



Creedons College

Adult Education in the Pet Industry

Professional Dog Daycare Courses Information Pack



HELLO AND WELCOME



Hello and welcome to Creedons College. We are delighted that you have shown an interest in studying with us here at Creedons College on our many dog daycare courses.

The dog daycare industry is growing rapidly in popularity, but as you can imagine, it is a career choice that comes with a lot of risk and responsibility, and the quality of daycare centres will depend on the knowledge and ability of the staff.

Working in a dog daycare is an exciting, fast paced, thoroughly enjoyable environment, where dog lovers can follow their passion in to a successful career. To gain employment in a successful dog daycare business, knowledge, education, and ability is essential. Therefore, Creedons College are delighted to be able to bring this, first of its kind, stream of dog daycare courses to the Irish market, delivered in four stages to help learners progress in a natural, achievable, manner.



Our courses have been designed and developed by Ireland's leading expert, Nanci Creedon M.Sc. CDBC. Nanci is the owner of Creedons Dog Care, Ireland's longest operating dog Daycare centre, and is also an expert in dog behaviour, and is RTE's go-to dog behaviour expert.

Nanci was also the winner of Ireland's Best Young Entrepreneur, so you can rest assured that you are learning the best, from the best!

COURSE OVERVIEW

The dog daycare industry is so much more than playing with puppies. There are usually multiple different positions available, with different payment tiers and different levels of responsibility.

It is our aim to create courses that prepare learners for careers at the different levels.

DOG DAYCARE THEORY CERTIFICATE (DDT)

Dog Daycare Theory Certificate has been designed to provide learners with a foundation understanding of the dog daycare industry. This course is perfect for those interested in pursuing a career in the dog care industry, but are not yet ready to commit fully, or those who are ready to begin their journey toward becoming a dog daycare expert.

PRACTICAL DOG MANAGEMENT (PDM) – QQI, FORMALLY FETAC, LEVEL 6 AWARD

The Practical Dog Management course is the next step in the journey toward pursuing a career in the industry. Once you have completed the DDT course, graduates are invited to enrol on the next PDM course. This three-month course will provide learners with real life experience working with groups of dogs in a dog daycare environment, essential for those who wish to gain employment in the industry. Upon completing this course, you will be ready to work professionally in a dog daycare as a floor staff member, caring for lots of happy hounds.

DOG DAYCARE SUPERVISOR COURSE (DDS)

Dog Daycare Supervisor course is a thorough, complex course, preparing the learner for a career with both fun and responsibility. The Dog Daycare Supervisor is responsible for ensuring that the business operates smoothly and successfully from a staff and dog care point of view. The supervisor will work extremely closely with management, and will have a lot of responsibility and control over the day to day activities.

DOG DAYCARE OWNER / MANAGER COURSE (DDOM)

This course prepares learners for running their very own dog daycare centre. Launching your own dog daycare centre is a brave decision, but also comes with risk. It is essential that prior to launching your daycare centre, or taking over the management of a centre, you educate yourself on all the many different elements of business management. Upon completion of this course learners will know all that they

need to know about owning and operating a dog daycare centre, plus how to avoid commonly made mistakes.

DOG DAYCARE OWNER MENTORING PROGRAMME (DDMP)

This is an additional support package for graduates of all four courses who are about to open their own business and wish to have the support of expert Nanci Creedon for the first 12 months of operations.



DOG DAYCARE THEORY



Dog Daycare Theory Course (DDT) has been designed to provide learners with a foundation understanding of the dog daycare industry.

This course is perfect for those interested in pursuing a career in the dog care industry, but are not yet ready to commit fully, or those who are ready to begin their journey toward becoming a dog daycare expert.

DELIVERY

This course is delivered online through virtual webinars. There is no end to the benefit of virtual webinars. Unlike attending classroom lessons, virtual webinars come with the benefit of pausing, rewinding, and re-watching the online seminar multiple times, helping those with shorter attention spans, or easily distracted, not miss any of the vital information. Classes can be taken when suits the learner, so are not missed due to illness or prior engagements, allowing full attendance to be easily achieved.

Webinars also allow students to attend class from all over the country, minimising costs and time expenses that come with travelling to class.

Webinars allow us to include ample visual footage where learners gain the opportunity to view of the daycare environment, canine body language, and practical demonstrations.

