

# LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

## Certificate in Pet Daycare & Boarding Operations

*Foundation Level*



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### LAPT — London Academy of Professional Training

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**Reference** PC-PBD-F • Petcare Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

|               |                                                |
|---------------|------------------------------------------------|
| REFERENCE     | PC-PBD-F                                       |
| AWARD         | Certificate                                    |
| ASSESSMENT    | 440 marks — 264 to pass (60%)                  |
| PREREQUISITES | None                                           |
| VALIDITY      | Lifetime                                       |
| AWARDING BODY | LAPT — London Academy of Professional Training |

CURRICULUM

|                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| <div>1</div> <div>Animal Behaviour and Welfare</div> <div>4 chapters · 20 classes 90 marks</div>  | <div><div>• 1 Understanding Animal Behaviour Basics — 5 classes</div><div><div>› 1.1 Recognising Common Animal Behaviours</div><div>› 1.2 Understanding Animal Communication Signals</div><div>› 1.3 Identifying Factors Influencing Animal Behaviour</div><div>› 1.4 Exploring the Role of Environment in Animal Welfare</div><div>› 1.5 Applying Behavioural Insights to Enhance Animal Care</div></div><div><div>• 2 Interpreting Pet Body Language and Signals — 5 classes</div><div><div>› 2.1 Understanding Basic Pet Signals: Posture and Movement</div><div>› 2.2 Recognizing Canine Emotions Through Facial Expressions</div><div>› 2.3 Interpreting Feline Communication: Vocalizations and Body Language</div><div>› 2.4 Identifying Stress and Anxiety Signals in Pets</div><div>› 2.5 Applying Pet Body Language to Enhance Welfare in Daycare Settings</div></div></div><div><div>• 3 Implementing Welfare Standards in Pet Care — 5 classes</div><div><div>› 3.1 Understanding Animal Welfare Standards in Pet Care</div><div>› 3.2 Identifying Core Needs of Different Pet Species</div><div>› 3.3 Assessing Environmental Enrichment for Pets</div><div>› 3.4 Implementing Daily Care Routines to Enhance Welfare</div><div>› 3.5 Evaluating Pet Welfare Outcomes and Making Improvements</div></div><div><div>• 4 Addressing Behavioural Challenges in Daycare Environments — 5 classes</div><div><div>› 4.1 Understanding Common Behavioural Issues in Pet Daycare</div><div>› 4.2 Identifying Triggers and Stressors in Daycare Settings</div><div>› 4.3 Strategies for Managing Aggression and Anxiety in Pets</div><div>› 4.4 Implementing Positive Reinforcement Techniques</div><div>› 4.5 Evaluating and Adapting Behavioural Plans for Individual Pets</div></div></div></div></div> |
| <div>2</div> <div>Business Planning for Petcare</div> <div>4 chapters · 20 classes 65 marks</div> | <div><div>• 1 Understanding the Petcare Business Landscape — 5 classes</div><div><div>› 1.1 Exploring the Petcare Industry Landscape</div><div>› 1.2 Identifying Key Market Trends in Petcare</div><div>› 1.3 Analyzing Competitors and Consumer Demographics</div><div>› 1.4 Understanding Legal and Regulatory Requirements</div><div>› 1.5 Applying Market Insights to Business Planning</div></div><div><div>• 2 Developing a Pet Daycare Business Plan — 5 classes</div><div><div>› 2.1 Understanding the Components of a Pet Daycare Business Plan</div><div>› 2.2 Analyzing Market Demand and Competition for Pet Daycares</div><div>› 2.3 Crafting a Financial Model for Pet Daycare Operations</div><div>› 2.4 Designing Marketing Strategies for Attracting Pet Owners</div><div>› 2.5 Identifying and Managing Risks in Pet Daycare Services</div></div></div><div><div>• 3 Financial Planning and Budgeting for Pet Daycare — 5 classes</div><div><div>› 3.1 Understanding Financial Goals for Pet Daycare</div><div>› 3.2 Analyzing Costs and Revenues in Petcare Services</div><div>› 3.3 Creating a Budget Framework for Pet Daycare Operations</div><div>› 3.4 Implementing Strategies for Cost Efficiency in Petcare</div><div>› 3.5 Monitoring and Adjusting Budgets for Sustainable Growth</div></div><div><div>• 4 Legal and Regulatory Considerations in Petcare — 5 classes</div><div><div>› 4.1 Understanding Legal Frameworks in Petcare Operations</div><div>› 4.2 Identifying Key Regulations for Pet Daycare and Boarding</div><div>› 4.3 Complying with Health and Safety Standards in Petcare</div><div>› 4.4 Navigating Licensing and Permits for Petcare Businesses</div><div>› 4.5 Applying Risk Management Strategies in Petcare Environments</div></div></div></div></div>   |

**• 1 Understanding Customer Needs in Pet Daycare** — 5 classes

- › 1.1 Identifying Key Customer Needs in Pet Daycare
- › 1.2 Analyzing Customer Expectations and Concerns
- › 1.3 Communicating Effectively with Pet Owners
- › 1.4 Implementing Feedback to Enhance Service
- › 1.5 Customizing Services to Meet Diverse Pet Preferences

**• 2 Effective Communication Techniques with Pet Owners** — 5 classes

- › 2.1 Understanding Pet Owner Needs
- › 2.2 Building Rapport with Pet Owners
- › 2.3 Practicing Active Listening Skills
- › 2.4 Utilizing Non-Verbal Communication
- › 2.5 Tailoring Communication Styles for Effective Interaction

