

The Global Leader in Canine Education For more than a decade, the School for Dog Trainers at Highland Canine Training, LLC has been providing students the opportunity to learn from a proven curriculum that has led to developing industry leading trainers across the globe.

## Special Notice

The statements set forth in this catalog are for information purposes only and should not be construed as the basis of a contract between students and Highland Canine Training, LLC.

While the provisions of this catalog will generally be applied as stated, Highland Canine Training, LLC reserves the right to revise all terms, provisions, policies, requirements, and procedures contained in this catalog. Every effort will be made to keep students advised of any such changes. Information on changes will be available in the Offices of the Registrar. It is especially important that students note that it is their responsibility to remain apprised of current requirements for their particular programs and to understand that they will be bound by and must comply with all terms, provisions, policies, requirements, and procedures contained in this catalog.

Highland Canine Training, LLC is an affirmative action/equal opportunity education institution and does not discriminate based on an individual's race, color, national origin, sex, sexual orientation, gender identity, religion, age, veteran status, ancestry, or any other legally protected classification in employment, admissions, or activities.
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## MISSION STATEMENT

As an international provider of premier educational programs for students seeking to further their knowledge of dog training techniques and methods, we provide the knowledge and skills required to become successful, professional dog trainers.

## HISTORY

Highland Canine Training, LLC was founded in 2006, as a full-service dog training facility in North Carolina. We offer a variety of dog training programs and courses through our School for Dog Trainers, obedience and behavior modification programs, service dog sales and training, police K-9 sales and training, protection dog sales and training, search and rescue dog training, as well as program offerings in specialty areas. Our School for Dog Trainers started offering programs in 2006 and that same year, hosted its first international student from Tokyo, Japan. Since, we have offered programs that have been sought out by industry professionals across the globe.

Based on considerable demand from our alumni and prospective students, in 2013 we developed our Service Dog Trainer Program and our Master Dog Trainer Program. In 2019, we held our 50th class at our school.

Proudly, in 2022, we opened our Hill Country Campus of the School for Dog Trainers at Highland Canine Training, LLC In Texas. Our Hill Country Campus offers the same quality instruction, proven curriculum, and knowledgeable instructors as our other campuses.


## THE GLOBAL LEADER IN CANINE EDUCATION

For more than a decade, the School for Dog Trainers at Highland Canine Training, LLC has been providing students the opportunity to learn from a proven curriculum that has led to developing industry leading trainers across the globe. Over the years, our School for Dog Trainers has hosted students from more than 35 countries. We offer the most inclusive canine education programs available in the industry today.

Our School for Dog Trainers is unique in that we teach you a variety of ways to accomplish a task or skill with dogs. We don't simply teach students one singular method for training dogs. We place an emphasis on understanding and being able to apply operant conditioning principles as a foundation of becoming a professional dog trainer. We also focus on teaching students of our School for Dog Trainers other proven techniques of training dogs.

## LOCATION AND FACILITIES

Our Hill Country Campus is located approximately 65 miles west of San Antonio,Texas and offers students a great setting for learning to become a dog trainer. Our state-of-the-art classroom facilities are designed with the student in mind and provide ample space for our small class sizes.

We use a variety of off-site locations for training; for example, our service dog students often train dogs in public places such as malls, theaters, shopping centers and other areas where these dogs will commonly work.

We offer complimentary airport pickup from our nearby international airport for anyone traveling to or from our school. San Antonio International Airport (SAT) is located about 75 minutes east of our facility and is a popular airport for many international flights.


## COMPREHENSIVE PROGRAMS

Highland Canine Training, LLC Professional Dog Trainer School and certificate programs teaches everything you need to be a professional dog trainer. Our programs offer the most progressive and innovative methods of dog training to jump start or enhance your career as a professional dog trainer.

We offer comprehensive programs that allow you to focus on specialty areas such as service dog training, obedience, behavior modification, and more.

Regardless of your current skill level and experience working with dogs, our Professional Dog Trainer Programs have something to offer. Our goal is to meet the learning requirements of each individual student, and our programs can be customized to meet those needs.

## CURRICULUM DEVELOPMENT

Our curriculum has been developed by industry experts to provide you with the necessary skills to become a proficient dog trainer in the areas of study. Our curriculum is regularly reviewed and updated to ensure that students are provided with the most current information in the industry. Our curriculum is also designed to provide the student with a variety of techniques that can be applied to accomplish their goals as a professional dog trainer.

## EXPERIENCED INSTRUCTORS

Our staff of expert instructors are recognized leaders in the industry. Prior to being hired at our School for Dog Trainers, all our instructors are required to have ample training and field experience sufficient to meet state regulations in Alabama where our school is licensed to operate. Because of their real-life experiences as dog trainers, they are able to convey invaluable information and techniques to students.

Our staff continuously strives to remain up to date on dog training techniques and methods in this everchanging industry by regularly attending training programs, seminars and conferences.


ERIN PURGASON, BS, OWNER
Erin is the owner of Highland Canine Training, LLC and has been a sworn law enforcement officer since 2002. She directs our obedience and behavior modification training programs and also assists with the training of dogs for police patrol, detection, and search and rescue. Erin also oversees our Assistance Dogs for Autism Program and assists with training dogs and working with their new families. Erin has worked with animals in clinical settings since 1995 and has owned and worked with dogs all her life. Erin also has experience handling scent discrimination tracking dogs, including a bloodhound as a search and rescue dog handler.

## JASON PURGASON, PRESIDENT

Jason is the President of Highland Canine Training, LLC. A reserve police officer and former Police Canine Handler, Jason conducts police canine handler programs as well as trainers' programs and all working dog training. Jason earned his Police K9 Instructors Certification and has trained canines in the areas of Narcotics Detection, Explosives Detection, Police Patrol, Urban Disaster, Scent Discrimination Tracking, and Cadaver Detection. Jason has instructed seminars for Police Canine Handlers at NASA, the Pentagon Police, and for many other professional, government, and law enforcement teams across the world.

## KIM CAIN, TRAINING DIRECTOR

Kim has a passion for working with dogs and people that is unmatched. The joy of watching people learn to communicate drives her to help as many dogs and dog owners as possible. Her experience with dogs and people makes her excel as the Training Director of the School for Dog Trainers at Highland Canine Hill Country Campus.

