



CCAB Certification Assessment with marking criteria attached

The performance criteria need to be consistently demonstrated to an effective level across all areas and all sections in order to meet the requirements for certification. By nature of the assessments there is some flexibility in where some skills may be assessed but by the end of all three stages of the assessment all criteria need to have been successfully achieved to meet certification. We have highlighted, in green, key areas to be covered. The Stages are:

Stage 1. Case log and anonymised copies of client/vet reports and referral paperwork

Stage 2. Theoretical spoken assessment (VIVA)

Stage 3. Practical animal and client interaction assessment.

Throughout the assessment, and at all times you are expected to respect the welfare of the patient and work within your professional boundaries.

Stage 1. Case log and anonymised copies of client/vet reports and referral paperwork

Performance Criteria ONE - Critically evaluate the needs of a range of animal species and how these may be provided for whilst under your duty of care:

The candidate has seen the presenting complaints required for each species (as listed within submitted case log).

All relevant sections of application form completed and evidence submitted, including full case log for specified time period. All presenting complaints required have been signed as being seen and are evidenced in case log.

The candidate has indicated they have knowledge of all presenting complaints (required prior to sitting final assessment).

All relevant sections related to this completed in application form.

Reports for a range/variety of presenting complaints are submitted (these will be discussed further in viva) as anonymised reports. These will be requested by assessment panel ahead of exam.

Copies of report to vet and owner submitted anonymised and within window requested.

Performance Criteria TWO - Identify the appropriate animal health and welfare legislation, associated codes of practice and other legislation relevant to the animals being worked with and take any action necessary to ensure these are followed:

Written reports for owner/client respect the welfare of the patient and the family whilst considering health and welfare legislation, associated codes of practice and other legislation.

Reports provided consistently demonstrate actions which respect the welfare of the patient and family. The advice and structure demonstrate consideration and adherence to health and welfare legislation, associated codes of practice and other legislation.

The candidate has submitted a case log of all presenting complaints which are required for the species being submitted for.

All presenting complaints required have been signed as being seen and are evidenced in case log and this has been submitted with the application. Case reports submitted match those requested from case log.

All reports submitted demonstrate what action is needed for the case and effectively communicate the detail on how it will be structured. There is also effective and clear communication on the measures taken to ensure advice is followed.

All cases submitted consistently demonstrate effective communication throughout. Where additional information is required for further action, the requirements are clear and specific.

Performance Criteria THREE - Identify and act in ways that best ensures the well-being of the animal, protecting and promoting welfare both within the short and long term:

Actions identified and recommended within the report best ensure the well-being of the animal, protecting and promoting welfare both within the short and long term. NB. This needs to consider the constraints of working with owned animals. This also needs to be demonstrated across a range of the presenting complaints, as listed per species.

All cases submitted consistently demonstrate actions which best promote and ensure the wellbeing of the animal/s, protecting and promoting welfare within the short and long term.

Performance Criteria FOUR - Gather evidence about the behaviour of the animal and the problem(s) for which advice is being sought from all sources identified as likely to provide relevant information. This could include direct observation, discussion with owner/keeper, assessments supplied by veterinary surgeons, case history. Critically evaluate the quality of this evidence and act appropriately to remedy any areas of concern or deficiency in it:

Case reports provide clear details of next steps where further information/evidence about the behaviour is required (e.g. missing information).

Case reports are consistently clear and effective in communicating information, are well structured and provide clear next steps and time lines.

Case reports may refer to information obtained during the consultation process (this could include direct observation, discussion with owner/keeper, assessments supplied by veterinary surgeons, case history) when considering assessment/timeline and/or further actions to be taken. Where this occurs, information is clear and relevant.

Throughout case reports submitted, where information is referred to (observations, discussions with owner/vet, timelines etc), and relevant, this is clearly communicated. Where further information is required, the specifics of this are clear.

Performance Criteria FIVE - Critically evaluate the effect of physical factors on the animal's behaviour including species, breed, parentage, sex, age, medical conditions, physiological status, developmental history and identify those most relevant to the problem(s) and areas of concern identified and for those for which help is being sought:

Case reports, where relevant for the case highlight factors which could moderate the development of the problem and alter the likelihood of the behaviour occurring. This may include reference to species, breed, parentage, sex, age, medical conditions, physiological status, and developmental history.

Where appropriate for a given case, factors which could moderate the development of the problem and alter the likelihood of the behaviour occurring (as per examples above) are appraised and clearly communicated.

Performance Criteria SIX – Critically evaluate the impact of external factors on the behaviour of the animal, the problem(s) and areas of concern identified and those for which help is being sought, to include: immediate surroundings, wider environment, environmental pressures, ethological requirements, previous experiences:

Case reports, where relevant for the case highlight factors which could affect the animal's behaviour, specifically in relation to the problem behaviour. This may include reference to external factors such as an animal's immediate surroundings, wider environment, environmental pressures, ethological requirements and previous experiences. These are then explained in context so that they directly relate to/map onto the advice (management and modification) given.

Where appropriate for a given case, factors which could affect the animal's behaviour, specifically in relation to development of the problem behaviour (as per examples above) are appraised and clearly communicated within their relevant context.

Performance Criteria SEVEN - Critically evaluate the impact that husbandry/management practices have had on the behaviour of the animal, the problem(s) and areas of concern identified and those for which help is being sought, including: presence/absence of environmental enrichment, social contact, physical activity, interactions and relationship with owner/keeper and other humans, diet. Critically judge the evidence gathered, distinguishing between competing causes, assumption and explanations for the behaviour, and identify the most appropriate treatment regime for the animal, that is likely to effectively address the problem(s) and concerns identified and the animal's particular set of circumstances:

Case reports, where appropriate, provide clear evaluation of the impact of husbandry/management practices have had on the behaviour of the animal in relation to the problem(s) and areas of concern identified and those for which help is being sought. This may include presence/absence of environmental enrichment, social contact, physical activity, interactions and relationship with owner/keeper and other humans, diet.

