

# Animal Behavior College

*Where Animal Lovers Pursue Animal Careers*

## School Catalog *Certificate Programs*

January 1<sup>st</sup>, 2022 - December 31<sup>st</sup>, 2022



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## A Message from the President

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Welcome to Animal Behavior College! I am delighted that you have chosen us as your partner to assist you on your journey into the exciting and rewarding pet industry. Whether you have chosen to become a dog trainer, cat trainer, pet groomer, veterinary assistant, zookeeper assistant or aquarium maintenance professional, I hope you are successful in your endeavor.

For over two decades I have had the fortune to be involved in the education of tens of thousands of animal lovers just like yourselves. People who at a core level had a desire to help animals and the people who love them.

Animal careers like the kind we focus on here at Animal Behavior College can and do make a positive difference in both pets and people's lives. I encourage all of you to focus and be ready to embrace the tasks before you. Hard work, dedication, and a steadfast desire to make a difference are powerful motivations and when properly applied can often help drive your academic success.

As your school of choice, we stand ready to assist whenever we can and I look forward to the day when you are proud graduates, ready to help pets and people enjoy better lives.

Best of luck to all of you and may your experience in the ABC family be as enriching and wonderful for you as it has been for myself.

Sincerely,

Steven P. Appelbaum  
President, Director  
Animal Behavior College Inc.

# About Us

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## History

Animal Behavior College, Inc. (ABC) and our subsidiaries have been working with animal lovers for decades. We are a nationwide vocational school devoted to helping animal lovers succeed in the rewarding animal careers they dream of. With programs of study specializing in the pet industry, ABC has become the industry leader in animal care courses. We often say we are in the business of *helping people help animals*.

Education has always been our mission. Beginning with the dog training industry, our sister company, Animal Behavior & Training Associates, Inc. (ABTA) sought to educate pet owners about the importance of obedience training and socialization. ABTA soon grew to become the largest independent dog training company in the United States, supplying certified dog trainers to companies such as Petco Animal Supplies (Petco) After years of providing education and training to dogs and their owners, ABTA discovered there were a large amount of animal lovers wishing to attend animal career schools or pursue careers working with animals. As animal lovers ourselves, we saw an opportunity to help them fulfill their dreams of working with animals, and thus Animal Behavior College was born.

ABC currently provides high quality educational animal career programs to students throughout North America. Our courses are perfect for the individual wishing to have a better understanding of animals and to pursue a career in their caretaking.

ABC is owned and operated by avid animal experts and enthusiasts who are trained and eager to assist individuals in pursuing their dream career. Our friendly, helpful staff members are dedicated to animals and their well-being, and we are excited to share this passion. With the combination of a thorough, comprehensive curriculum and an exhilarating, real-life experience in the field, students will be prepared to tackle their new profession with enthusiasm and confidence.

## Mission Statement

The mission of Animal Behavior College is to educate its students in a wide range of professional fields and promote a continuous quest for knowledge through its distance education programs. Through our mission, the institution fosters competence, professionalism, and encourages the preservation and sharing of knowledge.

## Institutional Goals

- Provide quality instruction and professional preparation by a faculty with extensive knowledge, skill, and concern for student achievement and success.
- Provide outstanding education and materials.
- Maintain an online environment where all students have the opportunity to succeed.
- Provide instruction to ensure the skills taught are applicable to current business needs and requirements.
- To promote on-going learning by evaluating and enhancing our educational programs on a continuous basis.

## Institutional Objectives

- Engage students in rigorous educational programs and provide an environment encouraging success.
- Integrate teaching and the exchange of ideas on a continual basis.
- Recruit and retain a highly qualified staff and faculty.
- Provide ongoing training and learning for staff and faculty in institution's technology, policies and procedures and professional field of study.
- Recruit professionals within the field of study to review curriculum and any corresponding materials and videos on an annual basis to ensure content is topical.
- Review evaluations of programs on a quarterly basis to determine if delivery methods are effective.

- Develop an innovative outreach and simplified admissions system that enhances recruitment of qualified students.
- Provide an accessible, attractive, and user-friendly online environment with a welcoming climate.
- Strive to ensure students will experience positive interactions with faculty members and staff.
- Assess student knowledge and continually use the data to improve programs.
- Achieve and retain national accreditation.
- Offer supplementary short-term programs which enhance the education of the students' field of study.
- Maintain relationships with our alumni that optimize an ongoing commitment to education and the success of the institution.
- Involve alumni as valued participants in the ongoing life of the institution.

## Hours of Operation

Monday through Friday  
6:00 am - 5:30 pm PST

## Holidays

ABC Headquarters observes the following holidays. The office will be closed on:

New Year's Eve	Good Friday	Veterans' Day
New Year's Day	Memorial Day	Thanksgiving
Martin Luther King, Jr. Day	Independence Day	Christmas Eve
Presidents' Day	Labor Day	Christmas Day

## Contact Information

Animal Behavior College, Inc.  
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1st Floor  
Valencia, CA. 91355-3910

(800) 795-3294

[email@animalbehaviorcollege.com](mailto:email@animalbehaviorcollege.com)  
[www.animalbehaviorcollege.com](http://www.animalbehaviorcollege.com)

## Facility

Animal Behavior College's Headquarters is located at 27509 Avenue Hopkins, Valencia, CA., approximately 35 miles north of Downtown Los Angeles. Animal Behavior College occupies 1,193 square feet which consists of a 472 square foot classroom which supports a maximum capacity of 25 students with teaching equipment sufficient to meet each student's educational needs. Restrooms are located near the classroom and there is also a lunchroom on the premises.



## Ownership, Administration, Advisory Members and Faculty

### Ownership

**Steven Appelbaum**  
*President*

### Administration

**Debbie Kendrick**  
*Vice President*

**Candace Mason**  
*Director of Admissions*

**Tom Tyo**  
*Assistant Director of Admissions*

**Tiffany DuFoe**  
*Director of Marketing & Administration*

**Shannon Guida**  
*Finance Manager*

**Michelle Metzger**  
*Program Operations Manager*

**Angela Urbanoski**  
*Assistant Operations Manager*

**Joel Jones**  
*Shipping Manager*



## Advisory Members

Teresa Gray  
Christine Hammer  
Melissa Simpson

Sharon Vincuilla  
Monique Williams  
Vesna Ban-Smedberg

## Faculty

### **Sarah Allen**

*Program Manager, Grooming Instruction*

### **Linda Kender**

*Program Manager, Dog Obedience*

### **Jennifer Jimenez**

*Program Manager, Veterinary Assistant*

### **Penny Derbyshire-Baldyga, RVT**

*Program Manager, Veterinary Assistant*

### **Azure Fike**

*Program Manager, Dog Obedience*

### **Keli Fritz**

*Program Manager, Grooming Instruction*

### **Bridget Vernon**

*Program Manager, Cat Training  
Externship Coordinator, Grooming Instruction*

### **Rachel Griebert**

*Program Manager, Aquarium Maintenance*

### **Samantha Hamilton-Jonker**

*Program Manager, Dog Obedience*

### **Christina Allen**

*Program Manager, Veterinary Assistant*

### **Heather Fredette**

*Program Manager, Veterinary Assistant*

### **Nicole Ruiz**

*Program Manager, Grooming Instruction*

### **Jennifer Wilson**

*Program Manager, Veterinary Assistant*

### **Kirsten Smith**

*Program Manager, Zookeeper Assistant*

### **Alyssa Hernandez**

*Externship Coordinator, Veterinary Assistant*

### **Daniella Retamal**

*Externship Coordinator, Veterinary Assistant*

### **Serenity Delaney**

*Externship Coordinator, Veterinary Assistant*

### **Chrystal Rey**

*Externship Coordinator, Veterinary Assistant*

### **Lisa Archer**

*Externship Coordinator, Dog Obedience*

### **Kim Toefpher**

*Externship Coordinator, Dog Obedience*

### **Sharon Butler**

*Externship Coordinator, Grooming Instruction*

### **Krista Jones**

*Externship Coordinator, Grooming Instruction*

### **Cassandra Maier**

*Externship Coordinator, Grooming Instruction*

### **Serina Baerga**

*Externship Coordinator, Veterinary Assistant*

### **Lisa Levy McLaren**

*Externship Coordinator, Dog Obedience*

### **Lynne Bell**

*Externship Coordinator, Dog Obedience*

### **Lacie Orona**

*Externship Coordinator, Veterinary Assistant*

### **Rachel Swain**

*Externship Coordinator, Veterinary Assistant*

### **Valerie Warde**

*Externship Coordinator, Dog Obedience*

### **Alice Teal**

*Externship Coordinator, Grooming Instruction*

# Programs of Study

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## Dog Obedience Instructor Program

This program prepares the student for entry-level employment in the business of dog training so that they can independently handle the training of canines. Specific objectives include:

1. Learning the basics of dog breed characteristics, developmental periods, proper socialization, basic health routines, disease prevention and canine communication.
2. You will learn the principles along with many specific training strategies, including, classical conditioning and operant conditioning.
3. Learning about training tools such as clickers, collars, leashes, housetraining aids, chewing deterrents, interactive toys, and safety equipment.
4. Learning the history of dog training and the differences between obedience training, behavior modification and problem solving.
5. Learning the step-by-step instructions on how to teach basic obedience cues.
6. Learn how to treat the most common behavioral problems in dogs (e.g. housebreaking, house manners, puppy nipping, chewing, digging, jumping, excessive barking, and begging).
7. How to manage dog aggression, how to avoid it and handle such aggression.
8. Learn public speaking and methods to use for conveying training lessons clearly and effectively to dog owners and how to conduct group classes.
9. How to create a business plan, how to create a budget, and how to market a pet training business.

## Clock Hour Disclosure

DOG OBEDIENCE INSTRUCTOR PROGRAM					
STAGE	TITLE	Lecture Hours	Lab Hours	Practicum Hours	Total Instructional Clock Hours
1	A Basic Study of Canines	40	0	0	40
2	Learning Theory	80	0	0	80
3	A Trainer's Toolbox	50	0	0	50
4	Training Basics	30	0	0	30
5	How to Teach Basic Obedience Class	160	0	0	160
6	Learning the Effective Art of Problem Solving	160	0	0	160
7	Safety	30	0	0	30
8	Public Speaking and Teaching Group Classes	40	0	0	40
9	Business Building	120	0	0	120
10	Shelter Practicum and Externship	0	0	60	60
11	Review, Final Exam	80	0	0	80
	Total	790	0	60	850

## Stage Descriptions

Stage	DESCRIPTION
1	<p><b>A Basic Study of Canines</b>            In this stage the Student will receive basic knowledge about canines. It is important as a Dog Obedience Instructor to have an understanding of dog breed characteristics, developmental periods, proper socialization, basic health routines, disease prevention and canine communication. This will serve as a foundation of knowledge about normal canine behavior and ideal canine husbandry they can refer to as they counsel their clients. Having a clear understanding of normal canine behavior can help them clarify to their clients the difference between normal canine behavior occurring at inconvenient or inappropriate times and abnormal canine behavior. Being able to educate their clients on ideal canine husbandry can even help them prevent potential behavioral and health problems. 40 Hours</p> <p>Prerequisite: None, Instructional Method: Distance Learning</p>
2	<p><b>Learning Theory</b>            This stage provides you with a strong understanding of the scientific principles of how animals learn. You will learn that animal training is most successful if it follows the basic principles of behavioral theory. This stage is designed to teach you these principles along with many specific training strategies, including, classical conditioning and operant conditioning. Included in this stage are step by step instructions explaining clicker training, a worldwide movement involving new ways to communicate positively with pets and other animals. 80 hours</p> <p>Prerequisite: Basic Study of Canines, Instructional Method: Distance Learning</p>
3	<p><b>A Trainer's Toolbox</b>            This stage is designed to introduce the student to many types of dog training tools. These include; clickers, collars, leashes, housetraining aids, chewing deterrents, interactive toys, and safety equipment. Students will learn that although the key component to a successful training program is a mutually committed relationship between a dog and dog owner; training tools will often expedite the training process. 50 hours</p> <p>Prerequisite: Learning Theory, Instructional Method: Distance Learning</p>
4	<p><b>Training Terminology and Philosophies</b>            This stage begins by reviewing the history of dog training and the differences between obedience training, behavior modification and problem solving. This stage is packed with information that is designed to help you identify specific genetic behaviors and characteristics in dogs. This knowledge will be an invaluable tool when you begin training dogs on your own. 30 hours</p> <p>Prerequisite: A Trainer's Toolbox, Instructional Method: Distance Learning</p>
5	<p><b>How to Teach Basic Obedience Cues</b>            In this stage, the Student will be given step-by-step instruction on how to train a dog to perform basic obedience cues. They will also be given solutions to the most common challenges that are encountered while teaching each cue.</p> <p>The training instructions outlined in the ABC Curriculum are examples of a training program. They are not meant to imply that it is the only way to train a dog. They are simply examples of proven methods.</p> <p>As the Student goes through each obedience cue in this stage, they will notice that the removal of a reward is used as the primary correction technique. If they wish to explore other correction tools, please refer to Stage 2 and Stage 4 for the guidelines and criteria. 160 Hours</p> <p>Prerequisite: Training Terminology And Philosophies, Instructional Method: Distance Learning</p>

6	<p><b>Learning the Art of Effective Problem Solving</b>  This stage is designed to teach the student how to treat the most common behavioral problems in dogs (e.g. housebreaking, house manners, puppy nipping, chewing, digging, jumping, excessive barking, and begging). This stage further explains how to set up a treatment plan using positive reinforcement of alternate behaviors and management. As a professional dog trainer, your clients may ask you for solutions to a wide variety of behavior problems shown by their dogs. 160 hours</p> <p>Prerequisite: How to Teach Basic Obedience Cues, Instructional Method: Distance Learning</p>
7	<p><b>Safety</b>  This stage teaches the students how to recognize the precursors of dog aggression and how to avoid it. It will also discuss the indicators of stress in both dogs and owner. You will not only learn how to recognize these signs of stress but you will be taught how to address them. You will also learn how to properly introduce dogs to children and what safety precautions should be taken. An instructor knowledgeable on how to take proper precautions goes a long way in creating a positive learning environment for all involved. 30 hours</p> <p>Prerequisite: Learning the Effective Art of Problem Solving, Instructional Method: Distance Learning</p>
8	<p><b>Public Speaking &amp; Teaching Group Classes</b>  During the first portion of this section, the Student will be given information regarding public speaking. During the second portion the Student will be given information on teaching group classes. It is important as a dog obedience trainer to be able to effectively speak with people. Since the Student will become an instructor, the manner in which they speak and organize their instruction is crucial. In this stage, ABC will discuss a variety of techniques used for communicating effectively to both individuals and groups, along with methods of improving basic people skills. 40 Hours</p> <p>Prerequisite: Safety, Instructional Method: Distance Learning</p>
9	<p><b>Business Building</b>  In this stage, the Student will learn the fundamentals of business, as well as how to apply them to building a company of their own. This stage was written by the President of ABC, who applied the methods covered in this section to build ABTA, the largest training in North America, from 1995 through 2004. Aside from teaching business basics, the Student will learn how to market their services without spending a great deal of money. Special focus is placed on establishing relationships to create group class and private lesson business, how to budget, write business and marketing plans, how to write resumes, how to plan a productive job interview, and how to keep a training job once they get one. <u>Please note that no school can guarantee employment after graduation.</u> 120 Hours</p> <p>Prerequisite: Public Speaking and Teaching Group Classes, Instructional Method: Distance Learning</p>
10a	<p><b>Pet CPR and First Aid Certification</b>  Being a professional in any animal care occupation is accompanied by the responsibility of being able to react calmly and safely in the event of an emergency. Animal Behavior College's Pet First Aid and CPR Certification will give you the knowledge needed to respond safely and effectively to medical emergencies like choking, heat stroke, bleeding injuries and poisonous bites from insects and snakes. You will also learn how to artificially keep a pet's heart and lungs working until you can seek veterinary help, along with many other vital lifesaving skills. By learning what can happen to your pet and how to respond appropriately, you may prevent many emergencies from ever happening and thereby help ensure the safety of not only your own pets, but any pets in your care.</p> <p>All students must pass the Pet CPR and First Aid Certification prior to attending the Externship.</p>