DURATION

This course can be completed at the learner's own pace, though we recommend that you allow two months to complete the course in a comfortable time frame.

ASSESSMENT

Online exams are taken at the completion of each module, with maximum of 30 minutes allowed for each exam.

CONTENT

MODULE 1 UNDERSTANDING THE DOG DAYCARE INDUSTRY

The past, the present and the future of this fascinating, rapidly growing industry.

MODULE 2 DOGS AT DAYCARE

This module covers the complexities of different dog personality types at dog daycare, as well as exploring whether or not breed matters when predicting the behaviour of different dogs in the daycare environment.

MODULE 3 INTERPRETING DOG BEHAVIOUR IN THE DAYCARE ENVIRONMENT

The ability to continually read and interpret dog body language is essential in a dog daycare environment, in fact it can be the difference between life and death.

It is also vitally important that dog daycare staff also learn how read group play, how to recognise when to interrupt play, and how to safely interrupt play.

This module is essential to anyone working with dogs.

MODULE 4 THE HUMAN ROLE IN THE DAYCARE ENVIRONMENT

We will look at different career opportunities in a dog daycare centre, learn more about how to control your own behaviour when interacting with new and familiar dogs, and explore the responsibilities that all daycare staff have when promoting a safe and healthy environment.

MODULE 5 A TYPICAL DAY AND DOGGIE DAYCARE

What should you expect behind the scenes at a dog daycare centre?

From understanding the importance to a thorough assessment process for new dogs, to the routines that dogs become familiar with, and an overview of common policies and procedures, this module will help you to build your understanding of what exactly happens behind closed doors at a typical doggie daycare centre.

MODULE 6 HOW TO BECOME EMPLOYABLE AT A DOGGIE DAYCARE CENTRE IN IRELAND

This module will give learners inside information on what daycare employers are looking for, what steps they should be taking now, and how to pursue a successful career working with dogs.

PRACTICAL DOG MANAGEMENT



Practical Dog Management (PDM) is the next step in the journey toward pursuing a career in the industry. Once you have completed the DDT course, graduates are invited to enrol on the next PDM course. This three-month course will provide learners with real life experience working with groups of dogs in a dog daycare environment, essential for those who wish to gain employment in the industry. Upon completing this course, you will be ready to work professionally in a dog daycare as a floor staff member, caring for lots of happy hounds.



QQI AWARD

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SUCCESSFUL COMPLETION OF THIS COURSE RESULTS IN A LEVEL 6 MINOR AWARD PROVIDED ALL 20 DAYS WORK PLACEMENT IS COMPLETED.

DELIVERY

This course is delivered from our centre in Cork City over three-month period.

Learners are required to attend six full day classroom sessions delivered through three weekends, and 20 days' work placement at an approved dog daycare centre.

Please view www.creedonscollege.ie to find out the dates for the next delivery of this course.

DURATION

The course is delivered over a three-month period.

ASSESSMENT

Learners will have two assessments to complete. A learner record, like a diary completed during the work placement period, and a portfolio which will also be completed during the work placement period.

The learner record and Portfolio assessment briefs will be distributed during the first weekend and must be submitted one week after the final classroom weekend.

CONTENT

MODULE 1 BUSINESS CHARACTERISTICS

When working in a dog daycare environment, it is important to have a foundation understanding of how the business operates. This module will help you to understand the business side of the industry.

MODULE 2 ISSUES, CHALLENGES, AND TRENDS IN THE DOG DAYCARE INDUSTRY

A dog daycare usually has a small, tight knit team of staff, and it is important that all the team pull together for the success of the business. This module will you're your eyes to problem prevention and problem solutions, making graduates of this course a fantastic asset to any dog daycare team.

MODULE 3 LEGAL OBLIGATIONS OF A DOG DAYCARE CENTRE

When looking for employment in a dog daycare centre, the ability to illustrate your understanding of all legislation applicable to the industry will show your value to potential employers.

MODULE 4 DOG DAYCARE POLICY DESIGN, DEVELOPMENT, IMPLEMENTATION, AND REVIEW

Policies are essential for the successful operations of any organisation, and this is even more important to dog daycare. Policies must be in place for every element of the business, some obvious, but many that would not be so obvious. This module will help learners to fully understand the necessity for many dog daycare policies.