Consideration into the impact on the above has been appraised with regards to context within the given case, where appropriate.

Where the above are mentioned, they are clearly and concisely explained in relation to the problem behaviour for which advice is being sought. The justification for the advice provided directly relates to the issues identified and is likely to be effective in addressing the problem(s) and concerns identified given the animal's particular set of circumstances.

Where the above have been appraised and appears relevant to a given case this is clearly communicated within the appropriate context.

Consistent evidence is shown on how to motivate owners to engage with and maintain the proposed treatment plan effectively. Where issues arise due to unforeseen circumstances, the plan and prognosis is reflected upon and revised accordingly.

Reports submitted consistently communicate actions effectively to promote motivation and engagement from owners/keepers. Reflection on information is evident and reflected in prognosis and monitoring.

Performance Criteria EIGHT - Critically evaluate issues concerning the safety, efficacy and reliability of complementary and alternative or non-prescription or prescribed therapies or products:

In case reports, where complementary and alternative or non-prescription or prescribed therapies or products are mentioned or recommended, advice provided within the report relates to safety and ethical use in the appropriate sections.

In reports submitted where complementary and alternative or non-prescription or prescribed therapies or products are mentioned or recommended there is consistently clear communication as to their safe and ethical use. This is conducted within the applicant's professional role and capacity and in light of knowledge of evidence of alternatives.

Performance Criteria NINE - Demonstrate skill and competency in the selection and use of a wide range of behavioural modification techniques and training aids to address undesirable and problematic and be able to teach others how to use these effectively as appropriate, to ensure their effective use, and protect against their misuse, and ensure owners/keepers protect the welfare of the animal

Performance Criteria TEN - Apply the principles of animal learning theory to humane training methods to achieve agreed goals

Performance Criteria ELEVEN - Justify why a particular treatment regime has been selected to address the problem(s) identified, against any other possible regimes

Performance Criteria TWELVE – Devise and implement a structured treatment regimen, that identifies and sets realistic goals and time scales for monitoring of its progress and assessment of its success:

Case reports provided demonstrate ability to clearly structure treatment regimens that identify and set realistic goals.

Case reports demonstrate clearly structured behaviour modification techniques that explicitly map onto the problems/areas of concern; identifying and setting realistic goals for the owner/keeper.

Case reports provide details on monitoring actions and how progress will be monitored.

Case reports clearly state monitoring actions (what will be monitored, frequency of monitoring etc.) and these directly reflect actions taken to address the problem behaviour.

NB. Above should be demonstrated and evidenced for a range of presenting complaints

Performance Criteria THIRTEEN - Discuss and agree treatment regime with the owner/keeper and others involved with the animal for which advice is being sought, rectifying areas of misunderstanding, confusion or concern where appropriate, and obtaining their informed consent:

Demonstrate clear and effective communication through the written case report to provide instruction on the agreed treatment plan.

Case reports clearly communicate the plan, the steps and priorities as part of the behaviour modification plan and appropriate level of instruction for an owner/keeper to implement.

Performance Criteria FOURTEEN - Ensure the owner/keeper understands their role in the delivery of an effective programme of treatment and the importance of maintaining the desired change to behaviour once it is achieved. Identify and liaise with other professionals (e.g. veterinary surgeons,

breeders) and organisations involved in the care of the animals for which advice is being sought to ensure a consistent and appropriate approach to resolution of the problem that both promotes animal welfare and is legally compliant:

Demonstrate appropriate levels of interaction with other professionals, including the need to refer to others with more specialist skills/qualifications.

Where reports (or other communication related to the case is supplied) and is addressed to other professionals within the field, there is consistent evidence that the applicant is working within their professional role and capacity. The reason for referral is clearly communicated.

Performance Criteria FIFTEEN - Identify any professional, ethical or other issues that have arise when working with the animal, owner/keeper or other individual and take appropriate action to address these:

Ensure all recorded actions are in accordance with the applicant's professional qualifications and appreciate the specific responsibility associate with other qualifications e.g. as a veterinarian or clinical psychologist.

Where any records are included within reports, these adhere to current legislation and in keeping with the applicant's professional capacity and qualifications.

Performance Criteria SIXTEEN - Explain to the owner/keeper of the animal, through written guidelines or other appropriate system of feedback, the areas of concern regarding their animal that have been identified, their possible causes and the rationale behind the treatment regime selected to remedy these and any other associated issues that have been identified:

Demonstrate effective communication with the owner/keeper of the animal through written guidelines provided within the case reports. This communication should be in relation to the following: the areas of concern regarding their animal that have been identified, their possible causes and the rationale behind the treatment regime selected to remedy these and any other associated issues that have been identified.

The case reports submitted consistently demonstrate a focus on appropriate priorities and effective communication in all areas listed above.

Performance Criteria SEVENTEEN – Critically evaluate the effectiveness of the treatment regime through appropriate follow-ups which may include direct observation of the animal and/or liaison with the owner/keeper and others involved with the animal. As appropriate, revise the regime in response to this feedback to ensure its effectiveness and success.

Performance Criteria EIGHTEEN - Maintain required records on each animal so that it is possible to critically reflect on the appropriateness and success of different treatment regimens and identify any improvements to practice that could be made:

Case report is well written with clear and logical structure with appropriate treatment regime.

The case reports submitted all contain scientifically and ethically valid behaviour modification techniques. This is consistently communicated in a clear and logical structure.