As the spouse of a 30-year retired United States Navy CMC she had to identify and hone skills that would allow her to develop her career with each new duty station they were assigned. She started with teaching fitness classes, which developed her ability to motivate others. She then moved to Real Estate Sales which developed her skills to negotiate, problem solve and provide exceptional customer service. As a property manager for six apartment complexes, she learned about building teams, and prioritization of tasks. Her role as Methods Improvement/Manpower Analyst taught her to get to know an individuals' strengths and build successes through their strengths at the same time you developed their areas needing improvement. Her role as Treaty Implementation Coordinator elevated her planning and communication skills. Her role as a Merchandise/Production manager taught her to stay on top of trends and always seek new information. Using her skills she had a very successful retail employment career, ending as an Area Manager, with a major national clothing brand. Their retirement move lead them to Texas, where she dove back into real estate where she was a consistently top producing realtor. Through the USN years, while her husband was deployed, she spent months home alone with her children. Kim felt safer with dogs in the house. Rottweiler, Doberman, Mastiff, American Bulldogs were a few breeds of choice. Bigs dogs that needed to be trained. She read, trained, and ultimately due to her passion for training/teaching and dogs had very well-behaved pups. So well behaved, in fact, that friends and family consulted her and even hired her to train their dogs. She desperately wanted a career in dog training; however, it wasn't the right time for her family to pursue that. . .yet!

Kim later attended the Master Dog Trainer Course at the School for Dog Trainers at Highland Canine Training in North Carolina. She will be the first to tell you her growth, both hands on and book knowledge developed beyond her expectations. She graduated as the class Valedictorian and was awarded the coveted Presidential Leadership Award. She now has a deep bag of tools, and with her already developed skill set of coaching, mentoring, customer service, problem solving, and breaking down tasks to attain a goal. She is in her element training dogs and coaching people. In addition to teaching, she is also offering board and train, private lessons, and she has started a non-profit that will assist Veterans with PTSD dogs, as well as bring in displaced dogs, train them and find them appropriate placements.

## GREG VAUGHN, INSTRUCTOR

Originally from Brooklyn, New York, Greg brings a wealth of knowledge to our School for Dog Trainers. Greg attended SUNY Rockland and majored in Psychology. Afterwards, he went on to pursue a career in dog training. He began at a big box pet training business and earned a certification as a dog trainer. He then went on to work with clients and their dogs on his own. Offering obedience and behavior modification programs throughout New York, Greg learned the importance of building a strong and lasting relationship between dog and owner. With years of experience in pet retail and dog training, he brings a unique insight of the dog industry to our students. Greg also acts as our student services coordinator to ensure that our students have a seamless and fulfilling experience at our school. He works closely with our Director of Canine Education Programs and other business divisions to ensure that our students have an opportunity to learn as much as they would like while attending our programs. His commitment to the success of each student is apparent in his daily interactions with our students.

Greg joined our team after graduating our 24-week Master Dog Trainer Course in the top of his class. Greg combines his love for animal behavior with his passion for teaching others to create the best learning experience for our students.

## SAMMIE MUCCIO, INSTRUCTOR

Sammie joins us from Erie, PA and has always had a passion for dogs. Due to allergies in her family, she could never own a dog growing up - but that did not stop Sammie from pursuing her dreams. She turned to knocking on all her neighbor's doors, asking if she could walk their dogs.

Her love for animals continued throughout her life - Sammie attended Franklin \& Marshall College and earned a degree in Animal Behavior. During this time, she was given the opportunity to lead husbandry for Capuchin monkeys. Sammie absolutely adored them, and it grew her interest in working with wildlife.

Sammie has extensive experience conducting research related to animals. She worked as a chimpanzee health data analyst for the Jane Goodall Institute. She also worked as a field researcher for the Mahouts Elephant Foundation, conducting studies of re-wilded Asian elephants in Thailand. Sammie's education also included Wildlife Conservation courses at the School for Field Studies in Tanzania. There, she studied the ecology and behavior of common African large mammals.

While studying in Tanzania, Sammie was introduced to an anti-poaching canine unit that trained dogs to sniff out ivory, as well as certain ammunition that poachers use to hunt elephants and rhinos. This is when she knew dog training was the career for her, because she could combine her passion for both dogs and wildlife conservation.

To learn the skills necessary to train these specialized dogs, Sammie attended the Master Dog Trainer Program at the School for Dog Trainers. In the program, she not only learned about detection, but also how to train service dogs and help people in need. She finished top of her class with honors and completed an internship with the service dog division at Highland Canine's Harmony, NC location. This experience provided her with the opportunity to train hearing, mobility, seizure, and autism assistance dogs. Shortly after, she moved into a full-time role as Director of Service Dog Training.

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APPROVALS AND MEMBERSHIPS
STATE APPROVALS
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Highland Canine Training, LLC School for Dog Trainers is Approved and Regulated by the Texas Workforce Commission, Career Schools and Colleges, Austin, Texas.

PROFESSIONAL MEMBERSHIPS
International Association of Canine Professionals

Alpha Beta Kappa National Honor Society

FINANCIAL INFORMATION
TUITION AND FEES
Program Tuition

Service Dog Trainer Program
\$13,775-18-week program
Obedience and Behavior Modification Professional Program
\$5,850 - Level 1: 6-week program
\$7,775 - Level 2: 8-week program
\$9,750 - Level 3: 12-week program

## PAYMENT

Payment for the school can be made in two installments. A minimum of $50 \%$ of the program cost must be paid prior to commencement of the first day of class. The remaining portion of the cost must be paid at the halfway mark of the enrolled program. Students who have not paid or made arrangements for payment by the due date will be dropped from the course. This does not apply to VA education benefit recipients that have completed the entire VA certification process. If VA education benefits are not sufficient to cover the full tuition and fee balance, the student is responsible for the remaining balance owed.

A non-refundable $\$ 500$ registration fee is due no later than 1 week prior to the program.
Highland Canine Training, LLC accepts payments in the form of check, cash, MasterCard, Visa, Discover, American Express and PayPal.

To mail payments, students should send check or money order with full name and program to:
Highland Canine Training, LLC School for Dog Trainers
Attn: Business Manager
145 Foxfield Dr.
Harmony NC, 28634

## CANCELLATION POLICY

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the enrollment contract is signed. A full refund will also be made to any student who cancels enrollment within the student's first three scheduled class days, except that the school may retain not more than $\$ 100$ in any administrative fees charged, as well as items of extra expense that are necessary for the portion of the program attended and stated separately on the enrollment agreement.