MODULE 5 DOG DAYCARE PROCEDURES DESIGN, DEVELOPMENT, IMPLEMENTATION, AND REVIEW

Procedures should be in place to ensure operations are conducted exactly as the business wishes. Procedures should be documented and intensely trained until they become drills. This module will open the learner's eyes to how important clear policies are.

MODULE 6 COMMUNICATION SKILLS

The ability to communicate with clients, colleagues and management is essential in all positions of employment and is particularly important in the dog daycare industry where staff and dog owners form a close bond over the mutual love of their dog.

This module will help you to develop your communication skills and prepare you for a career in the industry.

MODULE 7 DOG DAYCARE OPERATIONAL SKILLS

This module will prepare you for the dog daycare work placement module. You will be trained in all dog daycare operations in advance of putting your new skills in to practice.

MODULE 8 DOG DAYCARE WORK PLACEMENT

Learners will take part in 10 days of work placement where all your newly acquired skills and knowledge will be put in to practice ensuring that learners are prepared for the realities of the career choice.

DOG DAYCARE SUPERVISOR



Dog Daycare Supervisor Course (DDS) is a thorough, complex course, preparing the learner for a career with both fun and responsibility. The Dog Daycare Supervisor is responsible for ensuring that the business operates smoothly and successfully from a staff and dog care point of view. The supervisor will work extremely closely with management, and will have a lot of responsibility and control over the day to day activities.

DELIVERY

This course is delivered from our centre in Cork City over three-month period.

Learners are required to attend two full day classroom sessions (Saturdays) delivered through two weekends, and 10 days' work placement at an approved dog daycare centre.

Please view www.creedonscollege.ie to find out the dates for the next delivery of this course.

DURATION

The course is delivered over a three-month period.

ASSESSMENT

Learners will have two assessments to complete. A learner record, similar to a diary completed during the work placement period, and a portfolio which will also be completed during the work placement period.

The learner record and Portfolio assessment briefs will be distributed during the first weekend and must be submitted one week after the final classroom weekend.

CONTENT

MODULE 1 SUPERVISING SAFE GROUP PLAY

The role of the dog daycare supervisor is multifaceted. Ensuring the safety of the dogs under your care are one of the priorities of the role. The dog daycare supervisor must be able to ensure that the dogs are all safe and happy at all times, whether the supervisor is on site or not. This module will help you understand how to ensure this happens.

MODULE 2 SUPERVISING SUCCESSFUL DAYCARE TEAM

A dog daycare environment usually has a tightknit team of staff. Guaranteeing this team operates in a happy and harmonious manner, pulling in the same direction, is vital. The supervisor is responsible for maintaining a happy team and this module will help you to learn how to ensure this happens.

MODULE 3 DOG DAYCARE EVALUATIONS AND INDUCTIONS

Safe temperament tests and evaluations are an essential in maintaining a safe daycare environment. This module will cover a variety of different methods to conduct dog daycare temperament tests, behaviour evaluations, and induction processes to help you determine the best way to introduce new dogs to your daycare environment.

MODULE 4 CUSTOMER SERVICE, ADMINISTRATION, AND DATA PROTECTION

The role of the dog daycare supervisor will also include carrying out administrative duties to ensure your daycare environment operates smoothly. This module will introduce you to the different type of administrative duties you may be responsible for as dog daycare supervisor.

The supervisor will also be responsible for ensuring that the entire team prioritise excellent customer service at all times. This module will help prepare learners for the role of the dog daycare supervisor.

MODULE 5 DEALING WITH DIFFICULT CLIENTS

Difficult clients are a feature of almost all industries, and how you handle difficult clients can have a massive impact on the reputation of the business. As Dog Daycare Supervisor, you will usually be the first to interact with complaining clients. Ideally, the supervisor will resolve the complaint successfully without having to escalate the complaint to the owner / manager. This module will prepare you for how to do so.

MODULE 6 HANDLING CHALLENGING CANINE CLIENTS

No two dogs are the same, and the daycare environment is not ideal for all dogs. In a daycare environment you will often need to work with dogs that pose more of a challenge than the average dog.

This module will help you to determine which dogs can be worked with, and which need to be removed, as well as walking you through the process of dealing with many behaviour problems that you are likely to face.