10b	<p><b>Shelter Practicum and Apprenticeship</b>  ABC asks that the Student <i>donate</i> 10 hours of volunteer work at a local shelter, humane society, or rescue. This section allows the Student the chance to put into practice what they have learned during the program. The volunteer work is a prerequisite for graduating with 'honor' student status. However, volunteering does not guarantee 'honor' student status. 10 hours</p> <p>Prerequisite: Business Building, Instructional Method: Hand-on instruction from Instructor</p>
10c	<p><b>Externship</b>  The second portion of this stage is the Student Externship. During this portion, you will work with an ABC Mentor Trainer, observing and participating in the instruction of basic obedience cues, such as, sit, stay, come, down, heel, and loose leash walking. You will have a chance to work with individual dogs under the guidance and supervision of the Mentor Trainer. As a student, you will be applying the various training techniques just observed, as well as, the ones learned in the previous stages. The Mentor Trainer will evaluate you on your teaching performance providing suggestions, guidance, and constructive critique of your skills. Your hands on training will differ in structure and is based on the frequency of training sessions. The Externship varies from 7 to 24 weeks in length. 60 hours</p> <p>Prerequisite: Business Building, Instructional Method: Hands-on instruction from Mentor Trainer.</p>
11	<p><b>Review, Final Exam</b>  The Final Exam is given once the course work and the hands on training have been successfully completed. Students will review all of the material presented in the previous stages to prepare for the final. This review time is for the student, to reread and study the various concepts they have been taught. The final exam is designed to test the Student's overall knowledge of dog obedience instructor training techniques and animal behavior concepts. This exam will cover all areas of the curriculum. 80 Hours</p> <p>Prerequisite: Finish all 10 stages and Pet CPR/First Aid Instructional Method: Distance Learning</p>

## Veterinary Assistant Program

This program prepares the student for entry-level employment as a veterinary assistant so that they can become an integral part of the veterinary team. Specific objectives include:

1. To prepare graduates for Veterinary Assistant positions.
2. To give graduates skill and confidence in interacting with animals and their owners.
3. To give graduates a thorough grounding in veterinary medical terminology, the major breeds of various animals, the basics of responsible animal care and the roles and responsibilities of a Veterinary Assistant.
4. To provide graduates a strong understanding of measures that prevent injury to animals, their owners and the veterinary team, including proper office and compartment cleaning methods.
5. To equip graduates with the knowledge necessary to communicate effectively with a veterinary team, assist a veterinarian with caring for animals and assist with surgical and treatment procedures, including an understanding of how to handle animal specimens correctly and process them accurately.
6. To prepare graduates to perform the administrative duties necessary for the smooth operation of a veterinary office, such as scheduling appointments and handling billing and collections.
7. To provide graduates the knowledge necessary to meet high legal, ethical and professional standards.

### Clock Hour Disclosure

VETERINARY ASSISTANT TRAINING PROGRAM					
STAGE	TITLE	Lecture Hours	Lab Hours	Practicum Hours	Total Instructional Clock Hours
1	Office Etiquette and Hospital Procedures	80	0	0	80
2	Animal Restraint	80	0	0	80
3	Examination Room Procedures	80	0	0	80
4	Pharmacy and Pharmacology	40	0	0	40
5	Surgical Preparation and Assisting	90	0	0	90
6	Small Animal Nursing	160	0	0	160
7	Laboratory Procedures	120	0	0	120
8	Radiology and Ultrasound Imaging	120	0	0	120
9	Career Building	80	0	0	80
10	Externship	0	0	90	90
11	Review, Final Exam	50	0	0	50
	Total	900	0	90	990

## Stage Descriptions

Stage	DESCRIPTION
1	<p><b>Office Etiquette and Hospital Procedures</b></p> <p>In this stage, you are introduced to the front office procedures in a veterinary hospital. This stage includes medical record assembly, admitting and discharging patients and important safety techniques and protocol for the veterinary office, including obtaining rudimentary knowledge of veterinary laws and legalities.</p> <p>The student develops an appreciation for the importance of the human/animal bond. You will acquire a thorough understanding of the role of each member of the veterinary team, including the veterinarian, veterinary assistant, veterinary technician and all other animal hospital staff while learning the professional ethics of this occupation.</p> <p>Additionally, this stage covers certificates, both rabies and health certificates required for travel, inventory and restocking procedures, as well as the computer skills needed in a veterinarian's office. 80 hours</p> <p>Prerequisite: None, Instructional Method: Distance Learning</p>
2	<p><b>Animal Restraint</b></p> <p>In this stage, the fundamentals and the fine points of animal restraint are addressed. The student is educated on the differences of various forms of physical and psychological restraint techniques. You will learn the proper placement and removal of different animals from enclosures and the handling of fractious patients. The student learns specific restraint methods during the physical examination, the administration of injections and venipuncture. This stage also covers the proper positioning protocols for different animals and the standard veterinary terminology for each of these positions. This stage includes two training videos that visually demonstrate restraint techniques of both the cat and dog. 80 hours</p> <p>Prerequisite: Office Etiquette and Hospital Procedures, Instructional Method: Distance Learning</p>
3	<p><b>Examination Room Procedures</b></p> <p>In this stage, examination room protocol is covered. You start with basic examination room preparation, including levels of cleaning and disinfection needed in a medical environment. Highlights of this portion of the stage will include obtaining and documenting the patient's history, which includes a history of their chief complaint, and a complete medical and environmental history. This stage also prepares you to perform physical examinations by learning to record observations, test and monitor vital signs, and determine the patient's weight, respiratory rate, and temperature. You also develop an understanding of vaccination protocols, bandaging, permanent identification, and emergency support. This stage includes three training videos on how to assist with bandaging and wound care, and how vaccinations work. 80 hours</p> <p>Prerequisite: Animal Restraint, Instructional Method: Distance Learning</p>
4	<p><b>Pharmacy and Pharmacology</b></p> <p>In this stage, the use of pharmaceuticals in a veterinary office is addressed. Detailed information pertaining to the legal issues in drug handling, specifically the proper prescription labeling and packaging of medications, the correct way to store biological and therapeutic agents, and the efficient performance of inventory control are included. You are introduced to very general types and groups of drugs and the difference between prescription and over-the-counter medications. You also learn the proper routes and methods of drug and vaccine administration as well as the abbreviations used for writing and filling prescriptions. This stage has two training videos to supplement the curriculum. 40 hours</p> <p>Prerequisite: Examination Room Procedures, Instructional Method: Distance Learning</p>

5	<p><b>Surgical Preparation and Assisting</b></p> <p>In this stage, you learn the skills every veterinary assistant should master in order to best serve the animal hospital staff before, during and after a surgical procedure. You are given explicit instruction on how to assist with the preparation of patients using aseptic techniques and assist with positioning of surgical patients, while maintaining proper operating room conduct and asepsis. This section provides detailed information on anesthetic equipment and supplies, the appropriate sterilization methods for instruments and supplies, and the identification of common instruments and suture materials, both types and sizes.</p> <p>Other critical components of this section include the understanding of operating room sanitation and care protocol, how to operate and maintain autoclaves, proper storage of surgical gowns and drapes, and the identification and appropriate care of common surgical equipment and supplies along with the proper disposition of hazardous medical wastes. This critical stage contains five training videos as well: anesthetic equipment and patient monitoring, anesthetic machine basics, patient preparation, patient monitoring and the aseptic technique. 90 hours</p> <p>Prerequisite: Pharmacy and Pharmacology, Instructional Method: Distance Learning</p>
6	<p><b>Small Animal Nursing</b></p> <p>In this stage, you will be taught the fundamentals of small animal nursing. This stage will provide you with the essential tools needed to properly nurture the animals in your care. This stage focuses on the skills needed to identify different breeds of dogs and cats, recognize normal and abnormal behavior in dogs and cats, identify common diseases and medical conditions, and properly care for the hospitalized patient in your charge. The essentials of patient housing, including environmental considerations, feeding and watering, socialization and exercise will also be addressed. Preventative care such as grooming, ear cleaning, nail trimming, bathing and dipping, along with dental hygiene will be covered as well. The prevention of nosocomial infections and zoonotic diseases and the delicate subject of euthanasia is all part of this very educational stage. 160 hours</p> <p>Prerequisite: Surgical Preparation and Assisting, Instructional Method: Distance Learning</p>
7	<p><b>Laboratory Procedures</b></p> <p>In this stage, you will acquire basic knowledge of laboratory procedures. Your studies will start with learning about the various laboratory equipment found in veterinary hospitals. You will then learn how to obtain, prepare and run tests for various biological samples, such as fecal, urine and blood and how to record these laboratory results. The student will learn how to identify common parasites, both internal and external. This challenging stage has six training videos to support the curriculum- basic blood collection, basic microscope techniques, basic urinalysis, CBC- Complete Blood Count, fecal analysis, and using a refractometer. 120 hours</p> <p>Prerequisite: Small Animal Nursing, Instructional Method: Distance Learning</p>
8	<p><b>Radiology and Ultrasound Imaging</b></p> <p>In this stage, you are instructed on the proper techniques of radiology and ultrasound as a means of diagnoses. This includes positioning patients, basic safety practices and techniques, and proper methods of equipment, including developing of film. The student is introduced to the basic mechanisms of how imaging for X-ray, ultrasound and endoscopy are produced. This stage also includes anatomy and physiology for small animals (cats and dogs). This stage has three training videos to accompany the written curriculum. 120 hours</p> <p>Prerequisite: Laboratory Procedures, Instructional Method: Distance Learning</p>



9	<p><b>Career Building</b>  In this stage, the fundamentals of career building will be explored, as well as how to apply them to secure a position as an ABC Certified Veterinary Assistant. Special focus is placed on the job search, how to write resumes, compensation considerations, how to plan a productive job interview, and how to maintain job security. This stage also offers insight on how attitude affects your career, how to set yourself up to succeed, and the importance of financial planning and stability. <u>Please note that no school can guarantee employment after graduation.</u> 80 Hours</p> <p>Prerequisite: Radiology and Ultrasound Imaging, Instructional Method: Distance Learning</p>
10a	<p><b>Pet CPR and First Aid Certification</b>  Being a professional in any animal care occupation is accompanied by the responsibility of being able to react calmly and safely in the event of an emergency. Animal Behavior College's Pet First Aid and CPR Certification will give you the knowledge needed to respond to medical emergencies like choking, heat stroke, bleeding injuries and poisonous bites from insects and snakes. You will also learn how to artificially keep a pet's heart and lungs working until you can seek veterinary help, along with many other vital lifesaving skills. By learning what can happen to your pet and how to respond appropriately, you may prevent many emergencies from happening and thereby help ensure the safety of not only your own pets, but any pets in your care.</p> <p>All students must pass the Pet CPR and First Aid Certification prior to attending the Externship.</p>
10b	<p><b>Externship</b>  This stage allows the student the chance to observe the actual conditions of a real veterinary hospital and to see firsthand some of the concepts they learn about in ABC's Veterinary Assistant Program. The Externship consists of a minimum of 90 hours of unpaid work experience, which can be anything from job shadowing to assisting the veterinarian and other veterinary personnel. The actual experience you may have during the externship will vary from hospital to hospital. During the Externship, the student will be evaluated on their aptitude for performing the tasks expected of a Veterinary Assistant.</p> <p>Prerequisite: Career Building and Pet CPR/First Aid, Instructional Method: Instruction</p>
11	<p><b>Review, Final Exam</b>  The Final Exam is given once the course work and the externship have been successfully completed. Students will review all of the material presented in the previous stages to prepare for the final. This review time is for the Student, to re-read and study the various concepts they have been taught. The final exam is designed to test the Student's overall knowledge of skills required to become a Veterinary Assistant. This exam will cover all areas of the curriculum. 50 hours</p> <p>Prerequisite: Finish all 10 stages and Pet CPR/First Aid, Instructional Method: Distance Learning</p>

## Grooming Instruction Program

This program prepares the student for entry-level employment in the business of grooming so that they can independently handle the grooming of dogs and cats. Specific objectives include:

1. Learning the history of dog and cat grooming, identifying common dog breeds and temperaments of breed groups, understanding canine and feline anatomy, and ergonomics.
2. Learning about grooming tools such as shears, clippers, brushes, combs, nail clippers, tables, dryers, and much more.
3. Understanding the importance of health and safety in a grooming environment through the education of proper handling and restraint techniques and how to identify common skin and medical disorders.
4. How to conduct the preliminary steps in the grooming process, including nail clipping, ear cleaning, eye and dental care.
5. Understanding how to bathe, brush and dry dogs based upon the coat-type.
6. How to use and control clippers and shears for the grooming of dogs and cats.
7. Learning step-by-step methods on how to complete specific dog breed cuts.
8. Learning the fundamentals of cat grooming, including how to properly handle and restrain felines, bathing, brushing and drying techniques, dental care and clipping excess fur.
9. How to begin a career in the grooming industry as a shop owner or an employee, including details on how to create a business plan, marketing one's business, resume writing and interviewing techniques.