Performance Criteria NINETEEN – Maintain a high level of professional conduct including an awareness of own limitations and refer cases on when appropriate:

In writing demonstrate an awareness of own limitations and explain when and how cases would be referred on.

If this occurs within a submitted case, the applicant acknowledges their limitations, clearly communicating when and how the case will be referred on.

Stage 2. Theoretical spoken assessment (VIVA)

Performance Criteria ONE - Critically evaluate the needs of a range of animal species and how these may be provided for whilst under your duty of care:

The candidate can justify the effective management and welfare needs of species other than the species the application is for (to demonstrate cross species knowledge). This will be discussed in the context of multi-species pet homes in relation to presenting complaints of the species the application is for.

Confident and thorough consideration of needs of different species living within home environment with species applying for. Strong and appropriate justification for actions taken with regards to management and welfare which respect the welfare of all species within environment. Consistently operating within professional boundaries and expertise.

The candidate can synthesise innovative approaches to create appropriate solutions for a particular context whilst respecting the welfare needs of species other than the species the application is for (e.g. within same household).

Consistently strong ability to synthesise innovative approaches to problems in a range of contexts whilst protecting welfare of all involved. Consistent flexibility in application of theory demonstrated.

Performance criteria TWO - Identify the appropriate animal health and welfare legislation, associated codes of practice and other legislation relevant to the animals being worked with and take any action necessary to ensure these are followed:

The candidate is able to identify how the following relate to a variety of case presentations: the appropriate animal health and welfare legislation, associated codes of practice and other legislation relevant to the animals you are looking to work with. You should be able to justify and demonstrate how you would/have taken action necessary to ensure these are followed. NB These can be discussed in a range of presenting complaints.

Consistent identification and justification of how the above relate to a range of presenting complaints. Applicant expected to demonstrate appropriate level of knowledge of legislation and relevant code of conducts (e.g. CCAB Ltd and other relevant bodies) and evidence abiding by these in practice.

Appropriate animal health and welfare legislation, associated codes of practice and other relevant legislation for a range of presenting complaints. discussed in viva (this can include those where reports submitted).

The applicant consistently justifies and defends how their actions include and respect the appropriate animal health and welfare legislation, associated codes of practice and other relevant legislation for all cases discussed. This needs to be evidenced within professional boundaries.

Performance Criteria THREE - Identify and act in ways that best ensures the well-being of the animal, protecting and promoting welfare both within the short and long term:

Identify and justify (with reference to examples) how your actions in a range of situations best ensured the well-being (this should include physical and emotional welfare) of the animal, protecting and promoting welfare both within the short and long term. Reflect on the constraints incurred when doing this by virtue of the animal being owned by another. There is consistent justification of how actions taken in a range of situations best respect the wellbeing (both physical and emotional) of the animal/s. This justification relates to both specific long and short term recommendations which are explicitly linked to the problem behaviour. There is evidence of reflection and that advice can be tailored and adapted based on this.

For the species submitting for explain how your actions demonstrate that you have acted in different ways and applied knowledge differently across a range of presenting complaints to best ensure the well-being (this should include physical and emotional welfare) of the animal, protecting and promoting welfare both within the short and long term. There is consistent evidence of self-reflection and monitoring of cases throughout (start to end of follow up). This is also accompanied by justification and evidence (examples, follow up session details) as to how actions taken have adapted with this reflection and monitoring. Throughout, recommendations are tailored to individual case specifics and consider individual constraints and priorities.

Justify how your actions have best ensured the well-being of the animal (this should include physical and emotional welfare), protecting and promoting welfare both within the short and long term when in a multi-pet home (e.g. dogs referred but 2 cats in home too). The applicant is able to justify how their actions and advice given during various case situations ensures the well-being (this should include physical and emotional welfare) of the animal within that environment, protecting and promoting welfare of all animals involved both within the short and long term. This also considers priorities and specific details related to assessment.

NB. The above all need to be demonstrated across a range of the presenting complaints, as listed per species.

Performance Criteria FOUR - Gather evidence about the behaviour of the animal and the problem(s) for which advice is being sought from all sources identified as likely to provide relevant information. This could include direct observation, discussion with owner/keeper, assessments supplied by veterinary surgeons, case history. Critically evaluate the quality of this evidence and act appropriately to remedy any areas of concern or deficiency in it:

Demonstrate ability to gather and critically evaluate quality of evidence for the behaviour of the animal and the problem(s) for which advice is being sought. Justify how this has/would be achieved (with reference to examples).

The applicant consistently demonstrates effective gathering of all information related to the problem(s) for which advice is being sought, critical evaluation of this is applied consistently. This is synthesised and articulated well and clearly links to differentials.

Reflect and justify the formulation of logical differentials at the level of motivation and/or emotion, after evaluating the evidence for and against each in order to formulate a tentative assessment.

Information gathered is consistently reflected upon and synthesised to form logical differentials which include motivation and/or emotion. The differentials are justified through evaluation of evidence both for and against. There is evidence the process focuses on ruling out differentials rather than supporting beliefs (i.e. avoids confirmation bias).

Provide examples and evaluate how the following have been or would be used to provide evidence and information about the behaviour of the animal the problem(s) for which advice is being sought: include direct observation, discussion with owner/keeper, assessments supplied by veterinary surgeons, case history. If there were deficiencies in the evidence or areas of concern (from the above), formulate ways in which this would be remedied. Provide examples where possible.

Critically evaluate how information from the history is used to synthesise differentials. Justify these decisions and processes. Where information is lacking or required in cases the steps taken to gather this is clear, justified and respects welfare.

