

Course title	Canine Day Care and Boarding Operations				
Course Code	CCAN-113				
Course type	Required				
Level	Diploma				
Year / Semester	1 st Year / 2 nd Semester				
Lecturer	TBA				
ECTS	6	Periods / Week	2	Practical / Week	3
Aims of the Course	This module focuses on the management and operations of canine day care and boarding facilities. Students will learn about the essential components of running a successful facility, including facility design, safety protocols, customer service, and effective care and enrichment programs for dogs. They will gain insights into the unique challenges and responsibilities associated with providing a safe and comfortable environment for dogs in a day care or boarding setting.				
Learning Outcomes	By the end of this course, students will be able to: 1. Illustrate comprehensive understanding of facility operations. 2. Understand zoning laws, licensing requirements, insurance considerations, and other legal and administrative aspects of establishing and maintaining a facility in compliance with industry standards and regulations. 3. Designing safe and stimulating environments for dogs. 4. Apply effective management and customer service for day care or boarding facilities.				
Prerequisites	NONE		Core Prerequisites	NONE	
Course Content	1. The requirements and regulations for operating a canine day care and boarding facility. 2. Safe and stimulating environment for dogs, including indoor and outdoor play areas, resting spaces, and sanitation protocols. 3. Protocols for health and safety, including vaccination requirements, disease prevention, and emergency procedures. 4. Knowledge of dog behavior and group dynamics in a day care or boarding setting, including recognizing and managing dog-to-dog interactions.				

	5. Effective customer service strategies and protocols, including client communication, intake procedures, and handling customer concerns or emergencies. 6. The importance of proper record-keeping, including health records, client information, and incident reports. 7. Enrichment programs and activities to meet the physical, mental, and social needs of dogs in a day care or boarding setting. 8. Effective management of staff and scheduling to ensure smooth operations and quality care for dogs. 9. Business and financial aspects of running a day care or boarding facility, including pricing, marketing, and maintaining profitability.																																															
Course Delivery	The course is delivered through lectures, discussion, assignments, presentations, case studies, laboratory applications and practical work.																																															
Bibliography	Bennett, R.K. (2015). <i>All About Dog Daycare...A Blueprint for Success</i> Direct Book Service																																															
Evaluation	<table><tr><td>50 %</td><td>Final Exam</td><td colspan="2"></td></tr><tr><td>0 – 40 %</td><td>Mid –Term / Tests / Quizzes</td><td colspan="2"></td></tr><tr><td>0 – 30 %</td><td>Assignments / Projects</td><td colspan="2"></td></tr><tr><td>0 – 20 %</td><td>Homework</td><td colspan="2"></td></tr><tr><td>0 – 10 %</td><td>Class Attendance & Participation</td><td colspan="2"></td></tr></table> Estimated student’s work time distribution in hours:<table><tr><th colspan="2">Contact hours</th><th colspan="2">Student’s private time</th></tr><tr><td>Lecture</td><td>39</td><td>Private study</td><td>39</td></tr><tr><td>Mid-Term Test</td><td>1</td><td>Homework / Assignments / Projects</td><td>42</td></tr><tr><td>Final Exam</td><td>2</td><td>Test preparation</td><td>9</td></tr><tr><td></td><td></td><td>Final Exam Preparation</td><td>18</td></tr><tr><td>Total:</td><td>42</td><td>Total:</td><td>108</td></tr></table>				50 %	Final Exam			0 – 40 %	Mid –Term / Tests / Quizzes			0 – 30 %	Assignments / Projects			0 – 20 %	Homework			0 – 10 %	Class Attendance & Participation			Contact hours		Student’s private time		Lecture	39	Private study	39	Mid-Term Test	1	Homework / Assignments / Projects	42	Final Exam	2	Test preparation	9			Final Exam Preparation	18	Total:	42	Total:	108
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Language of instruction	ENGLISH																																															