### Clock Hour Disclosure

GROOMING TRAINING PROGRAM					
STAGE	TITLE	Lecture Hours	Lab Hours	Practicum Hours	Total Instructional Clock Hours
1	Introduction to Grooming	30	0	0	30
2	A Groomer's Toolkit	70	0	0	70
3	Health and Safety	70	0	0	70
4	Cat Grooming	30	0	0	30
5	Dog Grooming Details	90	0	0	90
6	Bathing, Brushing and Drying	60	0	0	60
7	Clipper Use & Scissor Control Techniques	100	0	0	100
8	Breed Profiles & Mixed-Breed Styling	100	0	0	100
9	Business Building	80	0	0	80
10	Externship	0	0	100	100
11	Review, Final Exam	50	0	0	50
	Total	680	0	100	780

## Stage Descriptions

STAGE	DESCRIPTION
1	<p><b>Introduction to Grooming</b></p> <p>This stage starts by giving students an overview of the grooming industry. Students will learn about the history of grooming and how it has developed over the years. You will also learn about canine and feline anatomy, including the proper movement of the joints, which may prove to be beneficial when grooming areas that require you to move an animal's leg, tail, etc. Included in this stage, you will find information on dog groups and the common temperaments for each. Additionally, this stage discusses ergonomics and ways in which to perform tasks that when possible, allow for less strain to your own joints and muscles. 30 Hours</p> <p>Prerequisite: None, Instructional Method: Distance Learning</p>
2	<p><b>A Groomer's Toolkit</b></p> <p>This stage is designed to introduce the student to the many types of grooming tools. These include: clippers and blades, brushes and combs, shedding aids and de-matting tools, shears, nail clippers, shampoos and conditioners, tables, dryers and much more. Students will also learn about every tool they were sent in their ABC groomer tool kit, how to maintain their tools and what the benefits are for using each item. Whether or not every tool is used, it is critical for students to have a basic understanding of each tool and how to properly utilize it. 70 Hours</p> <p>Prerequisite: Introduction to Grooming, Instructional Method: Distance Learning</p>
3	<p><b>Health and Safety</b></p> <p>In this stage, students are taught how to maintain a safe work environment for themselves and the pets in the grooming shop. You will learn the fundamentals of animal restraint and handling. Additionally, as groomers are sometimes the first to notice health problems with an animal, you will be educated on identifying common skin and medical disorders and how to report them to the pet's owner. 70 Hours</p> <p>Prerequisite: A Groomer's Toolkit, Instructional Method: Distance Learning</p>
4	<p><b>Cat Grooming</b></p> <p>In this stage, you will learn the fundamentals of cat grooming. You will learn the pertinent skills needed to become a cat groomer, including how to properly handle and restrain felines, bathing, brushing, drying techniques, dental care and clipping excess fur. With your cat grooming education, you may be able to set yourself apart from other groomers by offering feline services that some of your competitors won't. 30 hours</p> <p>Prerequisite: Health and Safety, Instructional Method: Distance Learning</p>
5	<p><b>Dog Grooming Details</b></p> <p>In this stage, students learn how to conduct the preliminary steps in the grooming process. Your studies will range from nail trimming, ear cleaning, eye care and how to remove eye stains to cleaning wrinkles and dental care. You will also learn about finishing touches, such as how to create and apply bows and bandanas. 90 hours</p> <p>Prerequisite: Cat Grooming, Instructional Method: Distance Learning</p>

6	<p><b>Bathing, Brushing and Drying</b>  This stage contains valuable information on how to properly bathe, brush and dry dogs based upon their coat type. Not all dogs have the same type of coat, so it is important that you learn about the different techniques and procedures for grooming dogs depending on their coat. 60 hours</p> <p>Prerequisite: Dog Grooming Details, Instructional Method: Distance Learning</p>
7	<p><b>Clipper Use &amp; Scissor Control Techniques</b>  Two of the most common tools you will use in your career as a grooming professional are clippers and shears. This stage was designed to provide you with the essential knowledge on how to utilize and master them both. Clipper instruction includes how to properly hold clippers, clipping patterns, how to remove a dog's coat and ideas for desensitizing a puppy or dog new to grooming. Scissoring instruction consists of how to choose the right shear, how to hold your shears, basic scissoring skills and finishing techniques through the use of hand-scissoring. 100 hours</p> <p>Prerequisite: Bathing, Brushing and Drying, Instructional Method: Distance Learning</p>
8	<p><b>Breed Profiles &amp; Mixed-Breed Styling</b>  This stage focuses on different body styles of dogs. Once you are knowledgeable with the different styles of cuts for a dog's head, stomach, legs, tail, etc., you will learn how to incorporate them for specific breed cuts. You will be educated on how to complete grooming cuts for some of the most common breeds, including the Poodle, Shih-Tzu, Yorkshire Terrier and Schnauzer. 100 hours</p> <p>Prerequisite: Clipper Use &amp; Scissor Control Techniques, Instructional Method: Distance Learning</p>
9	<p><b>Business Building</b>  This stage explores the business side of the grooming industry. Learn the steps to starting your own grooming shop or mobile grooming business, including how to create a business plan, how to create a budget and how to market your business using a variety of techniques. Additionally, this stage will provide you with the skills and information needed to work as an employee in the pet industry, including resume writing, job search skills and interviewing techniques. <u>Please note that no school can guarantee employment after graduation.</u> 80 Hours</p> <p>Prerequisite: Breed Profiles&amp; Mixed-Breed Styling, Instructional Method: Distance Learning</p>
10a	<p><b>Pet CPR and First Aid Certification</b>  Being a professional in any animal care occupation is accompanied by the responsibility of being able to react calmly and safely in the event of an emergency. Animal Behavior College's Pet First Aid and CPR Certification will give you the knowledge needed to respond to medical emergencies like choking, heat stroke, bleeding injuries and poisonous bites from insects and snakes. You will also learn how to artificially keep a pet's heart and lungs working until you can seek veterinary help, along with many other vital lifesaving skills. By learning what can happen to your pet and how to respond appropriately, you may prevent many emergencies from happening and thereby help ensure the safety of not only your own pets, but any pets in your care.</p> <p>All students must pass the Pet CPR and First Aid Certification prior to attending the Externship.</p>

10b	<p><b>Externship</b>  We believe that a hands-on component will provide each student with a better understanding and working knowledge of what is expected of a groomer in the working world.</p> <p>As a student, you will be evaluated on your aptitude for performing the tasks expected of a professional groomer. This stage allows you the opportunity to put some of what you have learned into practice. The externship consists of a <u>minimum</u> of 100 hours of unpaid work experience which combines grooming basics with mastery skills while assisting a professional groomer with their four-legged clients. Students will observe the workings of an actual salon and assist the groomers as the groomers see fit. In order to successfully complete this stage, the Student must perform a full groom under their mentor's instruction. 150 hours</p> <p>Prerequisite: Business Building and Pet CPR and First Aid, Instructional Method: Instruction</p>
11	<p><b>Review, Final Exam</b>  The Final Exam is given once your course work and externship have been successfully completed. First you will be encouraged to review all of the material presented in the previous stages to prepare for the final. This review time is allotted for you to re-read and study the various concepts that have been taught. The Final Exam is designed to test your overall knowledge of skills required to become a professional groomer and will cover all areas of the curriculum. 50 hours</p> <p>Prerequisite: Finish all 10 stages and Pet CPR/First Aid Instructional Method: Distance Learning</p>

## Cat Training Program

This program prepares the student for entry-level employment in the business of cat training so that they can independently handle the training of felines. Specific objectives include:

1. Learning about feline characteristics, cat breeds and coat types, and cat socialization and development periods.
2. You will learn the principles of cat psychology, behavior and communication.
3. Learning about various cat training tools and cat care essentials.
4. Learning how prevention can steer kittens away from unwanted behavior.
5. Learning why cats engage in certain behaviors and how to manage them.
6. Learn how to teach basic training cues, such as sit and down.
7. Learn about cat care, including health and grooming.
8. Learn proper cat safety protocols, such as cat-proofing a home and handling reactive cats.
9. How to create a business plan, how to create a budget, and how to market a cat training business.

## Clock Hour Disclosure

CAT TRAINING PROGRAM					
STAGE	TITLE	Lecture Hours	Lab Hours	Practicum Hours	Total Instructional Clock Hours
1	A Basic Overview of Cats	18	0	0	18
2	Learning Theories and the Feline Mind	13	0	0	13
3	Cat Training Tools, Behavior Modification Products and Essential Care Items	13	0	0	13
4	Preventing Unwanted Behaviors	18	0	0	18
5	Basic Cat Training	22	0	0	22
6	Cat Behavior Management and Treatment	22	0	0	22
7	Cat Nutrition and Basic Care	13	0	0	13
8	Safety Concerns, Techniques and Practices	13	0	0	13
9	Business Building	18	0	0	18
10	Shelter Practicum	0	0	25	25
11	Review, Final Exam	50	0	0	50
	Total	200	0	25	225

## Stage Descriptions

Stage	DESCRIPTION
1	<p><b>A Basic Overview of Cats</b>            In the first cat training stage you'll learn about the cat's evolution from <i>Felis Catus</i> to modern-day pet, cat breeds and coat types, and feline anatomy. In addition, you'll learn the different feline development and socialization periods as well as the feline reproductive system.</p> <p>Prerequisite: None, Instructional Method: Distance Learning</p>
2	<p><b>Learning Theories and the Feline Mind</b>            Dive into the mind of your favorite feline. In this cat training stage, you'll learn about cat psychology, behavior and communication. You'll also learn how to effectively read cat body language and why it's important to train a cat.</p> <p>Prerequisite: A Basic Overview of Cats, Instructional Method: Distance Learning</p>
3	<p><b>Cat Training Tools, Behavior Modification Products &amp; Essential Cat Care Items</b>            In order to train a cat, you need to have the right training tools and cat behavior modification products. You'll learn all about food treats, lures, and cat calming products. A detailed guide on cat care essentials is also included.</p> <p>Prerequisite: Learning Theories and the Feline Mind, Instructional Method: Distance Learning</p>
4	<p><b>Preventing Unwanted Behaviors</b>            Taking preventive measures is key to kitten training. Here, you'll learn how to properly socialize kittens and introduce them to new environments. Information in this cat training stage may also be applied to older cats to prevent an unwanted behavior.</p> <p>Prerequisite: Cat Training Tools, Behavior Modification Products &amp; Essential Cat Care Items, Instructional Method: Distance Learning</p>
5	<p><b>Basic Cat Training</b>            In this cat training stage you'll be given step-by-step instructions on basic cat training cues as well as solutions to challenges encountered during cat training. Topics that will be covered include: training a cat to sit, down, stay, come, and off. In addition, instruction on traveling with a cat via leash or stroller will also be provided.</p> <p>Prerequisite: Preventing Unwanted Behaviors, Instructional Method: Distance Learning</p>
6	<p><b>Cat Behavior Management &amp; Treatment</b>            Once you learn preventive methods, you'll then learn how to correct existing bad cat behavior. Common issues will be covered, such as avoiding the litter box, cat spraying, and biting. You'll acquire knowledge on why these common cat behaviors occur and how to resolve them.</p> <p>Prerequisite: Basic Cat Training, Instructional Method: Distance Learning</p>
7	<p><b>Cat Nutrition and Basic Care</b>            Caring for a cat goes beyond providing food and shelter. Be prepared to expand your knowledge in areas such as: common cat health problems, cat vaccinations, cat grooming tips and cat nutrition.</p> <p>Prerequisite: Cat Behavior Management &amp; Treatment, Instructional Method: Distance Learning</p>
8	<p><b>Safety Concerns, Techniques &amp; Practices</b>            Cat safety is an important topic every cat trainer should be well versed in. Here, you'll learn how to cat-proof homes and how to handle reactive cats safely. Cat safety products and examination methods are also taught.</p> <p>Prerequisite: Cat Nutrition and Basic Care, Instructional Method: Distance Learning</p>

9	<p><b>Business Building</b> Whether you decide to start your own cat training business or work for an established cat training organization, you will need a strategy. Included in this cat training stage is step-by-step instruction on how to set up your business, how to market yourself and how to write a resume and effectively interview. <u>Please note that no school can guarantee employment after graduation.</u></p> <p>Prerequisite: Safety Concerns, Techniques &amp; Practices, Instructional Method: Distance Learning</p>
10a	<p><b>Pet CPR and First Aid Certification</b> Being a professional in any animal care occupation is accompanied by the responsibility of being able to react calmly and safely in the event of an emergency. Animal Behavior College's Pet First Aid and CPR Certification will give you the knowledge needed to respond safely and effectively to medical emergencies like choking, heat stroke, bleeding injuries and poisonous bites from insects and snakes.</p> <p>You will also learn how to artificially keep a pet's heart and lungs working until you can seek veterinary help, along with many other vital lifesaving skills. By learning what can happen to your pet and how to respond appropriately, you may prevent many emergencies from ever happening and thereby help ensure the safety of not only your own pets, but any pets in your care.</p>
10b	<p><b>Shelter Experience</b> Apply your new cat behavior knowledge in a professional setting. This portion of your cat training program provides you the opportunity to observe and interact with cats while volunteering a minimum of 25 hours at a local shelter, humane society or rescue group near you.</p> <p>Prerequisite: Business Building, Instructional Method: Volunteer</p>
11	<p><b>Review, Final Exam</b> In this last stage, you'll be tested on your knowledge of cat behavior and training. Upon successful completion, you'll become an ABC certified Cat Trainer (ABCCT).</p> <p>Prerequisite: Finish all 10 stages and Pet CPR/First Aid Instructional Method: Distance Learning</p>

## Aquarium Maintenance Program

This program prepares the student for entry-level employment in the business of aquarium maintenance so that they can independently handle the working with aquariums. Specific objectives include:

1. Learning about how to take care of an aquarium.
2. Begin to learn the art of system setups for clients
3. Learning about specialty freshwater setups and husbandry requirements, with a focus on three popular themes.
4. Learning how to care for specialty saltwater setups, reef aquariums and husbandry requirements.
5. Learning the basics of pond maintenance and pond construction.
6. Learn in-depth care requirements and compatibility information for a variety of species, both fresh and salt.
7. Learn how to choose aquarium equipment and maintenance equipment, purchasing considerations, and long-term servicing of that equipment.
8. Learn how to scale an operation and begin maintaining more elaborate systems for commercial clients.



9. How to create a business plan, how to create a budget, and how to market an aquarium maintenance services.

## Clock Hour Disclosure

AQUARIUM MAINTENANCE PROGRAM					
STAGE	TITLE	Lecture Hours	Lab Hours	Practicum Hours	Total Instructional Clock Hours
1	Aquarium Maintenance Basics	80	0	0	80
2	Aquarium Setup Basics	100	0	0	100
3	Freshwater Aquariums	120	0	0	120
4	Saltwater Aquariums	140	0	0	140
5	Pond Basics	60	0	0	60
6	Species Guides and Sourcing	80	0	0	80
7	Equipment Maintenance	80	0	0	80
8	Commercial Aquariums	60	0	0	60
9	Business Building	100	0	0	100
10	Review, Final Exam	50	0	0	50
	Total	870	0	0	870

## Stage Descriptions

Stage	DESCRIPTION
1	<p><b>Aquarium Maintenance Basics</b>            Aquarium keeping is a highly technical hobby and you will need to understand how to take care of an aquarium before you ever begin to set one up. This stage introduces you to topics such as aquarium chemistry and the nitrogen cycle, principles of animal husbandry, routine aquarium maintenance requirements, troubleshooting and water parameter guidelines.</p> <p>Prerequisite: None, Instructional Method: Distance Learning</p>
2	<p><b>Aquarium Setup Basics</b>            Once you understand what it takes to maintain an aquarium, you can begin to learn the art of aquarium setup for clients. This stage covers how to meet clients' needs and expectations as well as how to build a system, aquarium sourcing, tank sizing, aquarium installation, how to establish an aquarium and adding livestock.</p> <p>Prerequisite: Aquarium Maintenance Basics, Instructional Method: Distance Learning</p>
3	<p><b>Freshwater Aquariums</b>            This stage discusses all types of specialty freshwater aquarium setup and husbandry requirements, with a focus on the following topics: requirements for a fish-centric display setup, breakdown of freshwater fish types, "monster" fish systems, cichlid systems, tropical fish systems and troubleshooting freshwater fish tanks. You will also learn about planted fish tank layouts, aquascaping, hybrid paludarium setups, fish tank design, freshwater fish care and husbandry.</p> <p>Prerequisite: Aquarium Setup Basics, Instructional Method: Distance Learning</p>
4	<p><b>Saltwater Aquariums</b>            This stage focuses on saltwater aquarium setup. Most aquarists are looking for show-stopping</p>