Reflect on the importance of dynamic professional relationships and interactions with vets as appropriate and justify how this has been utilised for the benefit of the animal. Provide examples which demonstrate you have analysed the situations and selected appropriate strategies for the current case to effectively manage it. Examples should be provided.

Justify how dynamic relationships with other professionals within the field are utilised for the benefit of the animal. This should be demonstrated through various case scenarios and include reference to other appropriate actions and strategies selected for individual cases.

Performance Criteria FIVE - Critically evaluate the effect of physical factors on the animal's behaviour including species, breed, parentage, sex, age, medical conditions, physiological status, developmental history and identify those most relevant to the problem(s) and areas of concern identified and for those for which help is being sought:

Demonstrate critical evaluation of physical factors which could affect the animal's behaviour. Factors including species, breed, parentage, sex, age, medical conditions, physiological status, and developmental history should be considered and identification of those most relevant to the problem(s) and areas of concern should be justified.

Physical factors which could affect the animal's behaviour are reflected upon and justified in their inclusion and exclusion within the differential list for different case presentations.

Explain how these factors are identified, explored, prioritised and included/excluded in relation to relevance for problem of which advice is being sought.

Physical factors which could affect the animal's behaviour are identified and discussed in relation to differentials and prioritisation of next steps.

Demonstrate critical evaluation of physical factors which could affect the animal's behaviour. Factors including species, breed, parentage, sex, age, medical conditions, physiological status, and developmental history should be considered and identification of those most relevant to the problem(s) and areas of concern should be justified.

Physical factors which could affect the animal's behaviour are reflected upon and justified in their inclusion and exclusion within the differential list for different case presentations.

Explain how these factors are identified, explored, prioritised and included/excluded in relation to relevance for problem of which advice is being sought.

Physical factors which could affect the animal's behaviour are identified and discussed in relation to differentials and prioritisation of next steps.

Performance Criteria SIX - Critically evaluate the impact of external factors on the behaviour of the animal, the problem(s) and areas of concern identified and those for which help is being sought, to

include: immediate surroundings, wider environment, environmental pressures, ethological requirements, previous experiences:

Discuss and defend how external factors such as an animal's immediate surroundings, wider environment, environmental pressures, ethological requirements and previous experiences can have on the behaviour of the animal in relation to the development of problem behaviours.

Critical evaluation of external factors (such as those listed above), which can contribute to and maintain problem behaviour is consistently justified in a range of cases.

The above should be discussed in relation to the species submitted for and across a range of presenting complaints for the species submitted for.

Critical evaluation and justification for consideration of the above factors in relation to problem behaviour is consistently demonstrated across a range of cases.

Demonstrate critical justification of the above when considering these on the impact of the problem behaviour(s) as listed for the species submitting for.

Consistent justification is evident in the consideration of external factors which can contribute to and maintain problem behaviours. The applicant can expand on this to include specific reflection and recommendations on case management in a range of presentations.

Performance Criteria SEVEN - Critically evaluate the impact that husbandry/management practices have had on the behaviour of the animal, the problem(s) and areas of concern identified and those for which help is being sought, including: presence/absence of environmental enrichment, social contact, physical activity, interactions and relationship with owner/keeper and other humans, diet. Critically judge the evidence gathered, distinguishing between competing causes, assumption and explanations for the behaviour, and identify the most appropriate treatment regime for the animal, that is likely to effectively address the problem(s) and concerns identified and the animal's particular set of circumstances:

Demonstrate critical evaluation of and reflection upon the evidence gathered and ability to distinguish between competing explanations for, and assumption about the behaviour; identify and justify an appropriate treatment regime for the animal, that is likely to effectively address the problem(s) and concerns identified given the animal's particular set of circumstances.

NB this should be demonstrated consistently across a range of behavioural presentations.

The behaviour modification plan synthesised, clearly addresses the identified priorities of the cases. The actions taken are consistently justified and reflect the assessment of the case. A structured approach to assessment and individualised treatment regime which considers critical evaluation of evidence and not assumption is consistently evident.

Demonstrate critical understanding of and consideration of the impact of environmental enrichment, social contact, physical activity, interactions and relationship with owner/keeper and other humans, as well as diet on the behaviour of the animal, the problem (s) and areas of concern identified.

The factors listed above are critically evaluated in relation to differentials and development and/or maintenance of the problem behaviour for which advice is being sought.

Consistent evidence is shown on how to motivate owners to engage with and maintain the proposed treatment plan effectively. Where issues arise due to unforeseen circumstances, the plan and prognosis is reflected upon and revised accordingly.

The applicant consistently utilises effective communication, appropriate counselling skills and individual case details to motivate and engage key stakeholders in the development and delivery of behaviour modification plans, from the point of consultation continuing throughout the follow up period.

Performance Criteria EIGHT - Critically evaluate issues concerning the safety, efficacy and reliability of complementary and alternative or non-prescription or prescribed therapies or products:

Demonstrate scientifically sound judgement of issues and evidence relating to the safety, efficacy and reliability of complementary and alternative or non-prescription or prescribed therapies or products.

Consistent critical evaluation is shown in the indication for using complementary and alternative or non-prescription or prescribed therapies or products. The selection and use, as well as monitoring of these products is defended across a wide range of cases.

The above can be discussed confidently and over a broad range of the above in relation to behaviour problems and behaviour modification plans.

The applicant consistently defends the appropriate use of complementary and alternative or non-prescription or prescribed therapies or products across a range of case types. This relates to the evidence for the indication, selection, use and monitoring and reflects safety, efficacy and reliability. This is conducted within the applicant's professional role and capacity and in light of knowledge of evidence of alternatives.