**• 3 Building Strong Relationships with Customers and Pets** — 5 classes

- › 3.1 Understanding Customer Expectations in Pet Daycare
- › 3.2 Mastering Active Listening Skills for Effective Communication
- › 3.3 Building Trust with Pets and Owners Through Consistent Practices
- › 3.4 Addressing Customer Concerns with Empathy and Solutions
- › 3.5 Enhancing Long-term Relationships with Follow-ups and Feedback

**• 4 Resolving Customer Complaints and Enhancing Satisfaction** — 5 classes

- › 4.1 Understanding Common Customer Complaints in Pet Care
- › 4.2 Active Listening Techniques for Pet Daycare Professionals
- › 4.3 Strategies for Effectively Addressing Customer Concerns
- › 4.4 Implementing Solutions to Enhance Customer Satisfaction
- › 4.5 Evaluating and Improving Customer Service Practices

**• 1 Understanding Health and Safety Legislation in Petcare** — 5 classes

- › 1.1 Exploring Key Health and Safety Legislation in Petcare
- › 1.2 Identifying Common Hazards in Pet Daycare Environments
- › 1.3 Understanding Risk Assessment Procedures for Pet Safety
- › 1.4 Implementing Safety Protocols and Emergency Response Plans
- › 1.5 Ensuring Compliance with Health and Safety Standards

**• 2 Hazard Identification and Risk Assessment** — 5 classes

- › 2.1 Understanding Hazards in Pet Care Environments
- › 2.2 Identifying Common Risks in Pet Daycare and Boarding
- › 2.3 Assessing Potential Hazards: A Step-by-Step Guide
- › 2.4 Implementing Risk Control Measures in Pet Facilities
- › 2.5 Conducting Regular Hazard Reviews and Updates

**• 3 Implementing Safety Protocols for Animal Care** — 5 classes

- › 3.1 Understanding Key Safety Regulations in Pet Care
- › 3.2 Identifying Common Hazards in Pet Daycare Environments
- › 3.3 Implementing Emergency Response Plans for Animal Safety
- › 3.4 Conducting Safety Audits and Inspections in Pet Facilities
- › 3.5 Training Staff on Safety Protocols and Communication

**• 4 Ensuring Hygiene and Infection Control** — 5 classes

- › 4.1 Understanding Hygiene Standards in Pet Care Facilities
- › 4.2 Identifying Common Sources of Contamination
- › 4.3 Implementing Daily Cleaning Protocols
- › 4.4 Utilizing Personal Protective Equipment Effectively
- › 4.5 Evaluating and Improving Hygiene Practices

**• 1 Understanding Pet Behavior and Needs** — 5 classes

- › 1.1 Identifying Common Pet Behaviors
- › 1.2 Exploring the Basic Needs of Pets
- › 1.3 Interpreting Pet Body Language
- › 1.4 Recognizing Signs of Stress in Pets
- › 1.5 Applying Techniques to Meet Pet Needs

**• 2 Essential Care and Well-being Practices** — 5 classes

- › 2.1 Understanding Pet Needs: Basics of Species-Specific Care
- › 2.2 Ensuring Proper Nutrition: Principles of Pet Diet and Feeding
- › 2.3 Maintaining Health: Monitoring and Preventive Care for Pets
- › 2.4 Creating a Safe Environment: Hazard Prevention and Safety Practices
- › 2.5 Promoting Pet Well-being: Stress Reduction and Enrichment Activities

**• 3 Safety Protocols and Risk Management** — 5 classes

- › 3.1 Understanding Safety Protocols in Petcare Environments
- › 3.2 Identifying Potential Hazards in Pet Daycare Settings
- › 3.3 Implementing Risk Management Strategies for Pet Safety
- › 3.4 Training Staff on Emergency Response Procedures
- › 3.5 Conducting Safety Audits and Compliance Checks

**• 4 Communication and Client Interaction Skills** — 5 classes

- › 4.1 Understanding Client Needs: Building Rapport with Pet Owners
- › 4.2 Effective Listening Techniques in Petcare Situations
- › 4.3 Verbal and Non-Verbal Communication with Clients
- › 4.4 Handling Difficult Conversations and Providing Feedback
- › 4.5 Applying Client Interaction Skills in Real-world Scenarios

**• 1 Understanding Basic Pet Dietary Needs** — 5 classes

- › 1.1 Identifying Essential Nutrients for Pets
- › 1.2 Understanding Dietary Differences Between Common Pets
- › 1.3 Recognizing Signs of Nutritional Deficiency in Pets
- › 1.4 Constructing Balanced Meal Plans for Pets
- › 1.5 Applying Pet Dietary Adjustments for Health Conditions

**• 2 Nutritional Components and Their Roles** — 5 classes

- › 2.1 Understanding Macronutrients: Proteins, Fats, and Carbohydrates
- › 2.2 Exploring Micronutrients: Vitamins and Minerals in Pet Diets
- › 2.3 Identifying Nutritional Needs Across Pet Life Stages
- › 2.4 Recognizing Signs of Dietary Deficiencies and Excesses
- › 2.5 Applying Balanced Diet Principles in Pet Meal Planning

**• 3 Special Dietary Considerations for Pets** — 5 classes

- › 3.1 Identifying Special Dietary Needs in Pets
- › 3.2 Understanding Common Dietary Restrictions for Pets
- › 3.3 Exploring Nutritional Supplements for Special Diets
- › 3.4 Adapting Meal Plans for Pets with Allergies
- › 3.5 Implementing and Evaluating Specialized Diets in Pet Care

**• 4 Implementing Nutrition Plans in Pet Daycare Settings** — 5 classes

- › 4.1 Understanding Pet Dietary Needs
- › 4.2 Identifying Nutritional Requirements of Common Pets
- › 4.3 Formulating Balanced Meal Plans for Daycare
- › 4.4 Implementing Feeding Schedules and Protocols
- › 4.5 Monitoring and Adjusting Nutrition Plans