

Canine Behavioural School

Business Practices



Volunteers agree to adhere to the CBS Code of Conduct. Volunteers also agree to the best practices laid out in the definitions of philosophy, methodology, and equipment.

CBS ensures the following:

- An explanation of our training philosophy, its purpose and the equipment used is clearly explained on the website, in the introductory talk to students and in the Train at Home Guide.
- The cost and length of educational term is clearly stated on the CBS website.
- The set curriculum for each training level is clearly described on the website. Based on the developments or progress of the student and dog, the student will be informed of the reasons for continuance in the same training level rather than graduation to the next.
- The student has the right to refuse certain equipment, methods, or techniques. Alternative ways that conform to CBS's training philosophy, methodology and equipment will be discussed and offered. Approval and informed consent for the alternative will be sought.
- CBS informs its students that no guarantees can be offered regarding the outcome of the training program due to the nature of applied animal behavior and limiting factors around the pet guardian such as time commitment, family circumstances, management practices, and other environmental factors.
- CBS informs its students that the training contract can be terminated at any time and informs the student of the financial implications of that termination.
- CBS must not lay claim directly or indirectly to qualifications, competencies, or affiliations its volunteers do not possess.
- CBS agrees to carry professional liability insurance.
- Volunteers act legally, ethically, and morally in all personal and business operations with the public at large by abiding with local, state, and federal laws regarding animal cruelty and all business practices, including personal conduct. Volunteers will obey the law of the land in which they operate.

CBS ensures that guardians are clearly informed and consent to the nature and purpose of the methods and/or equipment used in the training of their dogs. Consent is gained via the School's enrolment form and explanations of methods and training tools are provided on the website and during the introductory talk.

Similarly, volunteers ensure that they offer explanations and answer questions in class with regards to the use or recommendation of certain methods and/or equipment. These include holding transparent and professional discussions with the client of any risks or dangers of any tools or techniques and of any consequent or subsequent physical or emotional fallout that may occur.

CBS prohibits and will not tolerate discrimination or harassment of any kind and is committed to the principle of equal opportunity for all volunteers, and contractors. CBS is committed to providing a business and work environment free of discrimination and harassment.

All CBS business decisions are based on its business needs, mission, Code of Conduct, job requirements, and individual qualifications, without regard to race, color, religion, or belief; national, social, or ethnic origin; gender, sex (including pregnancy, gender reassignment, and maternity), age, physical, mental or sensory disability; HIV status, sexual orientation, gender identity and/or expression; marital, civil union, or domestic partnership status; past or present military service; family medical history or genetic information, family or parental status; or any other status protected by law. Any reported violations of this policy will be vigorously investigated under the CBS's ethics review process.

Volunteers will work with their clients to develop realistic, measurable, achievable outcome and behavior change goals for both the pet and the guardian regarding the training program and its planned and intended results.

Volunteers recognise and accept that, when implemented, their marketing and business practices may significantly impact guardians and their pets emotionally, environmentally, physically, and psychologically. As such, volunteers agree that it is imperative they operate to a high standard of moral code in terms of business transparency and consumer protection. Volunteers agree to be honest and transparent in their business marketing. This includes but is not limited to:

- Making accurate statements in a clear and transparent manner and not misleading the public regarding their service philosophy and training methods
- Openly stating their professional philosophy, methods, and choice of operational equipment used and recommended to the client
- Displaying all up-to-date and valid credentials and industry affiliations in an obvious and transparent manner.

Volunteers will always deal fairly with each other in the dissemination of professional information and advice, including, but not limited to, emails, social media, blog posts, podcasts, interviews, and published articles.

Any credential claimed by a CBS volunteer will be verified by CBS before being placed on the CBS website or used in any marketing material.

CBS volunteers will be required to attain continuing education points (CEUs) in conjunction with the CBS CEU Policy.

Volunteers agree to rely on up-to-date science, within the permits of the CBS Code of Conduct, rather than hearsay, myth, misconception, and misinformation, on how they will be performing their services.