Performance Criteria NINE - Demonstrate skill and competency in the selection and use of a wide range of behavioural modification techniques and training aids to address undesirable and problematic and be able to teach others how to use these effectively as appropriate, to ensure their effective use, and protect against their misuse, and ensure owners/keepers protect the welfare of the animal:

Demonstrate competency and proficiency in the selection and application of a wide range of behavioural modification techniques and training aids to address undesirable and problematic behaviours. Explain actions taken to ensure their effective use, and protect against their misuse, and ensure owners/keepers protect the welfare of the animal.

The applicant can defend and justify their actions and choices to ensure the effective selection, application and use of behaviour modification techniques and training aids so as to protect against their misuse and ensure owners/keepers protect the welfare of the animal for which the techniques/aids are being used.

Performance Criteria TEN - Apply the principles of animal learning theory to humane training methods to achieve agreed goals:

Explain and defend which principles of animal learning theory were selected and why, when recommending treatment/behaviour modification advice. Clearly explain how these methods achieve/aim to achieve the agreed goal.

The applicant can consistently justify their actions with reference to appropriate theory throughout a case (this relates to all aspects of case management and advice provided). The advice and techniques selected are expected to respect welfare and promote well-being (both physical and emotional) of animal and family where animal lives.

Performance Criteria ELEVEN - Justify why a particular treatment regime has been selected to address the problem(s) identified, against any other possible regimes:

In relation to a number of presentations, justify the particular treatment regimes selected to address the problem(s) versus other possible regimes.

The applicant consistently justifies their treatment regime and is able to defend their plan (e.g. selection of techniques and priority of implementation) whilst applying theory to support this.

Demonstrate the ability to reflect upon this choice and adapt this based on different circumstances whilst considering the constraints of working with owned animals.

The applicant consistently evidences reflection on case management and monitoring. This information is synthesised and applied consistently in cases to provide individualisation with the constraints of that case.

Performance Criteria TWELVE - Devise and implement a structured treatment regimen, that identifies and sets realistic goals and time scales for monitoring of its progress and assessment of its success:

Demonstrate the ability to implement appropriately structured and monitored treatment regimens that identify and set realistic goals. Defend the chosen time scales for monitoring of progress and rationally assess its success.

The applicant consistently justifies how their treatment plan is appropriately structured for the problem behaviour for which advice is being sought. The implementation, timeframes and monitoring in relation to this is defended across a range of case presentations in various settings (see NB below).

NB. This should be demonstrated and evidenced for a range of presenting complaints and should cover a range of animal settings from privately owned, rescue, vet hospital, groomers etc.

Performance Criteria THIRTEEN - Discuss and agree treatment regime with the owner/keeper and others involved with the animal for which advice is being sought, rectifying areas of misunderstanding, confusion or concern where appropriate, and obtaining their informed consent:

Discuss a variety of approaches to plans for given presenting complaints and justify the circumstances that may lead to one being preferred to another.

Justification for the choice, structure and techniques used in a behaviour modification plan is confidently defended within a scientific framework when competing options are available. This is consistently reflected upon when circumstances change.

Clearly and effectively communicate the plan and necessary steps. Justify actions taken to rectify areas of misunderstanding, confusion or concern where appropriate.

Any steps of a behaviour modification plan which are recommended for the problem behaviour of concern can be justified and effectively communicated. Any areas of misunderstanding, confusion or concern are identified and solved through effective communication.

Provide examples of interactions with other professionals (to include vet's) where your analysis of the situation within the current context has required referral. Justify and defend the rationale for this as an appropriate strategy for the case.

The applicant confidently reflects on situations within their professional capacity where they feel referral onwards was required, these strategies are consistently justified in their appropriateness for the case.

Reflect on how family dynamics are considered and utilised to enable effective implementation of treatment regimes.

Critical appraisal of the impact of family dynamics on the effective implementation of behaviour modification plans is clearly evident.

Performance Criteria FOURTEEN - Ensure the owner/keeper understands their role in the delivery of an effective programme of treatment and the importance of maintaining the desired change to behaviour once it is achieved. Identify and liaise with other professionals (e.g. veterinary surgeons, breeders) and organisations involved in the care of the animals for which advice is being sought to ensure a consistent and appropriate approach to resolution of the problem that both promotes animal welfare and is legally compliant:

Demonstrate through providing examples of when and how you have liaised with other professionals (e.g. veterinary surgeons, breeders) and organisations involved in the care of the animals for which advice is being sought. Justify how your actions ensured a consistent and appropriate approach to resolution of the problem that both promotes animal welfare and is legally compliant.

The applicant confidently reflects on a range of situations within their professional capacity where they have liaised with other professionals regarding case management. These actions are consistently justified in their approach and also demonstrate promotion of a concern for animal welfare and adherence to legislation.

Justify the circumstances leading to a range of levels of interaction with other professionals, including when to refer to others with more specialist skills/qualifications.

The applicant confidently reflects on situations within their professional capacity where they feel referral onwards would be required, these strategies are consistently justified in their appropriateness for the case, and the applicant.

(Should cover a range of animal settings from privately owned, rescue, vet hospital, groomers etc.)

Performance Criteria FIFTEEN - Identify any professional, ethical or other issues that have arise when working with the animal, owner/keeper or other individual and take appropriate action to address these:

Demonstrate ability to identify any professional, ethical or other issues that have arisen when working with the animal, owner/keeper or other individual.

Consistent evidence is provided of a structured and objective approach which reflects ethical consideration of the views of others throughout.

Reflect and provide details on the appropriate action taken to address these issues.

The applicant is able to reflect on their practice and provide objective examples which evidence effective communication and actions which they can justify in relation to the above.

