

INFORMATION FOR DOG TRAINERS

(1) INTRODUCTION

1.1 With effect from 15 November 2010, all newly licensed Scheduled dogs and dogs that have bitten and are assessed by the Agri-Food & Veterinary Authority (AVA) as requiring obedience training will be required to be trained by a dog trainer accredited by AVA.

(2) OBJECTIVE OF ACCREDITATION

2.1 The objective of dog trainer accreditation is to ensure a minimum standard of competency in dog training so that the dog can be properly controlled by their handler and will be less prone to show aggression or bite.

2.2 This is not a mandatory accreditation scheme. Non-accredited dog trainers can continue to offer their services to the public but will not be recognized by AVA to train Scheduled dogs and other dogs required by AVA to be trained.

(3) ACCREDITATION CRITERIA

3.1 Candidates must be able to satisfy the following criteria for accreditation:

- a) Have been active in conducting dog training in the last 2 years, preferably with large breeds, and produce **10** verifiable references from customers;
- b) Comply with the [accreditation syllabus](#) that covers both basic obedience and situational awareness as set out by the Panel for the Accreditation of Dog Trainers (PADT);
- c) Employ only acceptable training aids, such as leash, muzzles, chokers.

(4) ASSESSMENT FOR ACCREDITATION

4.1 The assessment will be done **on a quarterly basis (in January, April, July and October for applications received in the preceding 3 months)**, by the PADT comprising of professionals from the Police Canine Unit and veterinary and pet industry, and chaired by AVA.

4.2 Candidates are required to **submit a video(s) showcasing the dog's initial behavioural problems, the process of training to improve behaviour, and results of training for both dog and owner**. The video is to be submitted to AVA with at least 1 minute catered for each segment, and via email with link(s) to an online streaming/hosting platform, such as Youtube, and DropBox.

4.3 The assessment of the candidate will be based on the demonstration video, information provided in the application form and on required feedback provided by the applicant's customers.

4.4 There will be no interview or practical assessment of the candidate, unless the PADT is of the view that it is necessary.

4.5 Only successful candidates that pass the assessment by PADT will be notified through email in 4-6 weeks from the month of assessment (refer to 4.1), depending on the verification of the references. Candidates may be requested to provide more references should they be unverifiable.

4.6 AVA will publish the name of each successful candidate on the AVA website. No certificate of accreditation will be issued.

(5) AUDIT AND CUSTOMER FEEDBACK FORMS

5.1 The PADT will conduct random surprise audits on accredited trainers during their training sessions to observe the standard of course conducted.

5.2 For Scheduled dogs and dogs that are required by AVA to be trained, at the end of the course, it is mandatory that the customer fills in the AVA feedback form and submit it to AVA.

5.3 For other dogs, the trainer is encouraged to get the customer to fill in the AVA feedback form and submit to AVA.

(6) TO REMAIN ACCREDITED

6.1 To remain accredited, a dog trainer has to continue active training and show at least 5 new references per year of accreditation. These references are to be submitted to AVA directly by his/her customers on feedback forms after they complete the dog training course. The trainer must also not be de-listed (see dispute resolution below).

6.2 If a trainer is de-listed, he/she will have to undergo practical assessment by the PADT for re-accreditation.

(7) DISPUTES/CUSTOMER FEEDBACK AGAINST ACCREDITED TRAINERS

7.1 Customer feedback about training methodology, ineffective training or animal welfare issues will be assessed by the PADT. A trainer will be de-listed if he/she receives three (3) such feedback that are verified by the PADT.

7.2 Customer feedback about unprofessional conduct will be assessed by the PADT. The PADT may call the trainer down for interview. A trainer may be de-listed if he/she receives three (3) such feedback that are verified by the PADT.

7.3 A trainer will be de-listed if convicted of animal welfare and cruelty.

7.4 If a trainer is de-listed, he/she may re-apply for accreditation after 1 year.

7.5 The PADT will not deal with financial disputes and other types of disputes.

(8) TRAINER FEEDBACK

8.1 Trainers are welcome to provide feedback to the PADT or AVA. They can write to <http://ava.gov.sg/contactus> under “Dog Licensing” or call 1800 476 1600.