	<p>saltwater displays, and many of your customers will want and need an aquarium maintenance service to maintain their advanced reef aquarium setups. Topics include fish-only tank design, how to setup a saltwater aquarium, understanding reef aquariums, saltwater species compatibility basics, coral care requirements, troubleshooting saltwater tanks and husbandry considerations.</p> <p>Prerequisite: Freshwater Aquariums, Instructional Method: Distance Learning</p>
5	<p><b>Pond Basics</b>  You will learn the basics of pond maintenance in this stage so you can offer your services to pond owners. Topics include the basics of pond care, pond maintenance procedures and schedule, pond equipment, long-term pond maintenance, troubleshooting, species information and pond fish care.</p> <p>Prerequisite: Saltwater Aquariums, Instructional Method: Distance Learning</p>
6	<p><b>Species Guides and Sourcing</b>  This stage will provide in-depth care requirements and compatibility information for a variety of freshwater and saltwater species. Topics include freshwater species guide, saltwater species guide, sourcing livestock, husbandry requirements, compatibility information, healthcare, acclimation, feeding, and long-term care. You will also learn how to establish a breeding/reproduction fish tank setup for customer sales.</p> <p>Prerequisite: Pond Basics, Instructional Method: Distance Learning</p>
7	<p><b>Equipment Maintenance</b>  This stage focuses on aquarium equipment and aquarium maintenance equipment. You will become familiar with equipment purchasing considerations, evaluating equipment for client needs, and long-term servicing of aquarium equipment. This stage also covers setting up and maintaining aquarium equipment, scheduling and performing long-term aquarium equipment maintenance and basic aquarium service equipment needs.</p> <p>Prerequisite: Species Guides and Sourcing, Instructional Method: Distance Learning</p>
8	<p><b>Commercial Aquariums</b>  In this exciting stage you will learn how to scale an operation and begin maintaining large and more elaborate systems for commercial clients. Topics include advantages of commercial clientele, commercial aquariums as advertisements, considerations of building larger commercial aquarium setups and aquarium maintenance requirements and scheduling.</p> <p>Prerequisite: Equipment Maintenance, Instructional Method: Distance Learning</p>
9	<p><b>Business Building</b>  Now, we will take what you have learned about aquarium design, fishkeeping and tank maintenance and apply it to building a business. This stage covers how to establish a basic business model, writing a business plan, setting goals and staying focused, meeting customers and building a client base, advertising and marketing your aquarium maintenance service, growing and expanding your services and more. We also discuss how to interface with local fish stores and other professionals in the fish hobby. <u>Please note that no school can guarantee employment after graduation.</u></p> <p>Prerequisite: Commercial Aquariums, Instructional Method: Distance Learning</p>
10	<p><b>Review, Final Exam</b>  In this stage you will be given a final exam to test your overall knowledge on aquarium maintenance. Upon successful completion, you will become an ABC Certified Aquarium Maintenance Professional (ABCAMP).</p> <p>Prerequisite: Finish all 9 stages, Instructional Method: Distance Learning</p>

## Zookeeper Assistant Program

This program prepares the student for entry-level employment in a zoo and will introduce the student to the duties of those working in a zoo and the science of animal care, animal behavior and conservation. Specific objectives include:

1. Learning about the evolution of the modern zoo and the roles and responsibilities of the zookeeper and support staff.
2. Learning how to create different habitats and exhibits are created for the various animals in the zoo, including, aquatic and marine mammals, reptiles, amphibians, carnivores, birds, etc.
3. Learning preventative medicine protocols and how to recognize the signs of illness and stress in the zoo inhabitants.
4. Learning about animal conservation and research efforts, population management and the importance of Species Survival Programs.
5. Learning about behavior and training using classical and operant conditioning. Learn the different types of enrichment for the animals, such as, physical enrichment, sensory enrichment, food-based enrichment and social enrichment.
6. Learning about daily animal-care routines and the species-specific husbandry required for different groups of animals, such as birds, hoofstock, elephants, primates, marine mammals and carnivores.
7. Learning about zoonotic disease and prevention, as well as zoo safety practices for keepers, animals and visitors, including how to handle evacuations, fires, gas leaks, floods, hurricanes, and earthquakes.
8. Learning about the importance of public education and visitor interactions, and the various methods that are used, including animal walks, shows, signage, interactive exhibits, and discovery centers.
9. Learning where to seek employment and how to apply for a position at a zoo.

## Clock Hour Disclosure

ZOOKEEPER ASSISTANT PROGRAM					
STAGE	TITLE	Lecture Hours	Lab Hours	Practicum Hours	Total Instructional Clock Hours
1	Introduction to Zoos and Zookeeping	40	0	0	40
2	Exotic Animal Housing and Exhibits	40	0	0	40
3	Animal Health	60	0	0	60
4	Zoo Conservation and Breeding Programs	120	0	0	120
5	Exotic Animal Behavior, Enrichment and Training	100	0	0	100
6	Daily Zookeeping Routines and Husbandry	100	0	0	100
7	Zookeeping Safety	120	0	0	120
8	Zoo Visitor Education and Relations	40	0	0	40
9	Building Your Zookeeper Assistant Career	40	0	0	40
10	Review and Final Exam	40	0	0	40

	Total	700	0		700
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## Stage Descriptions

Stage	DESCRIPTION
1	<p><b>Introduction to Zoos and Zookeeping</b> In the first stage, students will learn about zoos, wildlife sanctuaries, and accreditation. This stage also covers zoo regulations, zookeeper responsibilities and what working at a zoo is like. Students will be able to answer the question: what does a zookeeper assistant do?</p> <p>Prerequisite: None, Instructional Method: Distance Learning</p>
2	<p><b>Exotic Animal Housing and Exhibits</b> This stage is all about housing animals at the zoo. It covers how to build an animal exhibit including horticulture, furnishings, substrate, guest and animal safety, pest control and enclosure maintenance. This stage also discusses special types of animal enclosures, for example enclosures for aquatic animal or mixed species exhibits.</p> <p>Prerequisite: Introduction to Zoos and Zookeeping, Instructional Method: Distance Learning</p>
3	<p><b>Animal Health</b> This stage is full of important information regarding zoo biology. Zookeepers, Zookeeper Assistants and other zoo personnel need to be able to identify when an animal may be stressed or getting sick. Students will learn warning signs of illness or stress, and all about routine medical care and treatments for exotic animals in the zoo. Preventative medicine such as vaccines, exams, parasite control and new animal quarantine is explored. This stage also covers animal nutrition and diet preparation, animal restraint and capture.</p> <p>Prerequisite: Animal Housing and Exhibits, Instructional Method: Distance Learning</p>
4	<p><b>Zoo Conservation and Breeding Programs</b> This stage covers one of the favorite topics amongst Zookeepers and Zookeeper Assistants. In this stage, you will learn how zoo employees and volunteers make a difference in the world of animal conservation. This stage covers Species Survival Plan, animal reproduction, Studbooks and population management, animal re-introduction programs and research. You will understand how zoos and wildlife parks are helping conservation and research efforts for endangered and at-risk animals.</p> <p>Prerequisite: Animal Health, Instructional Method: Distance Learning</p>
5	<p><b>Exotic Animal Behavior, Enrichment and Training</b> Students will learn the basics of training philosophy including classical and operant conditioning, as well as, how to solve behavior problems. This stage also covers the natural behavior of zoo animals along with the different types of enrichment such as food-based, physical, sensory, and social for a myriad of different species.</p> <p>Prerequisite: Zoo Conservation and Breeding Programs, Instructional Method: Distance Learning</p>
6	<p><b>Daily Zookeeping Routines and Husbandry</b> This stage reviews the different ways zoos and wildlife sanctuaries keep track of their animal inhabitants. Some key subjects covered are recordkeeping, including physical identifications and zoo nomenclature. Students will also learn species specific husbandry for a variety of animals including, birds, carnivores, hoofstock, elephants, marine mammals and primate. Learning how to correctly write an animal care daily report will also be taught.</p> <p>Prerequisite: Exotic Animal Behavior and Training, Instructional Method: Distance Learning</p>

7	<p><b>Zookeeping Safety</b></p> <p>It is important for those working at a zoo and around exotic animals are very familiar with safety protocol. Subjects in the stage include legal requirements, work hazards, zoonotic disease prevention, zookeeper assistant safety, guest safety, animal safety, emergency response and evacuation plans for both guests and animals.</p> <p>Prerequisite: Daily Zookeeping Routines and Husbandry, Instructional Method: Distance Learning</p>
8	<p><b>Zoo Visitor Education and Relations</b></p> <p>This stage covers the roles of the volunteers or docents. Students will learn how to educate different audiences that visit the zoo, including children and adults. Emotional intellectual, and behavioral education techniques, as well as community outreach is also covered.</p> <p>Prerequisite: Zookeeper Safety, Instructional Method: Distance Learning</p>
9	<p><b>Building Your Zookeeper Assistant Career</b></p> <p>In this stage students will learn how to find work at a zoo or wildlife sanctuary. This stage is full of tips on how to create a resume and cover letter, interviewing, and how to gain experience working in a zoo with exotic animals. This stage also includes lists of certifications and associations to join along with different types of continuing education for those who want to further or build upon their zookeeping education.</p> <p>Prerequisite: Zoo Visitor Education and Relations, Instructional Method: Distance Learning</p>
10	<p><b>Review, Final Exam</b></p> <p>In this last stage, you'll be tested on your overall knowledge. Upon successful completion you will become an ABC Certified Zookeeper Assistant (ABCZA).</p> <p>Prerequisite: Finish all 9 Stages, Method: Distance Learning</p>

# Admission Policies

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## Admission Process

1. Request program information via ABC's website or by calling the toll-free phone number.
2. Participate in a personal interview with an Admissions Counselor to determine the possibility of success in the chosen program.
3. Submit an application for admission.
4. Complete financial arrangements. If applicable, Financial Aid applications must be completed.
5. Complete an Enrollment Agreement.
6. Submit high school diploma, GED or equivalent. If applicant does not possess a high school diploma, GED or equivalent, the applicant will be required to complete a proctored Ability-to-Benefit exam. See Ability-to-Benefit information.
7. If required by the institution, complete an entrance exam.
8. Once ABC has received and approved of all enrollment documentation, the applicant will receive notification of their acceptance or rejection of enrollment.

If an application is not accepted, any and all fees paid to the college will be refunded.

## Admissions Requirements

To qualify for enrollment in an ABC certificate program, an individual must:

- Possess a high school diploma, GED, high school equivalency or pass the Ability-to-Benefit Test
- Be at least 18 years of age
- If required by the institution, pass a computerized entrance exam covering basic English and Math skills
- Have a phone interview with an Admissions Counselor to determine eligibility for enrollment
- Be able to meet all physical requirements for the chosen program
- Must not have any conviction of a crime involving the mistreatment and/or cruelty of animals.
- Disclose all past felony convictions, which includes, but is not limited to; animal, drug or alcohol-related incidents. Enrollment based upon this information will be at the sole discretion of ABC. Criminal convictions may have after-effects that extend beyond the admissions process. Past criminal convictions of any kind may impact your ability to successfully complete an externship requirement for ABC programs and/or pose difficulties in securing employment after graduation.

## Essential Skills: Minimum Skills Required

- **Reading:** Student must be able to read English at a High School equivalency level.
- **Writing:** Student must be able to write English at a High School equivalency level.
- **Communication:** Student must be able to communicate verbally in English and give both hand commands and voice directions.
- **Observation:** Student must be observant at all times of all persons and animals to maintain a safe working environment.
- **Physical Demands:** See specific physical requirements below.

# Physical Requirements

## Dog Obedience Instructor Program

Dog trainers are expected to be able to work with a variety of dogs of varying breeds, sizes and temperaments. Many animals are fast moving and have quick responses to stimuli in their environment. Some animals can be stressed, fearful or aggressive in a kennel or dog training environment. Because of these factors, it is essential for the student be capable of all the tasks noted in the below chart.

Activity	Not Done (0%)	Occasional (1%-32%)	Frequent (33%-66%)	Constant (67%-100%)
Sitting		X		
Standing				X
Walking			X	
Bend/Stoop			X	
Squat		X		
Crawl	X			
Climb		X		
Reach above shoulder	X			
Reach below shoulder			X	
Crouch		X		
Kneel		X		
Balance			X	
Push/Pull			X	
Twist/Turn			X	
Lifting: Up to 24lb		X		
Carrying: 1-10lb		X		

1. Student must be able to use both hands for repetitive action such as chumming, leash/collar maneuvering and hand signals:
  - a. Firm Grasp: Both Hands
  - b. Fine Manipulation: Both Hands
  - c. Hands are exposed to water or other liquids on a repetitive basis: No
  - d. Disposable gloves required: May be needed.
2. Repetitive Movement for feet is required:
  - a. Walking: Frequent or Constant
  - b. Walking at brisk pace: Frequent; both forward and backwards keeping eyes on animal interaction and human/animal interaction. Must be able to turn sharply to change direction. Must have a reasonable degree of agility to move through tightly cramped areas in various situations.
3. Visual Requirements and Hearing Requirements:
  - a. Does the program require a minimal visual acuity? Yes, student must be able to visually observe persons and animals up to 150 feet away, and in a full circle peripherally.
  - b. Does the program require differentiation of color? No
  - c. Can the student wear glasses/contacts? Yes

- d. Does the program require minimal hearing acuity? Yes, normal speech at close contact and shouting up to 150 feet away, also ability to hear and discern dog vocalizations both soft and loud.
- e. Does the program require driving motorized vehicle or equipment? No, although students must arrange own transportation while in program.

4. Other specific criteria:

- a. Student must possess excellent hand-eye coordination
- b. Student must have good range of motion in joints; especially wrist, knees, elbows and back
- c. Student must have an acceptable sense of balance when standing
- d. Student must have an acceptable range of dexterity in hands and fingers
- e. Student must be able to withstand being jumped on by small and large dogs
- f. Student must be able to physically restrain small and large dogs
- g. Student must have access to a friendly untrained dog
- h. Student must have reasonable degree of agility to move through tightly cramped areas in various situations
- i. Student must be able to cope with the handling and processing of bodily fluids

Environmental Conditions

Extreme Temperatures	Training may be outdoors in inclement weather
Noise	Traffic in proximity to training areas, barking in shelters
Fumes, Dust, Odors	Chemical odors, animal odors, dust in shelter kennel areas
Exposure to chemicals	Cleaners and disinfectants used in shelters
Other	Constant close exposure to animal dander and hair. Consult your physician if you have allergies, asthma or any health concerns. May be required to walk on uneven surfaces; such as parks, curbs or stairs.

Ability to Use Equipment

- Students must have access to a computer and the internet.
- Students must have basic computer skills to use internet.
- Students must be able to attach and detach animal training collars and leads.
- Students must be able to grasp and hold leash controlling small, medium, and large dogs.

## Veterinary Assistant Program

Veterinary assistants are expected to assist in many tasks involving the animals under veterinary care. Many animals are fast moving and have quick responses to stimuli in their environment. Some animals can be stressed, fearful or aggressive in a veterinary hospital environment. Because of these factors, it is essential for the student be capable of all the tasks noted in the below chart.