Performance Criteria SIXTEEN - Explain to the owner/keeper of the animal, through written guidelines or other appropriate system of feedback, the areas of concern regarding their animal that have been identified, their possible causes and the rationale behind the treatment regime selected to remedy these and any other associated issues that have been identified:

Demonstrate effective communication, negotiation and motivation skills to enable an owner/keeper to develop a positive disposition towards their understanding of areas of concern regarding their animal that have been identified, their possible causes and the implementation of the chosen treatment regime selected to remedy these and any other associated issues that have been identified.

Justification of appropriate counselling skills is evidenced throughout various case presentations. The use of techniques is consistently defended within a scientifically justifiable framework.

Performance Criteria SEVENTEEN - Critically evaluate the effectiveness of the treatment regime through appropriate follow-ups which may include direct observation of the animal and/or liaison with the owner/keeper and others involved with the animal. As appropriate, revise the regime in response to this feedback to ensure its effectiveness and success:

Reflect rationally on the effectiveness of recommended treatment regimes through follow-up, identify and gather relevant information to enable this.

The applicant consistently reflects appropriately on the effectiveness of behaviour modification plans and can defend and expand on how these are monitored for effectiveness.

Explain how follow up is conducted and defend the approaches chosen in a given context to include direct observation of the animal and/or liaison with the owner/keeper.

Justify how monitoring during follow up is conducted (reference to various cases) and defend how these actions relate to the original problem for which help was being sought for.

Demonstrate the ability to gather effective feedback in response to the recommended regime and revise this to ensure effectiveness and success for the animal. Explain and demonstrate how this information is used to adapt the treatment plan.

The applicant consistently justifies methods utilised for monitoring during the follow up period of cases. The information collected includes specific measures which is explicitly linked to problem behaviour and advice provided within the behaviour modification plan.

Performance Criteria EIGHTEEN - Maintain required records on each animal so that it is possible to critically reflect on the appropriateness and success of different treatment regimens and identify any improvements to practice that could be made.

Performance Criteria NINETEEN - Maintain a high level of professional conduct including an awareness of own limitations and refer cases on when appropriate:

Demonstrate and explain how high levels of professional conduct are monitored and adhered to throughout professional practice.

The applicant can demonstrate and justify how they consistently monitor and ensure adherence to high levels of professional conduct throughout own practice.

Demonstrate an awareness of own limitations and explain when and how cases would be referred on.

The applicant can clearly justify when and how they would refer a case on based on reflection of their own limitations and professional capacity.

Demonstrate effective communication to a client in referring a case on.

The applicant effectively communicates when and how they would refer a case appropriately.

Stage 3. Practical animal and client interaction assessment.

Performance Criteria ONE - Critically evaluate the needs of a range of animal species and how these may be provided for whilst under your duty of care:

Demonstrate critical evaluation of the needs of the animal species you are applying to practice in.

Consistently and effectively critically evaluates the needs of the animal throughout all interactions (where appropriate to include observation, demonstration and discussion).

Demonstrate and justify how you met the needs of animals whilst they were under your duty of care (e.g. when working with an owner and their pet).

Consistently strong and appropriate justification and evidence of meeting the needs of the animal whilst under the duty of care of candidate.

Performance criteria TWO - Identify the appropriate animal health and welfare legislation, associated codes of practice and other legislation relevant to the animals being worked with and take any action necessary to ensure these are followed:

Practical training and advice given to the owner during the session is well structured and respects the welfare of the patient and family whilst considering health and welfare legislation, associated codes of practice and other legislation. Decisions can be justified in relation to these.

Appropriate and thorough justification of advice given and decisions made throughout practical session. These include appropriate consideration of the welfare of the patient and family whilst considering health and welfare legislation, associated codes of practice and other legislation. Advice provided is scientifically sound and consistently clear, effectively communicated and well structured.

Performance Criteria THREE - Identify and act in ways that best ensures the well-being of the animal, protecting and promoting welfare both within the short and long term:

Practical training and advice given ensures the well-being (this should include physical and emotional welfare) of the animal, protecting and promoting welfare both within the short and long term.

Throughout all aspects of the session the applicant consistently synthesises advice which best respects the wellbeing (both physical and emotional) and welfare of the animal/s in short and longer term. Advice provided is consistently clear, effectively communicated and well structured.

Demonstrate throughout your interactions and communication with owner and animal that your actions best ensure the well-being (this should include physical and emotional welfare) of the animal, protecting and promoting welfare both within the short and long term.

The applicant is able to defend how their actions and any advice given during the session. Specifically, in relation to respecting the well-being (this should include physical and

emotional welfare) of the animal, protecting and promoting welfare both within the short and long term.

Justify how your advice given best ensures the well-being (this should include physical and emotional welfare) of the animal and how it protects and promotes the welfare of the animal (and owner) both within the short and long term.

The applicant is able to justify how the advice given during the session ensures the well-being (this should include physical and emotional welfare) of the animal, protecting and promoting welfare both within the short and long term.

Performance Criteria FOUR - Gather evidence about the behaviour of the animal and the problem(s) for which advice is being sought from all sources identified as likely to provide relevant information. This could include direct observation, discussion with owner/keeper, assessments supplied by veterinary surgeons, case history. Critically evaluate the quality of this evidence and act appropriately to remedy any areas of concern or deficiency in it:

Demonstrate ability to gather and critically evaluate evidence about quality of evidence for the behaviour of the animal and the problem(s) for which advice is being sought. This should be demonstrated through discussion with owner/keeper.

Throughout all aspects of the session the applicant consistently gathers and critically evaluates evidence for the behaviour of the animal and the problem(s) for which advice is being sought. Information is gathered through consistently effective communication with the animal's owner/keeper.