## REFUND POLICY

1. Refund computations will be based on scheduled course time of classes through the last documented day of an academically related activity. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.
2. The effective date of termination for refund purposes will be the earliest of the following:
(a) the date of termination, if the student is terminated by the school;
(b) the date of receipt of written notice from the student; or
(c) ten school days following the last date of attendance.
3. If tuition and fees are collected in advance of entrance, and if after expiration of the 72 hour cancellation privilege the student does not enter school, not more than $\$ 100$ in any administrative fees charged shall be retained by the school for the entire residence program or synchronous distance education course.
4. If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated, the school or college may retain not more than $\$ 100$ in administrative fees charged for the entire program. The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the course or program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the course or program for which the student has been charged, except that a student may not collect a refund if the student has completed 75 percent or more of the total number of hours in the portion of the program for which the student has been charged on the effective date of termination. (More simply, the refund is based on the precise number of course time hours the student has paid for, but not yet used, at the point of termination, up to the $75 \%$ completion mark, after which no refund is due.)
5. Refunds for items of extra expense to the student, such as books, tools, or other supplies are to be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.
6. A student who withdraws for a reason unrelated to the student's academic status after the 75 percent completion mark and requests a grade at the time of withdrawal shall be given a grade of "incomplete" and permitted to re-enroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program.
7. A full refund of all tuition and fees is due and refundable in each of the following cases:
(a) an enrollee is not accepted by the school;
(b) if the course of instruction is discontinued by the school and this prevents the student from completing the course; or
(c) if the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.
8. A full or partial refund may also be due in other circumstances of program deficiencies or violations of requirements for career schools and colleges.

## 9. Refund Policy for Students Called to Active Military Service

10. A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:
(a) if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
(b) a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
(c) the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
(1) satisfactorily completed at least 90 percent of the required coursework for the program; and
(2) demonstrated sufficient mastery of the program material to receive credit for completing the program.
11. The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s) within 60 days after the effective date of termination.

## FINANCING OPTIONS

## FINANCING

At Highland Canine Training, LLC School for Dog Trainers, we understand that paying for your dog trainer school education is an investment. Therefore, we have simple and affordable financing options available through TFC Tuition Financing Corporation. We can finance our programs for up to 48 months and offer 0\% interest and low monthly payments while students are attending our school. Financing your education is simple, and the process can generally be completed in less than a day, as we process most of the documentation for you.

## ADMISSION PROCEDURES/ENROLLMENT REQUIREMENTS

## ADMISSION REQUIREMENTS

To be eligible for enrollment, a prospective student must be at least 18 years of age prior to the start date of the program. Additionally, students must meet the following criteria:

## Criminal Background Conditions

Highland Canine Training, LLC is committed to providing a safe learning environment for all students and faculty. Prospective students are also required to be subjected to a criminal background check. An application from a prospective student that indicates a history of being convicted of or pleading guilty or no contest to a violent crime or other type of felony will be subject to further review by Highland Canine Training, LLC before being accepted. This policy extends to those students who have already enrolled or are active students. Conviction of a felony while attending, or while awaiting a class start is grounds for termination or denial. With regard to admissions decisions, Highland Canine Training, LLC, after its review, will notify students in writing of its decision to accept or deny the application for enrollment. Highland Canine Training, LLC will not, however, accept applicants who:

- Have been convicted of, or plead guilty, or no contest, to a violent crime involving a weapon.
- Have been convicted of or plead guilty or no contest, to sexual assault or other sexually related crime, including but not limited to child pornography or any non-consensual, involuntary sexual act.
- Have been convicted of, or plead guilty or no contest, to a felony within the previous year.
- Have been convicted of, or plead guilty or no contest, to a felony and released from prison within one year of expected enrollment date.
- Have been convicted of, or plead guilty or no contest, to murder, attempted murder or voluntary manslaughter.
- Have been convicted of, or plead guilty or no contest to selling, transporting, delivering, cultivating and manufacturing, or intending to sell illegal drugs or controlled substances unless such conviction or plea is more than 15 years old.


## Physical Requirements

A student enrolling in any of our available programs must be able to, and hereby agrees that he or she can:

- Attach and detach animal training collars and leashes.
- Grasp and hold a leash, controlling small, medium and large dogs.
- Be able to reach above and below shoulder height with both hands.
- Be outdoors in various weather conditions.
- Lift up to 40 lbs .
- Carry up to 20lbs.
- Physically restrain large dogs.
- Hear normal conversation up to $100 f t$ away and in close proximity to others. Inherent Risks

Students should recognize that training and working with dogs can be physically demanding. The student understands that injuries can and do occur to people and dogs. Highland Canine Training, LLC is not responsible for injuries that occur to any student or dog from participating in activities related to or part of our training programs.

## English Language Proficiency

All instruction at Highland Canine Training, LLC is conducted in English. English language proficiency is determined by an interview with an admissions representative. Successful completion of the interview marks proficiency appropriate for classroom learning. No Standard English language test is administered.
Highland Canine Training, LLC does not provide English language learning services.

## Transfer Credits

Due to the unique nature of our programs our school does not recognize or credit any transferred programs from other education facilities or institutions.

## APPLYING FOR ADMISSION

Applying for admission to the School for Dog Trainers is a simple process. To apply, complete the following steps:

1. Determine which program is the best fit for you.
2. Print out and complete the application package available at www.internationaldogtrainerschool.com . Application package includes:
a. Application form
b. Student interview form
c. Application form
3. *Application must be completed in its entirety including signatures in order to be considered.
4. Submit a completed application package by one of the following methods:
a. Scan copy of the application packet and send by e-mail to learntotraindogs@highlandcanine.com
b. Fax to: +1704.631 .4819
c. Mail to: Highland Canine Training, LLC School for Dog Trainers

145 Foxfield Dr.
Harmony NC, 28634
5. You will be notified upon receipt of the application package.
6. A review of your application package will be completed and a decision letter will be sent stating whether your application has been accepted.

## REGISTRATION

The next step in the process is to be registered for your program. A non-refundable $\$ 500.00$ registration fee is due no later than 1 week prior to the program. Registration is on a first come, first served basis; payments of the registration fee can be made at any time and reserves a seat in the program for the student.

## ENROLLMENT

To comply with the school's enrollment requirements prior to starting, all students attending Highland Canine Training, LLC School for Dog Trainers must supply the following documents:

## High school transcripts

- Official high school transcript recognized by the student's state. Official transcripts will be evaluated upon receipt for validity and Highland Canine Training, LLC reserves the right not to accept those deemed invalid; or
- State-issued GED or state-authorized equivalent exam; or
- Successful completion of an officially recognized home-schooling program. The home-schooling documentation required by Highland Canine Training, LLC for review varies based on state requirements. If home schooling was completed in a state that issues a secondary school completion credential, a copy of the credential is required. If the state has no such requirements, additional documentation - including a transcript showing all courses, grades and graduation date, and a notarized statement - must be submitted for review.