Activity	Not Done (0%)	Occasional (1%-32%)	Frequent (33%-66%)	Constant (67%-100%)
Sitting			X	
Standing				X
Walking				X
Bend/Stoop			X	
Squat			X	
Crawl			X	
Climb		X		
Reach above shoulder		X		



Reach below shoulder			X	
Crouch			X	
Kneel			X	
Balance		X		
Push/Pull			X	
Twist/Turn		X		
Lifting: Up to 50lb			X	
Carrying: 1- 50lb			X	

1. Student must be able to use both hands for repetitive action, such as data entry, using animal restraint devices, including leashes, collars and muzzles, and maneuvering and hand signals:
  - a. Firm Grasp: Both Hands
  - b. Fine Manipulation: Both Hands
  - c. Hands are exposed to water or other liquids on a repetitive basis: Yes
  - d. Disposable gloves required: May be needed
  
2. Repetitive Movement for feet is required:
  - a. Walking: Frequent or Constant
  - b. Walking at brisk pace: Frequent; both forward and backwards keeping eyes on animal interaction and human/animal interaction. Must be able to turn sharply to change direction. Must have a reasonable degree of agility to move through tightly cramped areas in various situations.
  
3. Visual Requirements and Hearing Requirements:
  - a. Does the program require a minimal visual acuity? Yes, student must be able to visually observe persons and animals in close proximity as well as up to 30- feet away. Student must possess good vision, including peripheral, fine detail, distance, depth perception and ability to focus.
  - b. Does the program require differentiation of color? No
  - c. Can the student wear glasses/contacts? Yes
  - d. Does the program require minimal hearing acuity? Yes, normal speech at close contact and shouting up to 30- feet away, also ability to hear and discern animal vocalizations and changes in pitch, both soft and loud.
  - e. Does the program require driving motorized vehicle or equipment? No, although Students must arrange own transportation while in program.
  
4. Other specific criteria:
  - a. Student must possess excellent hand-eye coordination
  - b. Student must have good range of motion in joints; especially wrist, knees, elbows and back
  - c. Student must possess an acceptable sense of touch and smell
  - d. Student must have an acceptable sense of balance when standing
  - e. Student must be able to work and reach on hands and knees
  - f. Student must have an acceptable range of dexterity in hands and fingers
  - g. Student must be able to withstand being jumped on by small and large animals
  - h. Student must be able to physically restrain small and large animals
  - i. Student must be able to handle prolonged exposure to a variety of solutions, including but not limited to; dish soap, chlorhexidine, spectra soap, isopropanol, hydrogen peroxide, ammonium cleaners and bleach
  - j. Student must be able to cope with the handling and processing of bodily fluids
  - k. Student must have reasonable degree of agility to move through tightly cramped areas in various situations
  - l. Student must accept the risks of exposure to certain materials including but not limited to pathogens, radiation, anesthesia and biohazardous materials

### Emotional and Mental Requirements:

- Must be able to cope with animal death (e.g. surgical complication, euthanasia, illness, etc.)
- Must be able work under stressful conditions
- Must be able to handle being present during all surgical situations (e.g. seeing and possibly handling of blood, body tissues and organs)

### Environmental Conditions

Extreme Temperatures	Must be able to work in potentially extreme environmental temperatures
Noise	Loud working environment caused primarily by animal noises such as dog barking
Fumes, Dust, Odors	Chemical odors, animal odors and exposure to dust and animal dander in kennel areas
Exposure to chemicals	Cleaners, disinfectants and other irritant chemicals
Other	There will be constant exposure to all types of animal dander, including but not limited to dander from dogs and cats. Students must accept the risks of exposure to certain materials including but not limited to communicable diseases, pathogens and other biohazardous materials. Consult your physician if you have allergies, asthma or any health concerns.

### Ability to Use Equipment

- Students must have access to a computer and the internet.
- Students must have basic computer skills to use internet.
- Students must be able to attach and detach animal collars, leashes and muzzles.
- Students must be able to grasp and hold leash or other restraint devices for controlling all sizes of dogs and cats.

## Grooming Instruction Program

Professional pet groomers are expected to assist in many tasks involving the animals receiving grooming services; including handling dogs of varying breeds, sizes and temperaments. Many animals are fast moving and have quick responses to stimuli in their environment. Some animals can be stressed, fearful or aggressive in a kennel or grooming salon environment. Because of these factors, it is essential for the student be capable of all the tasks noted in the below chart.

Activity	Not Done (0%)	Occasional (1%-32%)	Frequent (33%-66%)	Constant (67%-100%)
Sitting		X		
Standing				X
Walking			X	
Bend/Stoop				X
Squat			X	
Crawl	X			
Climb		X		
Reach above shoulder			X	
Reach below shoulder			X	
Crouch		X		
Kneel		X		

Balance			X	
Push/Pull		X		
Twist/Turn			X	
Lifting: Up to 50lb			X	
Carrying: 1- 50lb			X	

1. Student must be able to use both hands for repetitive action such as using animal restraint devices including leashes, collars and muzzles, and maneuvering and hand signals:
  - a. Firm Grasp: Both Hands
  - b. Fine Manipulation: Both Hands
  - c. Hands are exposed to water or other liquids on a repetitive basis: Yes
  - d. Disposable gloves required: May be needed
  
2. Repetitive Movement for feet is required:
  - a. Walking: Frequent
  - b. Walking at brisk pace: Frequent; both forward and backwards keeping eyes on animals. Must be able to turn sharply to change direction. Must have reasonable degree of agility to move through tightly cramped areas in various situations.
  
3. Visual Requirements and Hearing Requirements:
  - a. Does the program require a minimal visual acuity? Yes, student must be able to comprehend fine details while observing animals and people in close proximity and up to 30 ft. away; Vision must include good peripheral, distance, depth perception, and ability to focus.
  - b. Does the program require differentiation of color? No
  - c. Can the student wear glasses/contacts? Yes
  - d. Does the program require minimal hearing acuity? Yes, student must be able to discern animal vocalization such as changes in pitch, normal speech at close contact and shouting up to 30 ft. away.
  - e. Does the program require driving motorized vehicle or equipment? No, although students must arrange own transportation while in program.
  
4. Other specific criteria:
  - a. Student must have good range of motion in joints especially wrist, knees, elbows and back
  - b. Student must have acceptable sense of touch and smell
  - c. Student must have acceptable sense of balance
  - d. Student must possess excellent hand-eye coordination
  - e. Student must possess good dexterity in hands and fingers
  - f. Student must be able to withstand being jumped on by small and large animals
  - g. Student must be able to physically restrain small and large animals
  - h. Student must be able to handle prolonged exposure to a variety of solutions, including but not limited to: animal shampoos and conditioners, dish soap, ammonium cleaners and bleach
  - i. Student must be able to cope with the handling and processing of bodily fluids
  - j. Student must accept the risks of exposure to certain materials including but not limited to potential pathogens and potentially biohazardous materials

#### Environmental Conditions

Extreme Temperatures	Must be able to work in potentially extreme environmental temperatures.
Noise	Extreme loud working environment caused by animals and equipment.
Fumes, Dust, Odors	Potentially hazardous chemical and animal odors. Dust and dirt accumulated in grooming area

Exposure to chemicals	Potentially hazardous cleaners, hydrogen peroxide, ammonium cleaners and bleach, disinfectants and other irritant chemicals.
Other	There will be constant exposure to all types of animal dander, including but not limited to dander from dogs and cats. Students must accept the risks of exposure to certain materials including but not limited to communicable diseases, pathogens and other biohazardous materials. Consult your physician if you have allergies, asthma or any health concerns.

#### Ability to Use Equipment

- Students must have access to a computer and the internet.
- Students must have basic computer skills to use internet.
- Students must be able to attach and detach animal training collars and leads.
- Students must be able to grasp and hold leash or other restraint device for controlling small, medium, and large dogs.
- Students must be able to grasp and use grooming equipment, including but not limited to: clippers, shears, brushes and combs.

### Cat Training Program

Cat Trainers are expected to be able to work with a variety of cats of varying breeds, ages, sizes and temperaments. Many animals are fast moving and have quick responses to stimuli in their environment. Some animals can be stressed, fearful or aggressive in a kennel or cat training environment. Because of these factors, it is essential that the student is capable of all the tasks noted in the below chart.

Activity	Not Done (0%)	Occasional (1%-32%)	Frequent (33%-66%)	Constant (67%-100%)
Sitting			X	
Standing				X
Walking		X		
Bend/Stoop				X
Squat				X
Crawl		X		
Climb		X		
Reach above shoulder		X		
Reach below shoulder				X
Crouch			X	
Kneel			X	
Balance			X	
Push/Pull		X		
Twist/Turn			X	
Lifting: Up to 24lb			X	
Carrying: 1-10lb		X		

1. Student must be able to use both hands for repetitive action such as chumming, leash/collar maneuvering and hand signals:
  - Firm Grasp: Both Hands
  - Fine Manipulation: Both Hands
  - Hands are exposed to water or other liquids on a repetitive basis: No

2. Disposable gloves required: May be needed  
 Repetitive Movement for feet is required:
  - o Walking: Occasional
  - o Walking at brisk pace: Occasional; both forward and backwards keeping eyes on animal interaction and human/animal interaction. Must be able to turn sharply to change direction. Must have a reasonable degree of agility to move through tightly cramped areas in various situations.
  
3. Visual Requirements and Hearing Requirements:
  - o Does the program require a minimal visual acuity? Yes, student must be able to visually observe persons and animals up to 50 feet away, and in a full circle peripherally.
  - o Does the program require differentiation of color? No
  - o Can the student wear glasses/contacts? Yes
  - o Does the program require minimal hearing acuity? Yes, normal speech at close contact and up to 50 feet away, also ability to hear and discern cat vocalizations both soft and loud.
  - o Does the program require driving motorized vehicle or equipment? No, although students must arrange their own transportation while in program.
  
4. Personality:
  - o Student must like working with cats and enjoy their company
  - o Student must possess or develop skills to tame, calm and build a relationship with the cat
  - o Student must be able to build a level of trust and relationship with the cat owner
  - o Student must be able to lead and take charge of training sessions and direct the cat and/or the cat owner
  
5. Other specific criteria:
  - o Must possess excellent hand-eye coordination
  - o Student must have good range of motion in joints; especially wrists, knees, hips, shoulders, elbows and back
  - o Student must have an acceptable sense of balance when standing
  - o Student must have an acceptable range of dexterity in hands and fingers
  - o Student must be able to withstand being jumped on by small and large cats
  - o Student must be able to physically restrain small and large cats
  - o Must have reasonable degree of agility to move through tightly cramped areas in various physical positions including crawling, reaching and bending
  - o Student must be able to cope with the handling and processing of bodily fluids
  - o Student must be able to accept and withstand being scratched and bitten by small, medium and large cats

Environmental Conditions

Extreme Temperatures	Training may be outdoors in inclement weather
Noise	Traffic in proximity to training areas, loud animal noises in shelters
Fumes, Dust, Odors	Chemical odors, animal odors, litter box odors, dust in shelter kennel areas
Exposure to chemicals	Cleaners and disinfectants used in shelters
Other	Constant close exposure to animal dander and hair. Consult your physician if you have allergies, asthma or any health concerns. May be required to walk on uneven surfaces; such as parks, curbs or stairs.

Ability to Use Equipment

- Students must have access to a computer and the internet.
- Students must have basic computer skills to use internet.
- Students must be able to attach and detach animal training collars and leads.
- Students must be able to grasp and hold leash controlling small, medium, and large cats.

## Aquarium Maintenance Program

Aquarium Maintenance workers are expected to be able to tolerate different temperatures including hot, cold, humid and damp environment. They must be able to work with and handle a variety of sea life with care and ease. The student must be physically capable of handling the physical requirements outlined below. Because of these factors, it is essential that the student is capable of all the tasks noted in the following chart.

Activity	Not Done (0%)	Occasional (1%-32%)	Frequent (33%-66)	Constant (67%-100%)
Sitting various positions			X	
Standing				X
Walking		X		
Bend/Stoop				X
Squat				X
Crawl		X		
Climb		X		
Reach above shoulder			X	
Reach below shoulder				X
Crouch		X		
Kneel		X		
Balance			X	
Push/Pull up to 80lb			X	
Twist/Turn			X	
Lifting: Up to 80lb			X	
Carrying: 50-lb		X		

\*\*If you are pregnant and out in the field, please consult your physician\*\*

1. Student must be able to use both hands for
  - o Firm Grasp: Both Hands
  - o Fine Manipulation: Both Hands
  - o Hands are exposed to water or other liquids on a repetitive basis: Yes
  - o Disposable gloves required: May be needed
  
2. Repetitive Movement for feet is required:
  - o Walking: Occasional
  - o Walking at brisk pace: Occasional; both forward and backwards. Must be able to turn sharply to

change direction. Must have a reasonable degree of agility to move through tightly cramped areas in various situations.

3. Visual Requirements and Hearing Requirements:

- Does the program and/or occupation require a minimal visual acuity? Yes, student must be able to visually observe color and small details in and out of the aquarium. Requires spatial and figure/ground differentiation. May work in areas with dim and poor lighting.
- Does the program and/or occupation require differentiation of color? Yes
- Can the student wear glasses/contacts? Yes
- Does the program and/or occupation require minimal hearing acuity? Yes, normal speech at close contact and up to 50 feet away. Must also be able to hear and differentiate pump and machinery distress.
- Does the program require driving motorized vehicle or equipment? No.

4. Personality:

- Student must like working with aquariums, sea life and enjoy their company
- Student must be able to build a level of trust and establish relationships with people

5. Other specific criteria:

- Must possess excellent hand-eye coordination
- Student must have good range of motion in joints; especially wrists, elbows, knees, hips, shoulders and back
- Student must have an acceptable sense of balance when standing
- Student must be able to work and reach on hands and knees
- Student must have an acceptable range of dexterity in hands and fingers
- Student must be able to withstand being wet and splashed on with water/liquid
- Must have reasonable degree of agility to move through tightly cramped areas in various physical positions including crawling, reaching and bending
- Student must be able to cope with the handling and processing of bodily fluids

Environmental Conditions

Extreme Temperatures	May be outdoors or indoors with varying cold, heat and humidity.
Noise	Traffic, machinery and pump noises
Fumes, Dust, Odors	Chemical odors, sea life odors
Exposure to Chemicals	Cleaners and disinfectants used in cleaning and maintenance
Other	Constant close exposure to sea life odor and solutions/chemicals. Consult your physician if you have allergies, asthma or any health concerns. May be required to walk on wet and or uneven surfaces; such as warehouses, curbs or stairs. May occasionally be exposed to dangerous or venomous fish.

Ability to Use Equipment

- Students must have access to a computer and the internet.
- Students must have basic computer skills and know how to use the internet.
- Students must be able turn off/on pumps and machinery when necessary.
- Students must be able to grasp and hold onto fish nets when transporting sea life for cleaning and maintenance.

## Zookeeper Assistant Program

Zookeeper Assistants are expected to be able to work with a variety of animals and reptiles living on land or water. They vary in ages, sizes and temperaments. Many animals are fast moving and have quick responses to stimuli in their environment. Some animals can be stressed, fearful or aggressive in a kennel or enclosed areas. Because of these factors, it is essential that the student is capable of all the tasks noted in the below chart.