Effective communication skills demonstrated with owner to gather information about the behaviour of the animal for which advice is being sought.

Effective communication skills are consistently demonstrated with owner to gather information about the behaviour of the animal for which advice is being sought.

Justify how the actions taken demonstrate ability to gather information from the owner and animal.

The applicant defends how their actions (physical and verbal) demonstrate effective ability to gather information from both the owner/keeper and animal.

Justify how information provided has been critically evaluated.

The applicant is consistently able to justify how information collected from or provided by the owner/keeper was critically evaluated throughout the session.

Performance Criteria FIVE - Critically evaluate the effect of physical factors on the animal's behaviour including species, breed, parentage, sex, age, medical conditions, physiological status, developmental history and identify those most relevant to the problem(s) and areas of concern identified and for those for which help is being sought:

Justify how physical factors which may influence the animal's behaviour (e.g. species, breed, parentage, sex, age, medical conditions, physiological status, developmental history) have been critically evaluated.

Throughout interactions with the owner/keeper, physical factors which may influence the animal's behaviour (see list above) are effectively communicated and justified, with critical evaluation of this process evident.

Effective communication is evidenced when the above is explained appropriately with the owner/keeper.

Throughout interactions with the owner/keeper effective communication is consistently demonstrated.

Performance Criteria SIX - Critically evaluate the impact of external factors on the behaviour of the animal, the problem(s) and areas of concern identified and those for which help is being sought, to include: immediate surroundings, wider environment, environmental pressures, ethological requirements, previous experiences:

Logically argue how external factors such as an animal's immediate surroundings, wider environment, environmental pressures, ethological requirements and previous experiences relate to the behaviour of the animal, the problem (s) and areas of concern identified.

Critically evaluate these in a given situation and demonstrate how competing explanations can be ruled out through logical deduction.

Critical evaluation of external factors (such as those listed above), in a given situation are consistently assessed for their contribution to and maintenance of problem behaviour.

Assessments made are logically defended through a structured approach which focuses on ruling out competing explanations for the problem behaviour while avoiding tendencies for confirmation bias.

Justify how actions taken specifically map onto the above.

Actions taken as a result of evaluating the information provided in relation to the problem for which advice is being sought is synthesised in effective solutions which are communicated well throughout.

Performance Criteria SEVEN - Critically evaluate the impact that husbandry/management practices have had on the behaviour of the animal, the problem(s) and areas of concern identified and those for which help is being sought, including: presence/absence of environmental enrichment, social contact, physical activity, interactions and relationship with owner/keeper and other humans, diet. Critically judge the evidence gathered, distinguishing between competing causes, assumption and explanations for the behaviour, and identify the most appropriate treatment regime for the animal, that is likely to effectively address the problem(s) and concerns identified and the animal's particular set of circumstances:

Effectively communicate with the owner/keeper to gather evidence of competing explanation for and assumptions about the behaviour. Once this has been critically evaluated, the conclusions are clearly and effectively communicated to the owner/keeper.

A thorough assessment is constructed and effectively communicated to the owner/keeper. There is evidence of a structured approach which critically evaluates information and does not just focus on supporting assumptions.

An appropriate treatment/behaviour plan is constructed to address problem/concerns identified. This is effectively and clearly communicated to the owner/keeper. Effective demonstration of methods to motivate owners to engage with and maintain the proposed treatment plan effectively.

An appropriately structured and tailored individualised treatment regime is synthesised to address the problem/areas of concern and this is effectively communicated (both verbal and practical where appropriate) to the owner/keeper.

The rationale for the selected treatment/behaviour plan can be defended in relation to the effectiveness in addressing the problem(s) and concerns identified in the animal's particular circumstances.

Justification for the structure, design and choice of techniques within the behaviour plan are consistently provided within a scientifically defensible framework.

Performance Criteria EIGHT - Critically evaluate issues concerning the safety, efficacy and reliability of complementary and alternative or non-prescription or prescribed therapies or products:

If complementary and alternative or non-prescription or prescribed therapies or products are recommended, these are done so within applicant's professional role and capacity.

If complementary and alternative or non-prescription or prescribed therapies or products are discussed and/or recommended, this is conducted within the applicant's professional role and capacity and in light of knowledge of evidence of alternatives.

Information related to the use of complementary, alternative, non-prescription or prescribed therapies or products are clearly and effectively communicated to the owner

If complementary and alternative or non-prescription or prescribed therapies or products are discussed and/or recommended, this is conducted and effectively communicated within the applicant's professional role and capacity and in light of knowledge of evidence of alternatives.

Performance Criteria NINE - Demonstrate skill and competency in the selection and use of a wide range of behavioural modification techniques and training aids to address undesirable and problematic and be able to teach others how to use these effectively as appropriate, to ensure their effective use, and protect against their misuse, and ensure owners/keepers protect the welfare of the animal:

Demonstrate competency and proficiency in teaching others how to use a wide range of behavioural modification techniques and training aids to address undesirable and problematic behaviours.

The applicant can confidently demonstrate and coach an owner/keeper through any aspects of a structured and tailored individualised treatment regime which is synthesised to address the problem/areas of concern. Effective communication will likely include both verbal and practical actions that may also be with the animal/fake animal.

Effectively demonstrate proficient communication skills to ensure their effective use and protect against their misuse to ensure owners/keepers protect the welfare of the animal.

The applicant can effectively guide an owner/keeper through any aspect of a recommended treatment regime to ensure the individual can understand its structure and rationale.

Effective communication will likely include both verbal and practical actions that may also be with the animal/fake animal.