The admissions specialist or designee will review home school documents and notify the applicant if further documentation is required.

College and other course transcripts (e.g. Community college, trades schools, proprietary schools).
Transcripts must be submitted for all courses taken. It does not matter if you graduated; if you attended a course you will need to include those courses in your transcripts.
**All official transcripts must contain a raised seal or be sent directly from the academic institution to Highland Canine Training, LLC. Enrollment is contingent upon receipt of all official transcripts.

If accepted, admissions will notify students via e-mail that they have been enrolled into their requested program.

## PROGRAMS OF STUDY

Immersive Canine Education Programs

## PROGRAMS OF STUDY

We have several programs of study to choose from that vary in length so that students have the opportunity to learn as little or as much as they would like.

OBEDIENCEANDBEHAVIORMODIFICATION PROFESSIONAL PROGRAM

Our most popular program is our Canine Training and Behavior Modification Program and is the program where many of our graduates begin with their dog training education. Many people begin this program out of a love of dogs and a desire to spend their days working with them. They are looking to make a full time career and are interested in becoming a professional dog trainer. Pet owners as well as dog rescue organizations are always in need of a professional dog trainer's assistance both short and long term for canines in their care.

This program is offered for:
Level 1-6 weeks for a total of 240 hours 174 Class Hours - 66 Lab Hours

| Class | Class Hours | Lab Hours | Total Hours |
| :---: | :---: | :---: | :---: |
| TNT-101-Introduction \& Ethology | 16 | 0 | 16 |
| ADB-102 - Applied Dog Behavior | 24 | 0 | 24 |
| LEA-103 - Learning Theory and Principles | 32 | 8 | 40 |
| ATT-104 - Application of Training Tools | 20 | 20 | 40 |
| BEH-105 - Canine Behavior Problems | 32 | 8 | 40 |
| BUS-106-Business \& Marketing | 30 | 2 | 32 |
| CL-107 - Working with Clients | 4 | 4 | 8 |
| SPE-108 - Dog Specialties | 4 | 12 | 16 |
| VEI-109 - Veterinary \& Health Issues | 12 | 12 | 24 |
| TOTAL HOURS | 174 | 66 | 240 |

Level 2-8 weeks for a total of 320 hours 190 Class Hours - 130 Lab Hours

| Class | Class <br> Hours | Lab <br> Hours | Total <br> Hours |
| :--- | :--- | :--- | :--- |
| INI-101 - Introduction \& Ethology | 16 | 0 | 16 |
| ADB-102 - Applied Dog Behavior | 24 | 0 | 24 |
| LEA-103 - Learning Theory and | 32 | 8 | 40 |
| Principles |  |  |  |
| ATT-104 - Application of Training Tools | 20 | 20 | 40 |
| BEH-105 - Canine Behavior Problems | 32 | 8 | 40 |
| BUS-106 - Business \& Marketing | 30 | 2 | 32 |
| CL-107 - Working with Clients | 4 | 4 | 8 |
| SPE-108 - Dog Specialties | 4 | 12 | 16 |
| VET-109 - Veterinary \& Health Issues | 12 | 12 | 24 |
| DOM-201 - Dominance \& Aggression | 8 | 32 | 40 |
| FEA-202 - Fear \& Aggression | 8 | 32 | 40 |
| TOTAL HOURS | 190 | 130 | 320 |

Level 3-12 weeks for a total of 480 hours 236 Class Hours - 244 Lab Hours

| Class | Class <br> Hours | Lab <br> Hours | Total <br> Hours |
| :--- | :--- | :--- | :--- |
| INI-101 - Introduction \& Ethology | 16 | 0 | 16 |
| ADB-102 - Applied Dog Behavior | 24 | 0 | 24 |
| LEA-103 - Learning Theory and <br> Principles | 32 | 8 | 40 |
| ATT-104 - Application of Training Tools | 20 | 20 | 40 |
| BEH-105 - Canine Behavior Problems | 32 | 8 | 40 |
| BUS-106 - Business \& Marketing | 30 | 2 | 32 |
| CLI-107 - Working with Clients | 4 | 4 | 8 |
| SPE-108 - Dog Specialties | 4 | 12 | 16 |
| VET-109 - Veterinary \& Health Issues | 12 | 12 | 24 |
| DOIM-201 - Dominance \& Aggression | 8 | 32 | 40 |
| FEA-202 - Fear \& Aggression | 8 | 32 | 40 |
| IRI-301 - Dog Iricks / Iherapy Dogs | 8 | 32 | 40 |
| COM-302 - Competition Obedience | 16 | 24 | 40 |
| AGI-303 - Teaching Agility | 16 | 24 | 40 |
| ISR-304 - Introduction to Service Dogs | 6 | 34 | 40 |
| TOTAL HOURS | 236 | 244 | 480 |

## SERVICE DOG TRAINER PROGRAM

If you are eager to be a service dog trainer and work with their handlers, our Service Dog Trainer Program is the best program for you. This intensive program will help you cultivate the appropriate skill set necessary to understand how to properly select, socialize, and train service dogs for mobility, hearing assistance, as well as other psychological disabilities. The program also covers rights and laws governing service dogs, their trainers, and their handlers.


This program is offered for:
18 weeks for a total of 720 hours
312 Class Hours - 408 Lab Hours

| Class | Class Hours | Lab Hours | Total Hours |
| :---: | :---: | :---: | :---: |
| INT-101- Introduction \& Ethology | 16 | 0 | 16 |
| ADB-102 - Applied Dog Behavior | 24 | 0 | 24 |
| LEA-103 - Learning Theory and Principles | 32 | 8 | 40 |
| ATT-104 - Application of Training Tools | 20 | 20 | 40 |
| BEH-105 - Canine Behavior Problems | 32 | 8 | 40 |
| BUS-106- Business \& Marketing | 30 | 2 | 32 |
| CLI-107 - Working with Clients | 4 | 4 | 8 |
| SPE-108 - Dog Specialties | 4 | 12 | 16 |
| VET-109 - Veterinary \& Health issues | 12 | 12 | 24 |
| SDO-210 - Service Dog Overview | 18 | 22 | 40 |
| CWD-211 - Working with Clients with Disabilities | 12 | 28 | 40 |
| STG-212 - Training Signal Dogs | 14 | 26 | 40 |
| SDT-213 - Scent Discrimination Trailing | 8 | 32 | 40 |
| MOB-214- Mobility Dog Overview | 22 | 32 | 54 |
| MOB-310 - Mobility Dogs Teaching Tasks | 12 | 28 | 40 |
| AAD-215 - Training Autism Service Dogs | 18 | 22 | 40 |
| AAD-311 - Training Autism Service Dogs 2 | 6 | 34 | 40 |
| SAD-216 - Training Dogs for Seizures, TBI, PTSD | 16 | 24 | 40 |
| PUB-217 - Service Dogs in Public | 4 | 36 | 40 |
| BUS-218 Managing Your Service Dog Business | 6 | 34 | 40 |
| SDP-312 Service Dog Practical Examination | 2 | 24 | 26 |
| TOTAL HOURS | 312 | 408 | 720 |

## CLASS DESCRIPTIONS AND LENGTH

INTRODUCTION AND ETHOLOGY
INT-101
16 class hours, O lab hours
This class is an introduction to the industry of dog training and the evolution of the domestic dogs from wolves. Students will learn about the roles of dog trainers and explore different areas of training, such as, service dogs, police dogs, therapy dogs, detection dogs, etc. Students will also explore theories of domestication and learn about differences between domestic dogs and other canids as well as innate canine behaviors and their impact on training dogs.