Activity	Not Done (0%)	Occasional (1%-32%)	Frequent (33%-66)	Constant (67%-100%)
Sitting varies positions			X	
Standing				X
Walking		X		
Bend/Stoop				X
Squat				X
Crawl		X		
Climb		X		
Reach above shoulder		X		
Reach below shoulder				X
Crouch			X	
Kneel			X	
Balance			X	
Push/Pull		X		
Twist/Turn			X	
Lifting: Up to 100 lb			X	
Carrying: 1-50lb		X		

- Student must be able to use both hands for repetitive actions such as handling large and small animals, applying leashes and collars, and demonstrating hand signals:
  - Firm Grasp: Both Hands
  - Fine Manipulation: Both Hands



- Hands are exposed to water or other liquids on a repetitive basis: Yes
2. Disposable gloves required: May be needed
  3. Work gloves required: Yes, for the handling of certain animals
  4. Repetitive Movement for feet is required:
    - Walking: Occasional
    - Walking at brisk pace: Occasional; both forward and backwards keeping eyes on animal interaction and human/animal interaction. Must be able to turn sharply to change direction. Must have a reasonable degree of agility to move through tightly cramped areas in various situations.
  5. Visual Requirements and Hearing Requirements:
    - Does the program require a minimal visual acuity? Yes, student must be able to visually observe persons and animals up to 50 feet away, and in a full circle peripherally.
    - Does the program require differentiation of color? Yes, student must be able to identify color changes in the animals body and or face
    - Can the student wear glasses/contacts? Yes
    - Does the program require minimal hearing acuity? Yes, normal speech at close contact and up to 100 feet away, also ability to hear and discern cat vocalizations both soft and loud.
    - Does the program require driving motorized vehicle or equipment? No, although students must arrange their own transportation while in program.
  6. Personality:
    - Student must like working with zoo animals and enjoy their company
    - Student must possess or develop skills to tame, calm and build a relationship with the animals
    - Student must be able to build a level of trust and relationship with the Zoo Keeper and team
    - Student must be able to lead and take charge of training sessions and direct the animal in collaboration with the Zoo Keeper
    - Student must have patience when working with animals and reptiles
  7. Other specific criteria:
    - Must possess excellent hand-eye coordination
    - Student must have good range of motion in joints; especially wrists, knees, hips, shoulders, elbows and back
    - Student must have an acceptable sense of balance when standing
    - Student must have an acceptable range of dexterity in hands and fingers
    - Student must be able to withstand being jumped on by small and large animals
    - Student must be able to physically restrain small and large animals
    - Must have reasonable degree of agility to move through tightly cramped areas in various physical positions including crawling, reaching and bending
    - Student must be able to cope with the handling and processing of bodily fluids
    - Student must be able to accept and withstand being scratched and bitten by small animals.

#### Environmental Conditions

<b>Extreme Temperatures</b>	Training may be outdoors or indoors with exposure to extreme cold or heat and sun and rain.
<b>Noise</b>	Traffic in proximity to training areas, loud animal noises in kennel and enclosed areas
<b>Fumes, Dust, Odors</b>	Chemical odors, animal odors, natural organic odors

<b>Exposure to Chemicals</b>	Cleaners and disinfectants used in the zoo
<b>Other</b>	Constant close exposure to animal dander and hair. Consult your physician if you have allergies, asthma or any health concerns. May be required to walk on uneven surfaces; such as parks, curbs, stairs and wet/damp areas.

**Ability to Use Equipment**

- Students must have access to a computer and the internet.
- Students must have basic computer skills to use internet.
- Student must be able to learn how to use specific equipment used to care for the zoo animals
- Students must be able to attach and detach animal training collars and leads.

**Inability to Meet Physical Requirements**

**Notice about Pregnancy and Externship**

Students enrolled in any ABC program may be exposed to substances such as chemicals, anesthetic agents, pharmaceutical agents, x-radiation and zoonotic diseases and parasites (such as toxoplasmosis), which can cause harm to an unborn fetus, resulting in birth defects and/or miscarriage. All programs include the handling of animals and have potential risk of injury to the student and/or unborn child.

Any student who is pregnant or becomes pregnant while enrolled in any of the programs offered by ABC is advised to speak with her physician and make an informed decision on whether to start/continue the Externship portion or to elect to be placed on a temporary medical leave of absence.

Students who are unable to meet the above physical requirements should notify ABC faculty immediately. Animal Behavior College welcomes the opportunity to provide reasonable accommodation to students who do not meet one or more of the Physical Requirements to allow students to successfully and safely complete all program requirements. If Physical Requirements are the cause of disqualification of your enrollment, all applicable tuition which has been paid to the College (as stated in the New Student Agreement) will be refunded.

**Ability-to-Benefit**

All applicants without a high school diploma, Certificate of Proficiency, or G.E.D. certificate are administered a nationally recognized standardized test that measures an applicant’s basic educational knowledge. This test is administered by Wonderlic and the passing scores are as follows: Verbal = 200. Quantitative = 210. The cost of the test is the student’s responsibility. Testing is arranged by appointment and is handled as a separate appointment from the initial enrollment interview.

Applicants are notified of their test results via telephone or email. If the applicant receives a passing score, he/she is now eligible to take the program. If the student does not receive a passing score, the student may take the test again after 7 days. If the student does not pass the second time, he/she must wait 60 days to retest a third time. If student does not pass the third time, he/she must wait 60 days to retest a fourth time. Students are permitted to take the Ability-to-Benefit test a total of four times within 12 months.

## Entrance Exam

Some applicants to Animal Behavior College must pass a computerized entrance exam which covers basic English and Math skills and measures an applicant's potential for successfully completing the program. The entrance exam is required for potential students who have a high school diploma or equivalent that comes from another country and must be translated. If the student does not receive a passing score, the student may take the test again. Should the student not pass the online entrance exam twice, he/she will have the option to complete the entrance exam verbally with an ABC representative. If the student does not pass the verbal examination, he/she will have the option to retake the entrance exam verbally. Students who fail the second verbal entrance exam must then wait 30 days before they can attempt the exam process again (starting again from the online entrance exam).

## Technology Requirements

Operating System	PC - Windows XP or greater Mac - OS X or greater
Browser	Mozilla Firefox Internet Explorer - 8.0 or greater Chrome 25.0 or greater Safari - 5.1 or greater
Other	Must have Adobe Reader installed. This can be downloaded for free at <a href="http://get.adobe.com/reader/">http://get.adobe.com/reader/</a>

## Academic Calendar

Open Enrollment for all certificate programs.

## Acceptance to the School

Upon completion of a phone interview and the required documents for admission, the school administration will review the information and inform the applicant via e-mail whether or not they have been accepted for enrollment.

# Tuition and Fees

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## Program Fees

Registration and Application Fees	\$75.00 USD
Tuition	
Dog Obedience Instructor Program	\$3,955.33*
Veterinary Assistant Program	\$3,525.15*
Grooming Instruction Program	\$3,900.60*
Cat Training Program	\$1,874.85*
Aquarium Maintenance Program	\$1,874.85*
Zookeeper Assistant Program	\$1,874.85*
Study Materials	
Dog Obedience Instructor Program	\$1,516.67
Veterinary Assistant Program	\$1,729.15
Grooming Instruction Program	\$2,119.40
Cat Training Program	\$645.15*
Aquarium Maintenance Program	\$645.15*
Zookeeper Assistant Program	\$645.15*
Technology Fee	\$100.00
Taxes	9.50% of the total Study Materials <sup>#</sup>
Student Tuition Recovery Fund (STRF)	\$0.50 per \$1000 <sup>**#</sup>

Additional shipping and handling fees may apply.

\*Tuition discounts may be available based on payment plan and full pay students.

<sup>#</sup>Only apply to students who are a resident of California

<sup>\*\*</sup>\$0.50 per every \$1,000

Although all fees for all programs is payable in advance, a student may enroll under one of the college's tuition payment plans. Information, application forms, and procedural requirements may be obtained from the Admissions Department. ***The total charges for the current period of attendance and the total charges for the entire program are the same.***

## Student Tuition Recovery Fund (STRF)

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all of part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational

program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 N. Market Blvd. Ste 225 Sacramento, CA 95834, P.O. Box 980818, West Sacramento, CA 95798-0818, (916) 574-8900 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

## **Student Loan Disclosure Statement**

Animal Behavior College currently provides educational loans through Financial Services. If you elect to secure a loan to help pay for your education, you will be responsible to repay the full amount of the loan plus interest, less the amount of any refund that may be due to you, and if you have received federal student financial aid

funds, you are entitled to a refund of the moneys not paid from federal student financial aid program funds. Refund will be deducted from the amount paid.

Animal Behavior College is not a public institution. Animal Behavior College does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, nor has had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S. C. Sec. 1101 et seq).

## **Payment Methods and Collection of Delinquent Accounts**

Animal Behavior College participates in some federal and state financial aid programs, such as My Career Advancement Account Scholarship (MyCAA), Workforce Investment Act (WIA) - in certain states only, and vocational rehabilitation programs. To determine if ABC works with a specific financial aid program and if you qualify for one of the programs, call (800) 795-3294.

The student is responsible for all tuition and fees not paid by a third party. If a student owes money to ABC, then ABC bills the student for the amount the student owes. If the student fails to make a payment, then ABC reserves the right to turn the unpaid balance over to a collection agency that services such accounts.

## Refund Policies

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Student has the right to terminate their enrollment from a program of instruction at any time.

### Withdrawal

A Student is classified as a withdrawal, and will be refunded in full, when he/she elects to withdraw from the program by the withdrawal date. The withdrawal date extends until midnight of the seventh day following the password protected access to the Animal Behavior College, Inc., online Study Materials, which gives students access to the first stage.

A withdrawal shall occur when the Student gives written notice of withdrawal to ABC. Student understands a withdrawal must be done by email. The Student must submit the notice of withdrawal to their Program Manager. The email address of Student's Program Manager will be sent to him/her within three business days of enrollment. Withdrawal will be effective on the date said email is submitted by the Student.

### Cancellation

A Student is classified as a cancellation when he/she elects to cancel from the program after the withdrawal date.

### Dismissal

A Student is classified as a Dismissal when ABC elects to terminate the Student's enrollment. Termination of enrollment may occur if the Student a) fails more than two stage exams, b) fails a retake exam of the same stage, c) neglects to meet probationary terms, d) is found in violation of any ABC student conduct policies or e) has failed to submit three consecutive stage exams or has failed to submit a completed stage exam within 60 days of its due date. For the purpose of item e), the date of the Student's dismissal shall be deemed to be the 61<sup>st</sup> day after the last completed stage exam.

## Refund Policies

When a Student cancels or is dismissed from the program, he/she may be eligible for a refund, less a registration fee, not to exceed \$75.00. ABC will pay any refund due within 30 days of the Student's written notice. If the Student paid for the program, the refund will be paid to the Student. If an agency or third party paid for the program, the refund will be paid to the agency or third party.

Study Materials are charged separately and may be returned for a refund if they are in new, unopened condition and returned to ABC within 30 days following the date of Student's written request for cancellation or withdrawal or ABC's dismissal of Student. ABC shall refund the amount charged for the Study Materials upon receipt of the Study Materials in new, unopened condition. If the Student fails to return the Study Materials in new, unopened condition, within 30 days following the date of the Student's written request for cancellation or withdrawal or ABC's dismissal of Student, ABC may offset the tuition refund by the amount charged for the Study Materials.

The Student is obligated to pay for the educational services rendered.

## Calculation of Refund Amount

### United States Students

The refund shall be determined by a) the dollar amount paid for tuition, b) the dollar amount paid for the technology fee, c) the number of stages not yet completed and d) any amount owed for Study Materials never received or any amount owed for Study Materials returned in new, unopened condition. The eligible refund amount is calculated by taking the contracted tuition amount, then dividing that dollar amount by the total number of stages in the program, multiplying that amount by the total number of stages not yet completed, plus the contracted technology fee, divided by the total number of stages in the program, multiplied by the total number of stages not yet completed plus any money owed for Study Materials returned in new, unopened condition or never received.

No refund is required for any student who cancels or is dismissed after completing 60%\* of the potential stages of instruction.

\*The percentage applies to the majority of states; however, if a student's state (the state in which a student resides at the time of enrollment) is listed below, the corresponding verbiage will apply.

#### **Alabama**

A student's refund is pro-rated throughout the duration of the program.

#### **Arizona**

No refund is required for any student who withdraws or is dismissed after completing 50% of the potential lessons of instruction.

#### **Georgia**

No refund is required for any student who withdraws or is dismissed after completing 50% of the potential lessons of instruction.

#### **Idaho**

No refund is required for any student who withdraws or is dismissed after completing 50% of the potential lessons of instruction.

#### **Kansas**

No refund is required for any student who withdraws or is dismissed after completing 50% of the potential lessons of instruction.

#### **Kentucky**

No refund is required for any student who withdraws or is dismissed after completing 50% of the potential lessons of instruction.

#### **Maryland**

No refund is required for any student who withdraws or is dismissed after completing 50% of the potential lessons of instruction.

#### **Minnesota\***

No refund is required for any Student who withdraws or is dismissed after completing 75% of the potential lessons of instruction.

#### **Missouri**

No refund is required for any student who withdraws or is dismissed after completing 50% of the potential lessons of instruction.

#### **New Hampshire**

No refund is required for any student who withdraws or is dismissed after completing 50% of the potential lessons of instruction. All refunds shall be paid within 30 days upon notification from a student of cancellation or withdrawal. Students receiving benefits from federal programs shall be subject to federal refund policies, rules and regulations.

#### **New Mexico**

No refund is required for any student who withdraws or is dismissed after completing 50% of the potential lessons of instruction.

#### **New Jersey**

No refund is required for any student who withdraws or is dismissed after completing 50% of the potential lessons of instruction.

#### **North Dakota**

No refund is required for any student who withdraws or is dismissed after completing 50% of the potential lessons of instruction.

#### **Oregon**

No refund is required for any student who withdraws or is dismissed after completing 50% of the potential lessons of instruction.

#### **Pennsylvania**

No refund is required for any student who withdraws or is dismissed after completing 50% of the potential lessons of instruction.

#### **Washington**

No refund is required for any student who withdraws or is dismissed after completing 50% of the potential lessons of instruction.

#### **West Virginia**

No refund is required for any student who withdraws or is dismissed after completing 50% of the potential lessons of instruction.



### \*Minnesota Statutory Refund Policy

If your application is rejected, you will receive a full refund of all tuition, fees, and other charges. If your program is 40 hours or less and you withdrew from your program, your refund will be pro-rated by the number of hours attended and the length of the program. To receive a full refund of tuition, fees, and other charges, you must withdraw from your program before the scheduled start day of the program. You will receive written notice acknowledging your withdraw request within 10 business days after receipt of the notice and you will receive a refund of any tuition, fees, and other charges within 30 business days of receipt of your withdrawal. Any mailed notice is effective as of the date of the postmark if sent by mail or the day it has been hand-delivered to the school. Notice to withdraw may also be given by email, verbally to a school official (not just an instructor), or with a voicemail to a school official.

If you give withdraw notice more than five days after you signed the contract, but before the start of the program (or first lesson for an online distance education program), you will receive a refund of all tuition, fees, and other charges minus 15%, up to \$50, of the total cost of the program. You will be provided a prorated tuition, fees, and other charges refund minus a 25%, up to \$100 administrative if you give notice of your withdrawal after your program has begun, but before 75% program has completed. If you withdraw from your program after 75% of the program has completed, you are not entitled to a refund of tuition, fees, and other charges. A notice of cancellation from a student under this subdivision must be confirmed in writing by the private career school and mailed to the student's last known address. The confirmation from the school must state that the school has withdrawn the student from enrollment, and if this action was not the student's intent, the student must contact the school.

You will receive written notice acknowledging your withdraw request within 10 business days after notice and you will receive a refund of any tuition, fees, and other charges within 30 business days of your withdrawal. If you do not withdraw or contact the institution about your absence, and you have not attended your program for 21 consecutive days, you will be considered to have withdrawn from the school as of your last date of attendance.