Performance Criteria TEN - Apply the principles of animal learning theory to humane training methods to achieve agreed goals:

Demonstrate application of the principles of animal learning theory to humane training methods to achieve agreed goals. Justify the principles of animal learning theory selected.

The applicant can confidently justify how the principles of animal learning theory are based in their recommendations. This is expected to be demonstrated for any aspects of a

structured and tailored individualised treatment regime which is synthesised by the applicant to address the problem/areas of concern.

Performance Criteria ELEVEN - Justify why a particular treatment regime has been selected to address the problem(s) identified, against any other possible regimes:

Justify why a particular treatment regime has been selected to address the problem(s) identified, against any other possible regimes.

Justification for the choice and structure of techniques within the behaviour plan are consistently provided within a scientifically justifiable framework and demonstrate addressing the problem/areas of concern.

Performance Criteria TWELVE - Devise and implement a structured treatment regimen, that identifies and sets realistic goals and time scales for monitoring of its progress and assessment of its success:

Devise and defend an appropriately structured treatment regimen, that identifies and sets realistic goals and time scales for an owner/care giver.

The applicant can confidently synthesise a tailored and individualised treatment regime which identifies and sets realistic goals to address the problem/areas of concern.

Effectively communicate this to the owner/keeper.

The above is effectively communicated to the owner/keeper.

Justify how this plan may be adapted in relation to different circumstances.

Justification for the choice and structure of the behaviour plan is given and this is confidently reflected upon and adapted in light of changing case circumstances.

Performance Criteria THIRTEEN - Discuss and agree treatment regime with the owner/keeper and others involved with the animal for which advice is being sought, rectifying areas of misunderstanding, confusion or concern where appropriate, and obtaining their informed consent:

Effectively negotiate and communicate with the owner/keeper to agree a treatment plan.

A behaviour modification plan appropriate for the problem behaviour of concern is synthesised with effective communication and significant contribution from the owner/keeper.

Clearly communicate the plan and necessary steps, rectifying areas of misunderstanding, confusion or concern where appropriate, and obtaining their informed consent.

The recommended behaviour modification plan synthesised for the problem behaviour of concern is clearly and effectively communicated to the owner/keeper and any areas of misunderstanding, confusion or concern are identified and solved through effective communication.

Performance Criteria FOURTEEN - Ensure the owner/keeper understands their role in the delivery of an effective programme of treatment and the importance of maintaining the desired change to behaviour once it is achieved. Identify and liaise with other professionals (e.g. veterinary surgeons, breeders) and organisations involved in the care of the animals for which advice is being sought to ensure a consistent and appropriate approach to resolution of the problem that both promotes animal welfare and is legally compliant:

Demonstrate effective communication with an owner/keeper to ensure they understand their role in the delivery of an effective programme of treatment and the importance of maintaining the desired change to behaviour once it is achieved.

The recommended behaviour modification plan synthesised for the problem behaviour of concern is discussed with the owner/keeper with clear opportunity for asking questions and clarifying details. Their role in the implementation of the plan is also clearly communicated, both in the short and longer term.

Performance Criteria FIFTEEN - Identify any professional, ethical or other issues that have arise when working with the animal, owner/keeper or other individual and take appropriate action to address these:

Demonstrate knowledge and awareness of relevant legislation

Throughout their interaction with the owner/keeper and their animal the applicant consistently adheres by current health and welfare legislation, associated codes of practice and other relevant professional legislation. Where appropriate, this can be confidently expanded upon to aid in case management (e.g. knowledge of CCAB LTD code of conduct for working on vet referral, Dangerous dogs act if need to discuss details with a client).

Performance Criteria SIXTEEN - Explain to the owner/keeper of the animal, through written guidelines or other appropriate system of feedback, the areas of concern regarding their animal that have been identified, their possible causes and the rationale behind the treatment regime selected to remedy these and any other associated issues that have been identified:

Demonstrate effective communication with the owner/keeper of the animal in relation to the areas of concern regarding their animal that have been identified, their possible causes and the rationale behind the treatment regime selected to remedy these and any other associated issues that have been identified.

Effective communication is facilitated and supported by appropriate counselling skills throughout the session.

Performance Criteria SEVENTEEN - Critically evaluate the effectiveness of the treatment regime through appropriate follow-ups which may include direct observation of the animal and/or liaison with the owner/keeper and others involved with the animal. As appropriate, revise the regime in response to this feedback to ensure its effectiveness and success:

Critically evaluate the effectiveness of the treatment regime through effective communication and observation of the animal and owner. Provide information appropriately during follow-ups which includes direct observation of the animal and/or liaison with the owner/keeper and others involved with the animal. As appropriate, revise the regime in response to this feedback to ensure its effectiveness and success.

The applicant critically evaluates the effectiveness of the behaviour modification plan based on observations from the session with owner/keeper and animal. Based on this the applicant can justify and defend monitoring methods and specifics for a set follow up period.

Performance Criteria EIGHTEEN - Maintain required records on each animal so that it is possible to critically reflect on the appropriateness and success of different treatment regimens and identify any improvements to practice that could be made:

Ensure all data is collected and stored in line with data protection requirements.

The applicant justifies appropriate data storage and management practice which adheres to current legislation.

Demonstrate critical reflection upon the appropriateness and success of different treatment regimes.

The applicant demonstrates reflection and critical evaluation of the behaviour modification plan and can discuss appropriateness against other options.

Demonstrate the ability to identify improvements in practice related to the appropriateness and success of different treatment regimes.

The applicant can demonstrate and justify how they would monitor the appropriateness and success of the synthesised behaviour modification plan and how this is reflected to improve professional practice.

Performance Criteria NINETEEN - Maintain a high level of professional conduct including an awareness of own limitations and refer cases on when appropriate.