Primary equipment used in this program: Training manual

Prerequisites: None

## APPLIED DOG BEHAVIOR

ADB-102
24 class hours, O lab hours
This class gives students an understanding of applied dog behavior and its use in training dogs. The class covers clicker training as a method of training dogs through the use of positive reinforcement as well as explaining baiting and luring dogs.

Primary equipment used in this program: Training manual, clicker

Prerequisites: None
LEARNING THEORY AND PRINCIPLES
LEA-103
32 class hours, 8 lab hours

This class explores a variety of learning theories and principles that are used in dog training. The student will learn the proper application of reinforcement schedules as well as behavior shaping and the fundamentals of training.

Primary equipment used in this program: Training manual

Prerequisites: None

## APPLICATION OF TRAINING TOOLS

ATT-104
20 class hours, 20 lab hours
This class provides an overview of different types of training tools and their various uses. The student will learn the proper application and use of a variety of tools including the gentle leader, harness, prong collar, martingale and remote training collar.

Primary equipment used in this program: Training manual, training collars and equipment.

Prerequisites: ABD-102, LEA-103
CANINE BEHAVIOR PROBLEMS
BEH-105
32 class hours, 8 lab hours
This class focuses on understanding common canine behavior problems and how to successfully diagnose and rehabilitate them. In this class the student will learn how to conduct proper behavior analysis of canine behavior problems as well as options for treating each of them.

Primary equipment used in this program: Training manual

Prerequisites: None

BUSINESS \& MARKETING
BUS-106
30 class hours, 2 lab hours
This program covers an overview of strategies for successfully starting and operating a dog training business. Students will learn about challenges of beginning a business and marketing it successfully as well as franchise options for national dog training related businesses.

Primary equipment used in this program: Training manual

Prerequisites: None

## WORKING WITH CLIENTS

CLI-107
4 class hours, 4 lab hours
In this class students will learn how to properly teach clients how to train their own dogs. This class covers some of the pitfalls of working with clients and how to deal with them. Also covered in this class are methods of properly setting up and teaching group classes, and other dog training lessons.

Primaryequipment used in this program: Training manual

Prerequisites: None
DOG SPECIALTIES
SPE-108
4 class hours, 12 lab hours
Students will explore a variety of dog related specialties, such as, treibball, herding, rally obedience, agility, barn hunt tests, K9 scentwork, competition obedience as well as others. Students will learn about
the resources and experience required to teach these specialties.

Primary equipment used in this program: Training manual

Prerequisites: None
VETERINARIAN \& HEALTH ISSUES
VET-109
12 class hours, 12 lab hours
Students will learn about common veterinary and health issues that impact training and overall dog health. This class teaches students how to identify and treat injuries and canine parasites. The class also teaches canine first aid and CPR.

Primary equipment used in this program: Training manual, first aid supplies, canine resuscitation mannequin.

Prerequisites: None
DOMINANCE \& AGGRESSION DOM-201
8 class hours, 32 lab hours
Students will learn more about dominance and dominance aggression in dogs. They will also study methods of rehabilitating and managing this behavior. This class also discusses techniques for working with owners who have dogs suffering from dominance aggression.

Primary equipment used in this program: Training manual

Prerequisites: BEH-105

## FEAR \& AGGRESSION

FEA-202
8 class hours, 32 lab hours
Students will learn more about phobias and fear aggression in dogs. They will also study methods of rehabilitating and managing this behavior. This class also discusses techniques for working with owners who have dogs suffering from fear aggression.

Primary equipment used in this program: Training manual

Prerequisites: BEH-105
DOG TRICKS \& THERAPY DOGS
TRI-301
8 class hours, 32 lab hours
This program covers methods for training dog tricks and therapy dogs. Students will learn how to utilize operant conditioning to train complex behaviors and teach dog tricks. Students will also learn about training therapy dogs, their uses and certification requirements for therapy dogs.

Primary equipment used in this program: Training manual, wheelchair, walkers

Prerequisites: ABD-102, SPE 108, DOM-201, FEA202

## COMPETITION OBEDIENCE

COM-302
16 class hours, 24 lab hours
Students will learn the skills for teaching competition level obedience for AKC competitions as well as other competition sports such as Schutzhund, IPO, etc.

## SERVICE DOG OVERVIEW

SDO-210
8 class hours, 22 lab hours

Primary equipment used in this program: None
Prerequisites: ABD-102, LEA-103, ATT-104, DOM-201, FEA-202

## TEACHING AGILITY

AGI-303
16 class hours, 24 lab hours
Students will learn how to teach skills for the fastpaced and precision sport of agility. This program teaches students how to teach agility for competition as well as practical agility skills for working dogs.

Primary equipment used in this program: Training manual, Agility equipment

Prerequisites: ABD-102, LEA-103, SPE-108, DOM-201, FEA-202

## INTRODUCTION TO SERVICE DOGS ISR-304 <br> 6 class hours, 34 lab hours

In this class, students will explore the various types of service dogs that are used to assist individuals with disabilities. Students will learn about Autism Service Dogs, Hearing Service Dogs, Mobility Service Dogs and Seizure Alert/Assistance Dogs.

Primary equipment used in this program: Training manual

Prerequisites: ABD-102, LEA-103, SPE-108, DOM-201, FEA-202

Students will learn in-depth information about the training of a variety of service dogs and how they assist individuals with disabilities. This class also teaches the student about the Americans with Disabilities Act, Air Carrier Access Act
and Fair Housing Act and how they apply to service dog trainers and owners.