You may be entitled to a refund of your equipment and supplies costs if you return your equipment and supplies within 10 days of withdrawing if your supplies are in a condition suitable for resale. If you do not return your equipment and supplies or the supplies are not in a condition suitable for resale, this cost will be deducted from your tuition, fee, and other charge refund that you may be eligible for.

### Canadian Students

#### *Refunds before the program of study starts:*

1. If written notice of withdrawal is received by the institution less than 7 calendar days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 10% of the total tuition and fees due under the contract or \$250.00 USD.
2. If written notice of withdrawal is received by the institution 30 calendar days or more before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 10% of the total tuition and fees due under the contract, or \$750.00 USD.
3. If written notice of withdrawal is received by the institution less than 30 calendar days before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 20% of the total tuition and fees due under the contract, or \$1000.00 USD.

*Refunds after the program of study starts:*

1. If written notice of cancellation is received by the institution or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition and fees due under the contract.
2. If written notice of cancellation is received by the institution, or a student is dismissed, after 10% and before 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition and fees due under the contract.
3. If the student cancels or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.

Refunds to Canadian students will be paid using the U.S. Dollar and are not subject to any fluctuations between Canadian and United States currency that may have occurred from the time of enrollment.

# Academic Policies

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## Instruction Methodology

Animal Behavior College's distance learning study materials are designed for self-directed independent study by the student with guidance provided by the Program Manager through frequent evaluation of the student's exams. Each stage consists of a comprehensive curriculum written by experienced professionals and faculty. The curriculum will provide clear directions of the learning assignments to be completed by the student. Demonstration of mastery of the subject is shown by the results of an exam at the end of each stage, which enables the students to assess her or his academic process.

The exams are read carefully by experienced distance learning faculty and will be returned to the student within five (5) business days with constructive comments and a percentage grade. The end of stage exams are a combination of multiple choice and essay questions. These questions and responses bring the faculty to the student, much the same manner as in a classroom environment. While some exam questions may be open to interpretation, the Program Manager has the right to determine the student's grade.

Students study one stage at a time, which will enable the student to focus on the subject being studied. On-going assistance is provided to each student whenever consultation is requested by the student.

## Academic Standards

All students are required to maintain the academic standards of ABC. These standards are monitored on a regular basis and consist of maintaining a Grade Point Average of 70%, or better, in every stage and maintaining satisfactory progress.

## Grading System

Student grades are based on written examinations given with each stage of learning. Written examinations are given at the completion of each stage and a comprehensive final exam is given. Animal Behavior College uses the following scale as its standard grading system.

The total program grade is made up of the following:

- |                 |           |
|-----------------|-----------|
| 1. Stage Exams: | 8.9% each |
| 2. Final Exam:  | 10%       |
| 3. Externship:  | 10%       |

Stage Exams: Stage exams are given to assess the student's understanding of the material covered in each stage. The format of the questions on the exams is multiple choice and essay. All of the exams are based on material covered in the comprehensive curriculum. Stage Exams may be re-taken under the provisions of the Failed Exam Policy.

Final Exam: The Final Exam is provided at the end of the program. It is a comprehensive examination designed to test a student's overall understanding of the program. The Final Exam is based upon stage exams given throughout the course.

## Exam Policy

All stage exams must be completed and submitted by the assigned due date (all scheduled due dates are provided to the student with their initial materials shipment). If an exam is not submitted by the assigned due

date, it will be marked and considered delinquent. This will be reflected in the student's academic record. In addition, a 15% grade reduction may be given one day after the due date, and a 1% grade reduction may apply to each additional day thereafter.

### **Individual Stage Exam Requirements Per Program**

#### **Dog Obedience Program:**

- Passing score for Stages 1 through 10 is 70%
- Passing score for Stage 11 (Final Exam) is 75%

#### **Cat Training Program:**

- Passing score for Stages 1 through 10 is 70%
- Passing score for Stage 11 (Final Exam) is 75%

#### **Grooming Instruction Program:**

- Passing score for Stages 1 through 10 is 70%
- Passing score for Stage 11 (Final Exam) is 75%

#### **Veterinary Assisting Program:**

- Passing score for Stages 1 through 10 is 70%
- Passing score for Stage 11 (Final Exam) is 75%

#### **Aquarium Maintenance Program:**

- Passing score for Stages 1 through 9 is 70%
- Passing score for Stage 10 (Final Exam) is 75%

#### **Zookeeper Assistant Program:**

- Passing score for Stages 1 through 9 is 70%
- Passing score for Stage 10 (Final Exam) is 75%

If a student fails to submit or successfully pass a stage exam, the student may receive guidance from their Program Manager to help them overcome their academic challenge. The student will then receive a retake exam that must be submitted to the Program Manager within 7 days and successfully passed in order to move forward to the next stage. If the student fails to submit a retake exam, they will be placed on probation. If a student fails to successfully pass more than 2 stages (including Externship/Shelter Experience), or fails a retake exam/stage, they will be dropped from the program.

## **Failed Exam Policy**

Students scoring below passing may be eligible to retake an exam/stage. A passing score on any retake must be achieved in order to be eligible to continue with the program.

### **Program Stage Exam Requirements**

- Only two (2) retake exams/stages are permitted during the entire course of the program. Students who receive a third non-passing score on any stage (including the Externship/Shelter Experience) will be dismissed from their program of study.

- Students must receive a passing score on the retake exam or stage in order to be eligible to continue
- Retaking any failed exam will result in the ineligibility of honor student status

## **Stage Repetition**

Repetition of any stage does not affect the G.P.A. When calculating the GPA, the last evaluation is used. However, students must complete a program of instruction within 150% of the program length.

## **Changes in Programs**

The school has the right, at its discretion, to make reasonable changes in program content, materials, schedules, or locations in the interest of improving the student's education, or where deemed feasible due to industry changes, academic scheduling, or professional requirements.

When ongoing Federal, State, or professional changes take place that affect students currently in attendance, the school is required to make appropriate changes.

This will apply only to new students that enroll after notice has been given to existing student that they will not be affected by these changes. Existing students will continue in the program as per the enrollment agreement they signed. The only exception is if the change is required by Federal or State action and then the change will take effect as soon as possible after receiving notice from the appropriate agency.

## **Credit for Previous Training**

ABC does not accept credits earned at other institutions or through challenge examinations and achievement tests, nor has the school entered into an articulation or transfer agreement with any other college or university.

## **Class Sessions**

Animal Behavior College is a distance learning institution and its certificate programs do not include class sessions for the online stages. However, students are required to work with a mentor location in their area to gain experience during the tenth (10<sup>th</sup>) stage of the program.

## **Transfer of Credit to Other Schools**

It is the responsibility of students who plan to transfer to other institutions to acquaint themselves with the requirements of the selected institution. Institutions of higher learning vary in the nature and number of credits that are acceptable, and it is at the discretion of that institution to accept previous experience at ABC.

## **Notice Concerning Transferability of Credits and Credentials Earned at Our Institution**

The transferability of credits you earn at Animal Behavior College is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn at Animal Behavior College is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Animal Behavior College to determine if your certificate will transfer.

## Access to Student Records

Students have the right to inspect their academic, financial, or general records. The only exception is the confidential student guidance notes maintained by faculty members and staff. Students may not have access to financial data separately submitted by their parents or guardians.

Students can access their educational records via the Student Center. Should a student wish to obtain hard copies of their education records via ABC, they will be charged \$5.00.

## Academic Freedoms and Student Responsibilities

Students have certain rights and responsibilities. These rights and responsibilities establish a student code of professional conduct. Primary to this code is the access to an environment free from learning interference.

- Students have the right to an objective evaluation of their progress. Students shall receive, at the beginning of each course, information outlining the method of evaluating student progress.
- Students will be treated in a manner conducive to maintaining their worth and dignity.
- Students shall be free from acts or threats of intimidation, harassment, mockery, insult, or physical aggression.
- Students will be free from the imposition of disciplinary sanctions without proper regard for due process. Formal procedures have been instituted to ensure adequate notice and hearing for all students subjected to the disciplinary process (see Grievance Procedures).
- When confronted with injustices, students may seek redress through grievance procedures established in accordance with the ABC's non-discrimination policy. Such procedures will be available to those students who make their grievances in a timely manner.
- Students may take reasoned exception to the data or views offered in any course of study and may reserve judgment about matters of opinion, but they are responsible for learning the academic content of any course for which they are enrolled.
- Students will be given full disclosure and explanation of all fees and financial obligations to ABC.
- Students have the right and responsibility to participate in program and instructor evaluations and give constructive criticism of the services provided by ABC.
- Students have the right to quality education. This right to high-quality programs; appropriate instructional methodologies and content; instructors who have sufficient educational qualifications and practical expertise in the areas of instruction; the availability of adequate materials, resources, and facilities to promote the practice and application of theory; and an environment that stimulates creativity in learning as well as personal and professional growth.
- Students have the responsibility to conduct themselves in a professional manner within the institutional and Externship settings, and to abide by the policies of Animal Behavior College and the applicable program department. This includes non-disclosure of any confidential or client information obtained from facilities connected to their Externship or volunteer activities. Students are to abide by all confidentiality policies.

- Students are expected to conduct all relationships with Animal Behavior College staff and faculty, their peers, and their clients with honesty and responsibility.
- Students have the responsibility to maintain communication and be responsive as appropriate with either his/her ABC representative (Program Manager/Externship Coordinator) or Mentor.
- Students are to comply with directions by Animal Behavior College faculty and staff members who are acting within the scope of their employment, subject to their rights and responsibilities.

## Student Conduct Guidelines

Professionalism is important to success in whatever endeavor one undertakes. It encompasses appropriate behavior, credibility, reliability, responsibility and excellent work ethics.

In today's competitive job market, professional conduct is a crucial factor in obtaining and maintaining employment. For this reason, Animal Behavior College has established Student Conduct Guidelines. Each student is expected to maintain the highest level of professionalism at all times during his or her course of study and in their externship. It is for these reasons that the following behaviors will not be tolerated. Any violation of the below standards may result in probation, suspension, or termination from the college.

- Any conviction of a crime involving the mistreatment and/or cruelty of animals.
- Cheating on any examination.
- Inappropriate, disruptive, or profane language, whether via telephone, email or in person, towards ABC staff or staff members at the Externship location.
- Lack of communication with either ABC representative (Program Manager/Externship Coordinator) or Mentor. Students are expected to be responsive and to maintain communication as appropriate.
- Lying about attending an externship location.
- Forging a Mentor's signature on externship Timesheet(s) and/or ABC Student Competency Evaluation form.
- Lateness and/or frequent absenteeism (that is not approved).
- Not following directions or speaking and acting inappropriately during an Externship or during class. Other offences not tolerated include, but are not limited to, being overly critical and negative toward the Mentor, staff or instructor, and acting in an unsafe manner, which could cause harm to the Student and/or others.
- Disclosing any confidential or client information obtained from facilities connected to their Externship or volunteer activities. Students are to abide by all confidentiality policies.
- Smoking during Externship sessions.
- Cell phone use during Externship sessions.
- Bringing unauthorized animal(s) on the premises, unless specifically required for a class and authorized by the Mentor or the ABC class Instructor.
- Attempting to solicit independent business at an Externship location or from a mentor's clients without the written permission of the mentor
- Externship interviews/sessions are intended for ABC students only. Unauthorized guests are prohibited.

### Immediate Termination

Students who are found to have engaged in any of the following infractions will be immediately terminated from the program. These behaviors may also result in civil and criminal charges being filed.

- Any acts of animal cruelty.
- Theft or damage done to school or externship location property. Students will be held responsible and will be expected to reimburse the institution or externship location for such damage or loss.

- Possession, or under the influence, of any intoxicating beverages or drugs, possession of weapons, or creating a safety hazard to others while on school or Externship premises.
- Fighting and any physical, verbal altercations, to include [but not limited to] written or verbal threats at the student’s Externship or at any ABC location.

**IMPORTANT:** Student Conduct Guideline violations are only a partial list of unacceptable behaviors. A single infraction of any rule or any behavior perceived by the Mentor or class Instructor as inappropriate, unsafe or threatening may result in disciplinary actions and/or dismissal from the program.

## Smoking Policy

Smoking is not permitted in any ABC enclosed facility.

## Drug Abuse Awareness / Prevention Program

To promote drug abuse awareness and prevention, the school supports the national Drug Abuse Awareness/Prevention Program and follows the United States Department of Education guidelines. Faculty and staff assist students by referring them to local or state agencies.

## Dress Code

Students must remember that they represent Animal Behavior College at all times. A student should, therefore, attend the Externship dressed neatly and in appropriate attire. Shorts, cut-offs, soiled or shabby clothing, or clothing that could present a safety hazard, such as open-toed shoes, are not allowed.

## English as a Second Language

Animal Behavior College does not provide instruction in any language except English. Additionally, the school does not provide instructing or courses on the English language.

## Maximum Program Completion Time

Students are expected to complete their program within the defined maximum program completion time, which cannot exceed 1.5 times the maximum time frame.

Program	Normal Duration	Maximum Time Frame
Dog Obedience Program	12 Months	18 Months
Veterinary Assistant Program	12 Months	18 Months
Grooming Instruction Program	12 Months	18 Months
Cat Training Program	8 Months	12 Months
Aquarium Maintenance Program	10 Months	15 Months
Zookeeper Assistant Program	8 Months	12 Months



## Attendance Policy

Students failing to maintain satisfactory attendance during the Externship are subject to probation, suspension, and/or termination.

Students are expected to attend all sessions of the Externship. When it is necessary, make-up work can be scheduled and is arranged between the student and the Mentor at the Externship location. ABC's attendance policy is as follows:

Any time a student reaches 15% absences during the Externship, the student must be advised.

If a student reaches 20% then that student may be placed on probation.

If a student has more than 20% absences by scheduled Externship completion, then that student may be required to make up missed sessions in order to graduate.

A student who is late by more than 10 minutes is considered to be tardy. Three (3) tardies are equivalent to one (1) absence. A student who is tardy by more than 30 minutes is considered to be absent.

A student who fails to attend their scheduled Externship sessions may be subject to receiving a non-passing grade for the Externship or possible probation/termination from their program of study.

## Satisfactory Academic Progress (SAP)

Satisfactory academic progress is monitored at least three times during a student's program of study, i.e. completion of Stage 3 (27%), prior to Externship, and at the scheduled program completion date. In order to maintain SAP, a student must:

- Maintain satisfactory attendance during the Externship
- Submit Stage exams for grading on or before due date
- Maintain a minimum grade of 70% in each stage
- Satisfy the probation requirements defined in ABC probation conditions, if on probation.

Failure to maintain Satisfactory Academic Progress will result in probation. Continued failure to maintain SAP will result in termination from the program. In order to graduate, the student must complete the program within a time period, which cannot exceed a maximum of one and half times the established program length.

## Probation Conditions

A student will be placed on probation if they do not meet the requirements for Satisfactory Academic Progress. Probation will be for no longer than thirty (30) days. Students placed on probation will receive special instructions by an Animal Behavior College designee. If by the end of this period the probation conditions are met, then the probation will be lifted. If by the end of this period the probation conditions are not met, then the student will be terminated from the program.

