



PACCC
PROFESSIONAL ANIMAL CARE
CERTIFICATION COUNCIL

About PACCC:

WHY INDEPENDENT CERTIFICATION MATTERS TO YOU
AND THE PET CARE INDUSTRY

Welcome!

Jess Zellmer,
CPACP



Stephanie Shipley,
CPACP



Kari Campbell,
CPACP

Founders



CHARLOTTE BIGGS
COO/IBPSA
CO-FOUNDER/PACCC



SUSAN BRIGGS
CRYSTAL CANINE
CO-FOUNDER/PACCC

Who is PACCC?

- ▶ Board Members
- ▶ Volunteers
- ▶ Certified Professionals
- ▶ Pet Parents
- ▶ Sponsors and Donors



gingr





Virtually every industry offers a level of high quality independent certification except the boarding, pet sitting and daycare industry...until now.

“True professionals look for ways to stand apart. Certification is a great way to show that you are a professional looking to meet the standards in the industry. I have encouraged all of my staff that are eligible to take the test – and to date we have 10 CPACPs (myself included) and will be looking to add more soon!”

-Laura Schorrak, CPACM
The Dog Den





WHAT IS PACCC?

The Professional Animal Care Certification Council (PACCC) is a 501(c)(6) non-profit created by a team of industry experts to recognize high quality providers and help them meet the challenge of educating pet parents on the value of a pet care provider's investment in education and training.

What is Independent Certification?

- ▶ Verifies a professional's knowledge and qualifications
- ▶ Requires ongoing education to maintain proficiency
- ▶ Provides tiered certification based on time in the industry, knowledge, and qualifications



WHAT IS THIRD PARTY CERTIFICATION?

The purpose of certification is to promote excellence in the field of animal care by:

Recognizing formally those individuals who meet all the requirements of the PACCC

Encouraging continued professional growth of the animal care professional

Establishing and measuring the level of knowledge required for certification; thereby assisting the employer, public and members of the animal care professions in the assessment of proper animal care

PACCC Code of Ethics

► Purpose

PACCC's Code of Ethics requires that Certificate Recipients & Candidates meet standards of professional conduct in the pet care services industry. The PACCC will enforce the Code of Ethics by which all Certificate Recipients & Candidates are required to abide as a condition of certification

PACCC Position Statement

▶ **Humane Pet Care:**

To deliver skillful, safe, conscientious, and compassionate care to all animals entrusted to me, being constantly attentive to their security, safety and well-being, and placing their welfare above all other considerations. To uphold the principle of “doing no harm” to the animals under my care, and to ensure that every animal under my care returns home safely.

PACCC Code of Ethics

- ▶ **VALUES/CONDUCT towards:** the animals in our care; colleagues/associates; customers; competitors; community; the pet industry; organizations/associations
 1. To abide by the PACCC Humane Pet Care Statement, and the Progression in the Use of Tools to Manage Animals Statement.
 2. To provide conscientious care for the animals entrusted to me, being constantly attentive to their security, safety, and well-being, and to place their welfare above all other business considerations.
 3. To respect and treat colleagues with honesty, fairness, and integrity, respecting their autonomy and goals, provided they conform to PACCC's and the local statutory standards of humane treatment for their pet.

PACCC Code of Ethics

▶ **VALUES/CONDUCT Continued:**

4. To respect my customers by dealing with them honestly and fairly, never intentionally misrepresenting my services, and providing positive solutions for customer concerns.
5. To act with honesty, integrity and respect in dealing with the other professions/trades that operate within the pet industry, and to reflect the highest standards of professionalism upon the pet care services industry and within my local community.
6. To provide my services without discrimination on the basis of race, color, ethnicity, national origin, gender, disability, physical limitation, marital or familial status, sexual orientation, religion or political beliefs.

PACCC Code of Ethics

▶ **VALUES/CONDUCT Continued:**

7. To provide truthful representations concerning my qualifications, experience, performance of services, and expected results; to provide full disclosure of any potential problems and/or conflicts of interest to clients and other professionals.

Why is PACCC Important to Your Business?

- ▶ Most professions require independent certification
- ▶ To maintain your edge in an increasingly competitive market
- ▶ Confidence in your employees' knowledge and skills
- ▶ A documented commitment to excellence, safety, and continued education
- ▶ Potential to recruit higher quality employees

Why is PACCC Important to Your Team?

The Certification legitimizes their earned qualifications and knowledge

- ▶ Acknowledges stand out employees who are interested in self-advancement
- ▶ Motivate your employees to participate in continuing education
- ▶ Certification opens doors to advancement in pet care industry



Why is PACCC Important to Pet Parents?

- ▶ The pet care industry has virtually no standard regulations or education required to open a pet care services business.
- ▶ Parents are not left to navigate the qualified from the sub-standard
- ▶ PACCC certification allows pet parents to identify the most qualified, knowledgeable, and committed professionals to care for their family members

CERTIFICATION PET PARENTS CAN TRUST



Three Certification Levels

- ▶ Certified Professional Animal Care Provider - CPACP
- ▶ Certified Professional Animal Care Manager - CPACM
- ▶ Certified Professional Animal Care Operator - CPACO

WHY IS THERE A FEE TO GET CERTIFIED?

