

Course title	Canine Business Management				
Course Code	CCAN-211				
Course type	Required				
Level	Diploma				
Year / Semester	2 nd Year / 4 th Semester				
Lecturer	TBA				
ECTS	6	Periods / Week	3	Practical / Week	N/A
Aims of the Course	This advanced module focuses on the comprehensive management of canine facilities, including salons, training centers, daycare, and boarding facilities. Students will learn advanced business strategies, customer service techniques, staff management, and facility operations. They will develop the skills required to effectively manage and grow successful canine businesses.				
Learning Outcomes	Upon successful completion of the course, students will be able to: 1. Develop and implement advanced business strategies for a canine facility. 2. Explain the legal and regulatory requirements for operating a canine facility. 3. Illustrate the managing financial aspects of the business, including budgeting, financial forecasting, and inventory management. 4. Develop and implement effective customer service strategies for the canine facility. 5. Develop the understanding of principles of staff management.				
Prerequisites	NONE		Core Prerequisites	NONE	
Course Content	1. Advanced business strategies for a canine facility, including marketing, pricing, and branding. 2. The legal and regulatory requirements for operating a canine facility, including licensing, insurance, and safety regulations. 3. Financial aspects of the business, including budgeting, financial forecasting, and inventory management. 4. Effective customer service strategies, including client communication, handling complaints, and building customer loyalty. 5. The principles of staff management, including hiring, training, scheduling, and performance evaluation.				

	6. Standard operating procedures for facility operations, including health and safety protocols, sanitation practices, and emergency procedures. 7. Risk assessments and implement risk management strategies to ensure the well-being of dogs and staff in the facility. 8. The unique challenges and considerations of managing a daycare and boarding facility, including handling group dynamics, providing enrichment activities, and managing transitions. 9. Industry trends and advancements in facility management, equipment, and technology.			
Course Delivery	The course is delivered through lectures, discussion, assignments, presentations, case studies and laboratory applications.			
Bibliography	PENDING			
Evaluation	50 %	Final Exam		
	0 – 40 %	Mid –Term / Tests / Quizzes		
	0 – 30 %	Assignments / Projects		
	0 – 20 %	Homework		
	0 – 10 %	Class Attendance & Participation		
	Estimated student’s work time distribution in hours:			
	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	
Language of instruction	ENGLISH			