Primary equipment used in this Program: Training manual

Prerequisites: None

## WORKING WITH CLIENTS WITH DISABILITIES

CWD-211
12 class hours, 28 lab hours
Students will learn about the challenges that are faced by service dog clients. Students learn the challenges of being in a wheelchair, being blind and deaf. Through this understanding, students will better learn how to teach and work with individuals with disabilities.

Primary equipment used in this program: Training manual, wheelchair, walker

Prerequisites: SDO-210
TRAINING SIGNAL DOGS
SIG-212
14 class hours, 26 lab hours
Students will learn the fundamental skills of training signal dogs for individuals with hearing disabilities. This class teaches students how to train dogs to respond to alarms and other noises and to alert their handler to the sound. This class also teaches how to select dogs for this work.

Primary equipment used in this program: Training Manual

Prerequisites: SDO-210, CWD-211
SCENT DISCRIMINATION TRAILING
SDT-213
8 class hours, 32 lab hours
Students will learn about human odor theory and how it applies to trailing dogs. Students will also learn the fundamentals of training trailing dogs for scent discrimination and variable surface trailing to find lost individuals and criminal suspects. Also covered in this class are the environmental factors that affect scent discrimination trailing dogs.

Primary equipment used in this program: Training manual

Prerequisites: LEA-103, ATT-104
MOBILITY DOG OVERVIEW
MOB-214
22 class hours, 32 lab hours
Students will learn the fundamental skills of training mobility dogs for individuals with physical disabilities. This class teaches students how to train dogs to work around manual and electric wheelchairs. This class also teaches how to select dogs for this work.

Primary equipment used in this program: Training manual, electric wheelchair, manual wheelchair

Prerequisites: SDO-210, CWD-211

## MOBILITY DOGS - TEACHING TASKS <br> MOB-310 <br> 12 class hours, 28 lab hours

In this class, students will learn how to teach tasks that are specifically useful for mobility service dogs. Students will learn how to teach dogs to open/close doors, turn on light switches, and retrieve items as well as other common tasks.

Primary equipment used in this program: Training manual, wheelchair

Prerequisites: MOB-214
TRAINING AUTISM SERVICE DOGS

## AAD-215

18 class hours, 22 lab hours
In this class, students are introduced to teaching tasks that are specifically useful for autism service dogs. Students will learn how to teach dogs to touch a target and pair that with certain behaviors.

Primary equipment used in this program: Training manual

Prerequisites: SDO-210, CWD-211
TRAINING AUTISM SERVICE DOGS 2
AAD-311
6 class hours, 34 lab hours
In this class, students will learn how to teach tasks that are specifically useful for autism service dogs. Students will learn how to teach dogs to touch, lay, and apply deep pressure as well as other common tasks.

Primary equipment used in this program: Training manual

Prerequisites: AAD-215

TRAINING DOGS FORSEIZURES, TBI \& PTSD
SAD-216
16 class hours, 24 lab hours
In this class, students will learn how to teach tasks that are specifically useful for service dogs that assist persons with disabilities such as seizures, traumatic brain injury and post- traumatic stress disorders. Students will learn how to teach dogs to alert and assist those having seizures as well as other common tasks.

Primary equipment used in this program: Training manual

Prerequisites: SDO-210, CWD-211
SERVICE DOGS IN PUBLIC
PUB-217
4 class hours, 36 lab hours
Students will learn how to effectively manage service dogs in public places such as, restaurants, malls, airports, shopping centers and other places.

Primary equipment used in this program: Training manual, wheelchair

Prerequisites: SDO-210, CWD-211
MANAGING YOUR SERVICE DOG
BUSINESS OR ORGANIZATION BUS-

## 218

6 class hours, 34 lab hours
This class teaches students how to successfully operate a service dog business or nonprofit organization. Students will
learn how to develop an application process, determine waiting periods and how to make determinations of qualifications for the ADA.

Primary equipment used in this program: Training manual

Prerequisites: SDO-210, CWD-211
SERVICE DOG PRACTICAL EXAM
SDP-220
2 class hours, 24 lab hours
Students will learn about public access testing and apply this to real-world applications. This class covers testing and certification of service dogs in public places.

Primary equipment used in this program: Training manual

Prerequisites: None

## ACADEMIC POLICIES



## ACADEMIC INFORMATION

## TOOLS AND EQUIPMENT

Students are encouraged to bring basic tools and equipment when participating in a program (like leashes and treat bags). Highland Canine Training, LLC will provide other various training tools and equipment for the students use during training session but must be returned upon completion of the training. Students will be responsible for replacement cost of tools and equipment that is lost or damaged through their own neglect. Graduation certificates will not be awarded to students that have an outstanding balance for equipment repair or replacement costs.

## INSTRUCTIONAL MATERIALS

Program books are included in the price of the program and are provided to each student for their use. Other texts that are required for each program are available to be checked out from our library for use during the program. Students will be responsible for the replacement cost of any unreturned materials. Graduation certificates will not be awarded to students that have an outstanding balance for book or equipment replacement costs.

## ENROLLMENT

Programs typically begin on the first Monday of each quarter and instruction may begin only when programs are scheduled.

## GRADUATION DOCUMENTS

Highland Canine Training, LLC awards certificates upon successful completion of programs. The graduation document awarded for the program in which the student is enrolled outlines the program completed and length of program.

## ACADEMIC POLICIES

ACADEMIC STANDARDS \& GRADING
The purpose of Highland Canine Training, LLC's School for Dog Trainers is to prepare students to be able to provide professional canine education programs as a dog trainer. For this reason, academic evaluation is regularly administered to evaluate a student's progress in terms of proficiencies of a professional dog trainer that are expected by clients. Student grades are based on three factors: Lab Work, Classwork and Professionalism. The student's grade will be calculated based on the following percentages:

Lab Work - 60\%
Classwork - 30\%
Professionalism - 10\%
The following factors are evaluated under Professionalism:

- Attitude - exhibiting a positive attitude when things go right and when things go wrong.
- Appearance - dressing accordingly and presenting yourself as a professional dog trainer.
- Work Habits and Accountability - demonstrating punctuality (not arriving late or leaving early from class), courtesy, safety, cleanliness, and ability to follow rules and directions.
- Communication - listening and interacting effectively with other students and staff. This includes applying good communication skills, both in lectures and in lab work.
- Teamwork - cooperating with other students to accomplish like goals.
- Problem Solving - effectively solving problems when working with dogs and people and knowing when to ask instructors for help.
- Ethics - simply put, doing the right thing.


## STANDARDS FOR SATISFACTORY PROGRESS

Each program varies in the assignments of hands on projects, interactive discussion, classroom time, research, presentations and exams. Students must achieve a grade $80 \%$ or higher on their over-all grade to pass the program and receive credit towards their certificate program.