MODULE 7 RUNNING DAYCARE OPERATIONS

This module covers the day to day running of a dog daycare from the dog daycare supervisor role. It includes how to successfully operate check ins and check outs, how to schedule a successful daycare routine, how to organise play groups and so much more.

MODULE 8 WORK PRACTICE

Learners will take part in a 10-day work placement course where the knowledge and skills acquired in this module can be implemented.

DOG DAYCARE OWNER / MANAGER



Dog Daycare Owner / Manager Course (DDOM) prepares learners for running their very own dog daycare centre. Launching your own dog daycare centre is a brave decision, but also comes with risk. It is essential that prior to launching your daycare centre, or taking over the management of a centre, you educate yourself on all the many different elements of business management. Upon completion of this course learners will know all that they need to know about owning and operating a dog daycare centre, plus how to avoid commonly made mistakes.

DELIVERY

This course is delivered using both classroom and online seminars over six-month period.

Learners are required to attend four full day classroom sessions delivered through two weekends, and 5 days' work placement at our centre in Cork City.

Please view www.creedonscollege.ie to find out the dates for the next delivery of this course.

DURATION

The course is delivered over a six-month period.

ASSESSMENT

Each module will have an at-home written assessment to complete which will each focus on preparing the learner for their future career.

CONTENT

MODULE 1 ARE YOU READY?

The secrets of a successful dog daycare owner / manager are covered here, along with the realities of what to expect on a day to day basis, the characteristics you will need to succeed, and how important it is to start as you mean to go on.

MODULE 2 PRACTICAL BUSINESS OPERATIONS

Designing and developing the perfect dog daycare business requires thinking outside the box. Will you need an accountant? Do you charge VAT? Will you require planning permission? This module covers all of the important business details that need to be considered prior to launching your dog daycare centre.

MODULE 3 PREPARING YOUR POLICIES AND PROCEDURES

Each dog daycare business is a reflection of its owner / manager. The day to day operations, policies, and procedures that the business lives by must be decided upon by the persons in charge. This module will play an essential role in designing your future business.

MODULE 4 ADMINISTRATIVE OPERATIONS

Paperwork is a large part of the day to day activities of a dog daycare operator. It is essential that any potential dog daycare owners are fully prepared for the administrative activities of the business in advance of launching the business. This module will prepare you for this often-overlooked essential element of operations.

MODULE 5 PROBLEM SOLVING IN THE DOG DAYCARE INDUSTRY

There are two ways to learn how to avoid potential problems, one, make the mistakes and learn from them, or two, learn how to avoid mistakes from someone who has lived them! This module will cover many different potential issues that a dog daycare owner may face, and explore multiple ways to overcome such problems.

MODULE 6 HUMAN RESOURCES IN YOUR DOG DAYCARE BUSINESS

Hiring the right team of staff is the most critical element of running a successful business. This module will walk you through potential pitfalls, cover your legal responsibilities, and ensure that you are fully prepared for building your dream team.

MODULE 7 CHOOSING AND PREPARING YOUR PREMISES

The right premises is so important when launching your dog daycare centre. Have you thought about flooring? Wall covers? Public access? Neighbours? Car parks? Nearby resources? There is so much to choosing, and designing the perfect premises, and this module will help to set you up for success.

MODULE 8 LAUNCHING YOUR BUSINESS

Marketing and research is essential in ensuring your business is successful. This module will cover all aspects of promoting and launching your business, from social media, choosing your logo and uniforms, gaining brand recognition in your community, and preparing for the big business launch.

ENTRY REQUIREMENT

To enrol on this course, you must be somewhat internet and computer savvy, and access to good internet connection is necessary. While there will be no overly difficult technological portions of the course, you will need to log on to your account and view all materials online. Classroom sessions will be held at Creedons College in Cork City.

COST

The prices for each course are broken down below.

The total cost of the courses;

Dog Daycare Theory Course	€299
Practical Dog Management	€999
Dog Daycare Supervisor Course	€499
Dog Daycare Owner/Manager Programme	€1999

TO BOOK

You can book and pay online through www.creedonscollege.ie or alternatively email us on info@creedonscollege.ie if you would prefer to pay via bank transfer or discuss payment plan options.