module 2 Neutering for the Veterinary Reception

- Neutering
- Male and Female reproductive physiology
- Male dog and the Bitch
- Phantom pregnancies
- Pre or post season spays
- Tomcats and Queens
- Spaying while in season and during pregnancy
- Spaying while feeding kittens
- Flank versus midline
- Feral colonies
- Benefits of neutering cats
- The male rabbit (Buck) and the Doe
- Feeding before and after surgery
- Castration
- Spay
- Post-op checks
- Booking in an animal for neutering

Module 3 Vaccination and Euthanasia for the Veterinary receptionist

- What is a vaccine?
- Dog vaccines
- Cat vaccines
- Ferret vaccines
- Bird vaccines
- Common client Vaccination questions
- Pet Travel Scheme
- Veterinary Receptionist's role in euthanasia
- Timing of Euthanasia Appointments
- Gaining Informed Consent
- Payment for Euthanasia
- Disposal Choices
- Burial
- Cremation
- Sympathy Cards

Module 4 Judging Urgency and Timing of Appointments and Veterinary Out of Hours Provision

- Judging Urgency and Timing of Appointments
- Indicators of Urgency or Emergency
- Urgent Appointment
- Emergency Appointment
- Fitting and collapse
- Respiratory problems
- Body shape and demeanour
- Skin and Membrane colour
- Loss of appetite
- Lameness
- Bleeding
- Bite wounds
- Traffic accidents (RTAs)
- Whelping
- Infectious disease
- Commonly seen Emergencies
- Rabbits
- Out of Hours Service provision for the Veterinary Receptionist
- Veterinary obligations
- Referral to out-of-hours care

Course details:

- Study Level 2/3
- The study Level relates to the how demanding the course is. 1 is beginner and 5 is HND / Foundation Degree level.
- 4 Module Course
- This course is delivered in 4 study modules which need to be passed to gain the qualification.

Fees:

- Upfront Course fee – R6270.00 (includes registration and certification and all 4 modules)
- Instalment option – R1500 registration, R200 certification and R1300 per module.
- o Monthly instalments – Choose your own amount to pay monthly, no less than R500, over and above reg and cert payment. (This option ensures that finances don't get in the way of completing your course, giving you peace of mind.)(Each module must be paid up before release.)