Students who do not pass the program will not receive the certificate and must reapply to the school and retake the program with a passing grade to receive a certificate.

## GRADUATION REQUIREMENTS

To be eligible for graduation, a student must have an overall score of $80 \%$ or better, and an attendance rate of at least $90 \%$ (after rounding). A candidate for graduation must also have a zero balance in his or her student account and if residing in housing, must complete the housing check-out form.

## SUSPENSION FOR UNSATISFACTORY GRADES OR PROGRESS

Highland Canine Training, LLC School for Dog Trainers strives to assist each student in achieving their individual goals in regards to their canine education. Students who are failing a program can continue the program but will not receive a Certificate.

## ATTENDANCE POLICY

It is essential in the pursuit of a successful education as a professional dog trainer that absenteeism is kept to an absolute minimum. Therefore, all absences, tardies, and early leaves will be recorded, regardless of the reason. Highland Canine Training, LLC School for Dog Trainers attendance policy dictates that students are not allowed to miss more than 10 percent of the total hours for the program.

## CLOCK HOURS

Each contact hour (Student contact hour) is composed of:

- A 50-60 minute class or lecture in a 60 -minute period
- A 50-60 minute faculty supervised "lab" training or internship in a 60-minute period.
- A clock hour is based on an actual hour of attendance, though each hour may include a 10-minute break.


## LEAVE OF ABSENCE

A leave of absence may be granted for mitigating circumstances of family crisis, poor health or other significant circumstances outside the control of the student. These circumstances must be documented in writing and also must be demonstrated that the circumstances have an adverse impact on satisfactory progress of the program.

## PROGRAM REPETITIONS

Students have the options of retaking a program and replacing it with a higher grade.

## INCOMPLETES

Students who do not completely fulfill the requirements of a program will be given an incomplete. A grade may replace an incomplete if the student successfully completes the unfinished work within one (1) calendar year.

## WITHDRAWAL FROM A PROGRAM

If students withdraw from a program, the student must submit a letter to the President of Highland Canine Training, LLC. If the student is currently residing in housing they must also complete a check out sheet prior to departing.

## REINSTATEMENT TO A PROGRAM

Any student wishing to reinstate themselves to a particular program of study should notify the school's President in writing prior to the beginning of the program in which they wish to attend.

## CONDITIONS FOR DISMISSAL

Highland Canine Training, LLC reserves the right to terminate or suspend a student for any reason including, but not limited to:

- Abuse or neglect of any animal
- Behavior which would jeopardize the physical safety of self or others
- Improper use of computer technology
- Harassment
- Sexual harassment
- Acts of dishonesty
- Plagiarism
- Hazing
- Retaliation


## STUDENT RECORDS

After successful completion of a certificate program students will receive a copy of their transcripts and certificate if their account is paid in full. Student records are secured at our corporate office. Additional transcripts can be obtained by submitting a written request at a cost of \$15.00.

## THE FAMILY EDUCATION RIGHTS AND PRIVACE ACT 1974 (FERPA)

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to the student's education records.

Highland Canine Training complies with the Family Rights and Privacy Act of 1974 by using the following policy regarding access to, and protecting the confidentiality of, student records. For more information, call 800-7296222 (KS only) or 620-432-0302.

Upon written request to the Registrar, any student will be granted access to and review of any or all records pertaining directly to said student. Access to records will be granted no more than forty-five (45) days following such request. If information in these records is found to be inaccurate, misleading, or detrimental to the student, the student can request in writing an amendment to a record and clearly identify the part of the record the student wants changed and specify why it should be changed.

If Highland Canine Training, LLC decides not to amend the record as requested, the college will notify the student in writing of the decision. The student can appeal this decision through the student appeal process.

No personally identifiable records from Highland Canine Training, LLC will be released to parents, spouse, or others without the expressed, written consent of the student. Within the provisions of the Family Rights and Privacy Act, access will be granted to the following without the consent of the student:
a) School officials, including teachers and administrators, who have a legitimate educational interest; A school official is a person employed by Highland Canine Training, LLC in an administrative, supervisory, academic or research, or support staff position (including law enforcement or security unit personnel and health staff); a person or company with whom Highland Canine Training, LLC has contracted as its agent to provide a service instead of using Highland Canine Training, LLC employees of officials (such as an attorney, auditor, or collection agent.

A school official has a legitimate education interest if the official needs to review an education record in order to fulfill his or her professional responsibilities for Highland Canine Training, LLC.
b) Officials of schools to which the student wishes to transfer;
c) Authorized representatives of the Comptroller General of the United States, the Secretary of Education, or an administrative head of an education agency;
d) In connection with the student's application, receipt or continued eligibility/status for financial aid, or
e) Court order.

Should a student owe Highland Canine Training, LLC any delinquent amount, official records will not be released to the student or a third party.

However, this does not preclude the student from personally reviewing his/her records and challenging any of the information.

Students have the right to file a complaint with the US Department of Education concerning alleged failures by Highland Canine Training, LLC to comply with the requirements of FERPA. The name and address of the office that administers FERPA is:

> Family Policy Compliance Office US Department of Education 600 Independence Avenue, S.W. Washington, D.C. $20202-4605$

## HONORS AND AWARDS

## Honor Graduates

The School for Dog Trainers at Highland Canine Training, LLC offers the most intensive training programs available today. During graduation we recognize Honor Graduates with a special award. These graduates have demonstrated a commitment to excellence in their academic assignments and practical examinations throughout their program. Honor graduates are those students who complete the Master Dog Trainer Program of study with a 3.8 GPA or higher.

## Student Excellence Program

Our Student Excellence Program is designed to challenge students in our Master Dog Trainer Program and recognize their desire to participate in professional development opportunities that go above and beyond the standard curriculum. Recipients of our Student Excellence Award demonstrate a number of qualities throughout the program. The following criteria is used for selection:

- Completes the program with a 3.5 GPA or higher
- Participates in a research and development programs
- Volunteers for off-site training opportunities
- Participates in various predetermined Advanced Learning Objectives (ALO)
- Maintains the highest standards of professionalism


## National Honor Society

The prestigious Alpha Beta Kappa National Honor Society was founded in 1977. This organization was developed to encourage and recognize superior academic and laboratory training in honorable fields of endeavor.

Highland Canine Training School for Dog Trainers is proud to be a member of this Honor Society. Qualifications for nomination to Alpha Beta Kappa include:

- Complete the 24-week Master Dog Trainer Program
- Minimum cumulative grade point average of 4.0
- Attendance of at least 98\%

Candidates for nomination are notified during graduation.