## Termination

Students may be suspended or terminated by an ABC Program Manager for any of the following reasons:

- Excessive absenteeism or tardiness during the Externship portion of the program
- Failure to maintain satisfactory academic progress
- Failure to comply with probationary conditions

- Cheating
- Conduct that reflects poorly upon the college or staff
- Failure to meet financial obligations
- Possession of drugs, alcohol, or weapons on Externship premises
- Behavior that creates a safety hazard to other persons at the Externship
- Any other determined infraction of the Student Conduct Guidelines

At the end of the termination period, students may be eligible for re-entry into the program. Please see “Re-entry Policy” for more information.

Students who feel they have been terminated unjustly may appeal in writing to the Student Services Department. Please see “Appeals” for further information.

## **Leave of Absence**

Students who are unable to continue in the program due to an illness or personal emergency can request a leave of absence. The request must be in writing via email to their Program Manager along with reason for request and dates for leave of absence. A student may have only one (1) Leave of Absence each twelve (12) month period (calendar year). A student’s collective term of leave may not exceed 6 months for the duration of the entire program.

Students of the Cat Training Program and Aquarium Maintenance Program may have only one (1) leave of absence in each eight (8) month period. A student’s collective term of leave may not exceed 4 months for the duration of the entire program.

## **Re-Entry Policy**

A student should be counseled by the Program Operations Manager, or designee, prior to being allowed to re-enter the program after a Leave of Absence or termination. If the school official determines at this meeting that the cause for the training interruption has been resolved, then the student will be reinstated at whatever level is deemed fit by ABC. If the school official determines at this meeting that the cause for the training interruption has not been resolved, then the student will be denied re-entry into the program. The fee for re-entry is \$100.

## **Final Appeals**

Students who wish to appeal their termination must submit an appeal within five (5) days from the date of termination. Send appeals to Animal Behavior College, Attn: Vice President, 27509 Avenue Hopkins 1st Floor, Valencia, CA. 91355-3910. The appeal letter should describe any circumstances that the student feels deserve further consideration. An appeal decision will be made within 10 (ten) days by the Vice President and the student will be notified accordingly. If the appeal decision is in favor of the student, then the student’s termination will be lifted. If the appeal decision is not in favor of the student, then the student’s termination will stand.

# Graduation Requirements

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## Documents Received and Requirements

The candidate for a certificate of completion must meet all of the following criteria:

1. Complete all stages of the program with a grade of 70% or better and all other curriculum requirements for their course of study.
2. Satisfactorily perform the applicable Externship.
3. Complete the Final Exam with a grade of 75% or better.
4. Fulfill all financial obligations to the school.
5. Complete the training program within a time period which cannot exceed a maximum of one and half times the established program length.

## Honors Policy

A student may graduate with Honors if they meet specific criteria. The student must:

- Pass each stage with a 90% or greater score on the first submission (retake exams are automatically disqualified).
- Not have received extensions for their exam dates.
- Not receive any disciplinary marks on their records, including exams that have marked as delinquent, being placed on academic probation or found to not be following ABC's Student Conduct policy.
- Participate in the Student Saving Lives during the course of their Externship (applicable only to students enrolled in the Dog Obedience Instructor Program).

If a student has questions about what exemplary measures are needed or if they qualify for Honors status, the student should contact their Program Manager.

## Track Record Disclosure Statement

Program	Completion Rate	Placement Rate
Dog Obedience Instructor Program	58%	66%
Veterinary Assistant Program	53%	50%
Grooming Instruction Program	41%	70%
Cat Training Program*	N/A	N/A
Aquarium Maintenance Program*	N/A	N/A
Zookeeper Assistant Program*	N/A	N/A

\* THIS PROGRAM IS NEW. Therefore, the number of students who graduate, the number of students who are placed, and the starting salary you can earn after finishing the educational program are unknown at this time. Information regarding general salary and placement statistics may be available from government sources or from the institution, but is not equivalent to actual performance data.

Information regarding general salary and placement statistics may be available from government sources or from the institution, but is not equivalent to actual performance data. Animal Behavior College does not guarantee employment or any level of wages.

Disclosure of "Rates passing licensing examinations" is not required since no course offered by ABC requires licensure.

## **Student Services**

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Animal Behavior College staff and faculty are available to assist or advise students regarding academic situations. In cases where the college does not have the expertise to assist with a particular situation, referrals to appropriate agencies will be made.

### **Student Academic Advisement**

In order for students to achieve their goals, ABC's Program Managers, Mentors, and administrative staff are available to advise the student on any academic problems, and, if necessary, provide referral to special counseling services when required. However, advance appointments may sometimes be necessary.

### **Personal Property**

The school assumes no responsibility for loss or damage to a student's personal property or vehicle, or loss by theft of any vehicle or its contents, at any time during the program.

### **Student Housing**

Animal Behavior College does not provide, find or assist a student in finding housing as all programs are completed via distance education. If you are interested in local housing information, please visit local real estate websites for up-to-date pricing. At this time, average rental market range is \$1600 - \$2500 per month. (<https://www.zillow.com/santa-clarita-ca/apartments>)

### **Library**

Animal Behavior College does not have an online library, nor are students required to use a public library in order to complete their studies. ABC provides all necessary resources to successfully complete the certificate programs.

### **Student Records and Transcripts**

Students have the right to inspect their academic, financial, or general records. The only exception is the confidential student guidance notes maintained by faculty members and staff. Students may not have access to financial data separately submitted by their parents or guardians.

Students can access their educational records via the Student Center. Should a student wish to obtain hard copies of their education records via ABC, they will be charged \$5.00.

All transcripts will be maintained by the Institution for a period of five years on campus. Digital copies will be maintained permanently and accessible within 48 hours of request.

### **Non-Discrimination Policy**

Animal Behavior College does not discriminate on the basis of race, color, creed, religion, ancestry, national origin, age, non-disqualifying disability, sex, marital status, or veteran status in the recruitment and admission of students, the recruitment and employment of faculty and staff, or in the implementation of its programs, policies, procedures and activities. Sexual harassment is a prohibited aspect of sexual discrimination under this policy.

Information pertaining to an applicant's handicap is voluntary and confidential; if supplied it will be used to overcome the effects of conditions that limit the participation of qualified disabled students. Qualified disabled students accepted by Animal Behavior College will be able to access all of the ABC's educational and vocational programs.

ABC is subject to the following seven laws and regulations, within limitation:

1. Title VI of the Civil Rights Act of 1964, as amended, and the implementing regulation 34 CFR Parts 100 and 101 (barring discrimination on the basis of race, color, or national origin);
2. Title IX of the Education Amendments of 1972 and the implementing regulations 34 CFR, Part 105 (barring discrimination on the basis of sex);
3. The Family Rights and Privacy Act of 1974 and the implementing regulations 34 CFR Part 99;
4. Section 504 of the Rehabilitation Act of 1973 and the implementing regulations 34 CFR Part 104 (barring discrimination on the basis of physical handicap);
5. The Age Discrimination Act of 1975 and the implementing regulations 45 CFR Part 90;
6. The Americans with Disabilities Act of 1990 and the implementing regulations in 29 CFR Part 1630 (1992); and
7. The Family and Medical Leave Act of 1993.

## **Handicapped Facilities**

Persons who have special needs are invited to contact ABC to determine if the program meets their requirements.

## **Notification of Title IX Grievance Procedure**

It is the policy of Animal Behavior College not to discriminate on the basis of sex in its education programs, activities, or employment as required by Title IX of the 1972 Education Amendments. Students and employees are protected from sexual discrimination and/or sexual harassment. Students may not be discriminated against on the basis of sex in:

- Admission to schools
- Access to enrollment in courses
- Access to and use of school facilities
- Advisement and guidance materials, tests, and practices
- Vocational education
- Graduation requirements
- Student rules, regulations and benefits
- Treatment as a married and/or pregnant student
- Financial Assistance

If a student believes they have been discriminated against on the basis of sex, the student can make a claim that their rights have been denied. This claim or grievance may be filed with the Title IX Coordinator.

The student will be asked to write down the actions, policies, or practices, which they believe are discriminatory. If they are not comfortable writing the grievance in English, the student may write the grievance in their native language. Students may obtain help from the Title IX coordinator, Steven P. Appelbaum, 27509 Avenue Hopkins, 1st Floor, Valencia, CA. 91355-3910; FAX (866) 844-1531, or anyone they believe is knowledgeable. Once the grievance is filed, the student will be asked to meet with those persons who would be involved in correcting the policies, practices, or programs that are believed to be discriminatory. If there is agreement that the student discriminated against, corrective action will be taken to restore the student's rights.

If there is not agreement, the student may appeal the grievance to a person with higher authority and obtain a hearing.

Students may also file a complaint of illegal discrimination with the Office for Civil Rights, Department of Education, 50 United Nations Plaza, Room 239, San Francisco, CA 94102, at the time the grievance is filed, during or after use of the grievance process, or without using the grievance process at all. If the student files the Title IX complaint with the Office for Civil Rights, the student must file it in writing no later than 180 days after the occurrence of the possible discrimination.

In preparing a grievance, students should give thought to the following:

- The exact nature of the grievance—how they believe they may have been discriminated against, and any persons the student believes may be responsible,
- The date, time and place of the grievance,
- The names of witnesses or persons who have knowledge about the grievance,
- Any available written documentation or evidence that is relevant to the grievance, and
- The actions that could be taken to correct the grievance.

If a student wishes to obtain a copy of the full Title IX grievance procedures or to obtain help in filing a grievance, they should contact the Title IX Coordinator.

## Licensure and Approvals



Department of Consumer Affairs

**BPPE Bureau for Private Postsecondary Education**

Animal Behavior College is a private vocational school approved by the Bureau for Private Postsecondary Education ([www.bppe.ca.gov](http://www.bppe.ca.gov)) under the California Private Postsecondary Act of 2009 and Title 5, California Code of Regulations Division 7.5, Private Postsecondary Education. The Bureau for Private Postsecondary Education approval means that this institution and operation comply with the standards established under the law for occupational instruction by private postsecondary educational institutions. Institutional approval is subject to continual review and the institution must reapply for approval every five years.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the bureau for Private Postsecondary Education at 1747 N. Market Blvd. Ste 225 Sacramento, CA 95834, P.O. Box 980818, West Sacramento, CA 95798-0818, [www.bppe.ca.gov](http://www.bppe.ca.gov), toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

Animal Behavior College is presently not approved by an accreditation agency recognized by the Department of Education.

Additionally, ABC is approved to work with the following federal and state financial aid programs:

- Military Spouse Career Advancement Accounts (MyCAA)
- Veterans Affairs GI Bill®
- CA ETPL
- State(s) Vocational Rehabilitation Departments

## Privacy Policy/Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act was legislated by Congress in 1974 and is also known as the Buckley Amendment. The basic highlights of the act are:

Student records are maintained for a minimum of five years at the campus. Students have the right to inspect their personal academic, financial, or general records, by appointment, during normal school hours. The only

exception is the confidential student guidance notes maintained by faculty members, the Department Head, or the Program Operations Manager.

Animal Behavior College (ABC) respects the privacy of all its students. Information collected by ABC is solely for the purpose of enrollment, personal identification, maintenance of student records, state and federal requirements, and marketing purposes.

If the student wishes to share their educational records with a specific third party, the student must provide written consent. Under certain circumstances, ABC may disclose a student's education record without their consent. These circumstances include disclosure:

- to a parent of a dependent student (a student whose parents claim them as a dependent on their most recent years' tax form)
- due to a health or safety emergency
- to other school officials with an educational interest (e.g. reviewing student's education record to ensure all graduation requirements have been fulfilled)
- of demographic information
- to school officials of another school where the student seeks to enroll
- in connection with a disciplinary proceeding
- to adhere to a judicial order or subpoena

Outside of these exceptions, ABC will not share student records, excluding emails (see Email Privacy Policy) outside of these purposes.

#### Email Privacy Policy

ABC collects e-mail addresses and other information from those who communicate with the school via e-mail or who have volunteered their information while filling out the Contact Us form on ABC's website. The information collected is used to contact consumers interested in the school. ABC may also use this information to notify students of products, services or news regarding Animal Behavior College. From time to time, ABC makes the e-mail addresses, of those who provide it, available to other reputable organizations. These are organizations whose products or services ABC thinks students might find interesting.

If at any time a student does not wish to receive information about ABC or if they are not comfortable with sharing their email information with a third party, a student may opt-out by going to <http://www.animalbehaviorcollege.com/maillist/remove1.asp?action=remove>.

ABC reserves the right, at its discretion, to change, modify, add, and/or remove portions of this Privacy Policy at any time. All Privacy Policy changes will take effect immediately upon their posting.

## **Grievance Procedures**

Many questions or concerns that students may have can be resolved simply through discussion. Students with concerns should observe the following steps in seeking a resolution:

- Step 1: Talk with your Program Manager
- Step 2: Talk with the Program Operations Manager
- Step 3: Talk with Student Services

Student Services conducts impartial investigations into student complaints and makes recommendations for resolution. Student Services has 5 business days to contact the student. Once the initial contact takes place, Student Services has 5 days to conduct an investigation and respond to the student and propose a resolution. Students are free to speak to Student Services without adverse action taken against student.



Step 4: Talk with the Vice President:  
Animal Behavior College  
27509 Avenue Hopkins  
Valencia, CA. 91355-3910

Phone (866) 759-4910 toll-free  
Fax (866) 844-1531

Step 5: Unsolved concerns may be appealed in writing or by phone by contacting:\*

Bureau for Private Postsecondary Education  
1747 N. Market Blvd.  
Ste 225  
Sacramento, CA 95834

P.O. Box 980818  
West Sacramento, CA 95798-0818  
[www.bppe.ca.gov](http://www.bppe.ca.gov)  
Phone (888) 370-7589 toll-free  
Fax (916) 263-1897

\*Step 5 applies to the majority of states; however, if a student's state (the state in which a student resides at the time of enrollment) is listed below, the state's corresponding contact information will apply.

**Michigan**

Michigan Department of Licensing & Regulatory  
Affairs  
CSCL/Enforcement Division  
PO Box 30018  
Lansing, MI 48909  
Telephone: (517) 241-9202

**New Hampshire**

NH Department of Education  
Division of Educator Support and Higher Education  
Office of Career School Licensing  
101 Pleasant St  
Concord, NH 03301  
Telephone: (603) 271-6443

**Minnesota\*\***

Registration & Licensing  
Office of Higher Education  
1450 Energy Park Drive, Suite 350  
St. Paul, MN 55108  
Telephone: (800) 657-3866  
[info.ohe@state.mn.us](mailto:info.ohe@state.mn.us)

**New Mexico**

*New Mexico Higher Education Department*  
2044 Galisteo Street, Suite 4  
Santa Fe, NM 87505-2100  
Telephone: (505) 476-8400

**Wisconsin**

Educational Approval Board  
431 Charmany Dr, Ste 102  
Madison, WI 53719  
Telephone:(608) 266-1996

\*\* Animal Behavior is licensed as a private career school with the Minnesota Office of Higher Education pursuant to Minnesota Statutes, sections 136A.821 to 136A.832. Licensure is not an endorsement of the institution. Credits earned at the institution may not transfer to all other institutions.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet web site [www.bppe.ca.gov](http://www.bppe.ca.gov)

## Catalog Disclaimer

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Specific information regarding the programs offered and start dates may be acquired by contacting the school directly.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

ABC reviews and updates the catalog on an annual basis. ABC reserves the right to change policies, practices, and the contents of this catalog any time without prior notice. The student shall be entitled to services noted in the catalog at the time of their enrollment. However, a copy of the most current catalog will be provided to any present or potential student. The request for the same should be made to ABC Headquarters, by telephone, email, fax, or by mail.