## RULES AND REGULATIONS

## STUDENT CODE OF CONDUCT

Highland Canine Training, LLC School for Dog Trainers success depends on many factors, including the quality of its instruction, the success of its graduates, and the image its student's project.
There is more to being a successful dog trainer than learning the skills that are taught in class. Qualities such as dependability, appearance, positive attitude and regular attendance are as important to any client as the knowledge you possess. The rules listed below will help you develop the qualities necessary to become a successful student and professional dog trainer.

Highland Canine Training, LLC School for Dog Trainers reserves the right to impose a variety of disciplinary actions, including suspension or permanent termination from school, on any student whose behavior is in the violation of the Code of Conduct. To clarify, school officials will determine in their sole discretion if the Code of Conduct has been violated. Disciplinary action may be taken under this Code of Conduct regardless of whether that conduct also involves alleged or proven violation of Local, State or Federal law. Below, we have highlighted a selection of our rules and regulations.

## DRUGS/ALCOHOL

Use or possession of drugs and drug paraphernalia while on or off Highland Canine Training, LLC School for Dog Trainers property during school activities will not be tolerated. Alcohol is prohibited on campus and at Highland Canine Training, LLC School for Dog Trainers sanctioned activities. Highland Canine Training, LLC School for Dog Trainers will also work cooperatively with police and local authorities to promote prevention strategies and, where necessary, respond to students who are in possession of or under the influence of alcohol or illegal drugs. Such conduct is grounds for immediate termination from the school.

## UNPROFESSIONAL BEHAVIOR

Any type of behavior on or off campus that is contrary to the School's mission to provide premier professional canine training will not be tolerated. Unprofessional behavior includes, but is not limited to, using vulgar or offensive language, not following instructions, dishonesty, antagonizing behavior, spreading rumors, and being disrespectful to others. Such conduct is grounds for immediate termination from the school.

## ATTITUDE

Proper attitude must be shown at all times. Profanity, derogatory comments, racial, ethnic or sexist remarks will not be tolerated between students or from students to staff. Such conduct is grounds for immediate termination from the school.

## DRESS CODE POLICY

To ensure student's safety is maintained, students must:

- Wear clothing that does not confine movement but is not so loose it could get caught in gates or easily be grabbed by a dog.
- Wear safe, non-slip shoes and keep them tied.
- Utilize good judgment and common sense (essential when ones' personal safety is at stake).


## HAIR POLICY - ALL STUDENTS

In all lab settings and at any time that students are working with dogs, hair must be contained away from the face and eyes or secured back so it does not pose a safety risk. For long hair (i.e. beyond the collar), this generally means the hair must be fastened securely to the back of the head or held away from the face. Hair can be placed in a bun or single ponytail, but the ponytail should be tucked into the shirt during lab.

## STUDENT COMPLAINT/GRIEVANCE PROCEDURE

Complaints are defined as any student concern regarding the school programs, services, or staff. A student who has a concern about a school-related issue is encouraged to schedule a conference with the school director to find resolution. If an issue is not resolved to a student's satisfaction through the conference, the student can file a formal complaint in writing with the school director who will formally investigate the complaint, take appropriate action, and provide a written response to the student by the 10th business day after the day the formal written complaint is received by member of the school faculty or staff. Note: a conference with the director is not required before a student files a formal written complaint.

## Notification of Complaint to the Texas Workforce Commission

A student who is dissatisfied with the school director's response can file a complaint with the Texas Workforce Commission:

Texas Workforce Commission
Career Schools and Colleges, Room $226 T$
101 East 15th Street
Austin, Texas 78778-0001
Phone: (512) 936-3100
Information on filing a complaint with TWC can be found on TWC's Career Schools and Colleges Website at texasworkforce.org/careerschools.

## 2023 Program Calendar

Dates are subject to change

| Jan. 1(Su) | New Year's Day (No Classes/School Closed) |
| :---: | :---: |
| Mar. 20 (M) | Canine Training \& Behavior Modification 6, 8 \& 12 Week Programs and Service Dog Program begins |
| Apr. 28 (F) | Canine Training \& Behavior Modification 6 week Program ends |
| May 12 (F) | Canine Training \& Behavior Modification 8 week Program ends |
| May 29 (M) | Memorial Day (No Classes/School Closed) |
| Jun. 9 (F) | Canine Training \& Behavior Modification 12 week Program ends |
| Jul. 4 (Tu) | Independence Day (No Classes/School Closed) |
| Jul. 21 (F) | Service Dog Program ends |
| Aug. 7 (M) | Canine Training \& Behavior Modification 6, 8 \& 12 Week Programs and Service Dog Program begins |
| Sep. 4 (M) | Labor Day (No Classes/School Closed) |
| Sep. 15 (F) | Canine Training \& Behavior Modification 6 week Program ends |
| Sep. 29 (F) | Canine Training \& Behavior Modification 8 week Program ends |
| Oct. 27 (F) | Canine Training \& Behavior Modification 12 week Program ends |
| Nov. 23 (Th) | Thanksgiving Day (No Classes/School Closed) |
| Dec. 8 | Service Dog Program ends |
| Dec. 25 (M) | Christmas Day (No Classes/School Closed) |

Holidays and School Closings are noted in BOLD

| Program Start Dates |
| :--- |
| Program End Dates |

## 2024 Program Calendar

Dates are subject to change

| Jan. I(M) | New Year's Day (No Classes/School Closed) |
| :---: | :---: |
| Jan. 2 (Tu) | Service Dog Program begins |
| Jan. I5 (M) | Martin Luther King Jr. Day (No Classes/School Closed) |
| May 3 (F) | Service Dog Trainer Program ends |
| May 13 (M) | Canine Training \& Behavior Modification 6, \& \& 12 Week Programs begin |
| May 27 (M) | Memorial Day (No Classes/School Closed) |
| Jun. 21 (F) | Canine Training \& Behavior Modification 6 week Program ends |
| Jul. 4 (Th) | Independence Day (No Classes/School Closed) |
| Jul. 5 (F) | Canine Training \& Behavior Modification 8 week Program ends |
| Aug. 2 (F) | Canine Training \& Behavior Modification 12 week Program ends |
| Aug. 12 (M) | Service Dog Trainer Program begins |
| Sep. 2 (M) | Labor Day (No Classes/School Closed) |
| Nov. 28 (Th) | Thanksgiving Day (No Classes/School Closed) |
| Dec. I3(F) | Service Dog Trainer Program ends |
| Dec. 25 (S) | Christmas Day (No Classes/School Closed) |

Holidays and School Closings are noted in BOLD

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Program Start Dates
Program End Dates
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