#1

PTC FEES

Professional Testing Corporation (PTC) fees for pulling the exams together, ensuring their interpretation and suitability for all persons regardless of demographics in the US and around the world



#2

TESTING CENTER

Cost of the outside independent testing centers where the exams will be taken

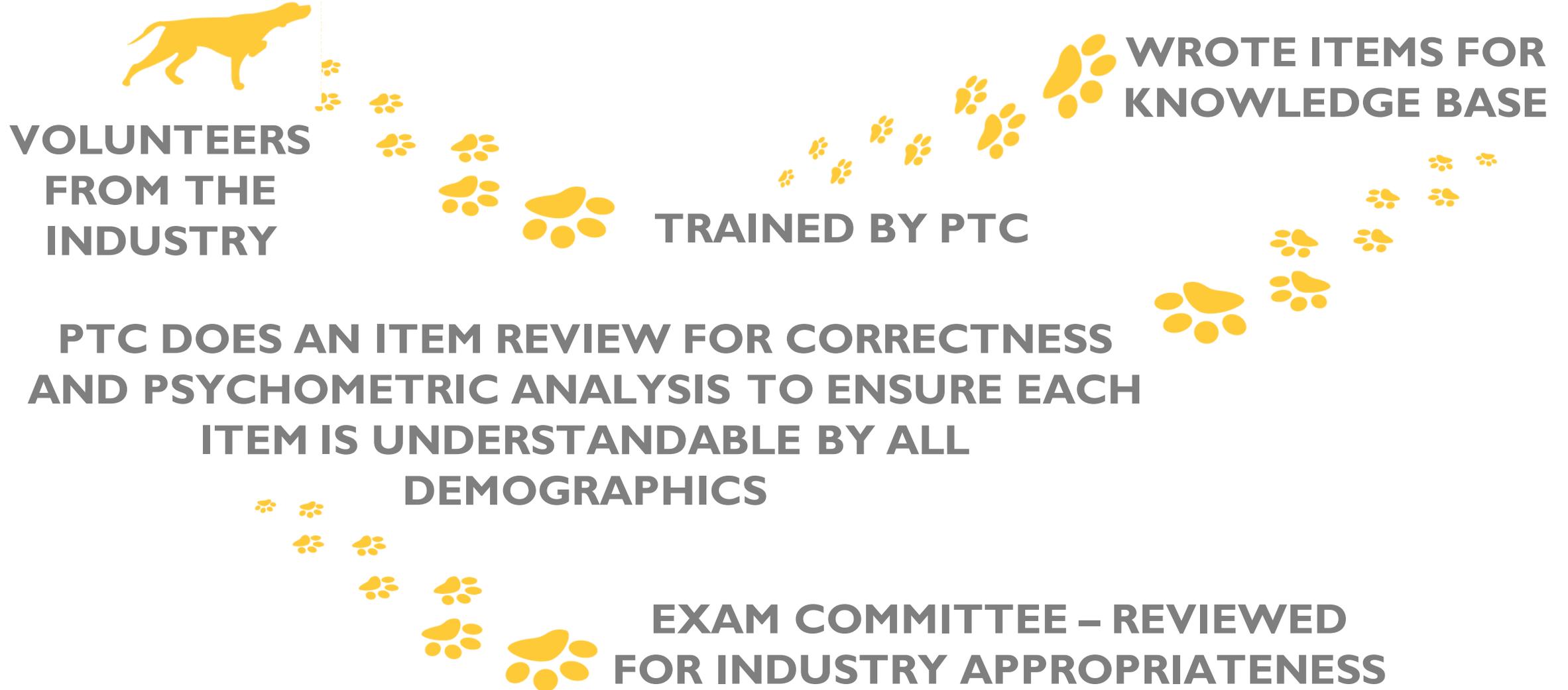
#3

ADMINISTRATIVE AND MARKETING

Administrative and marketing costs incurred to share the information with both pet care providers and the pet owning public



ITEM WRITING PROCESS



WHO PAYS THE EXAM FEE?

As PACCC certification is **certification for an individual**, PACCC recommends the individuals pay.

However, pet care business owners may want to help **finance the fee and pay for education courses** to help your team members grow as a professional.

Which PACCC Certification is Right for You?

Requirement	Professional Animal Care Provider	Professional Animal Care Manager	Professional Animal Care Operator
Education	N/A	High School /GED or equivalent	High School /GED or equivalent
Professional Animal Care Experience	Minimum of 500 hours	Minimum of 4,000 hours	Minimum of 5 years, with at least 1 year in Operator position
References via Attestation Statements	Two	Two	Three
Exam Length	2 hours – 125 questions	3 hours – 150 questions	4 hours – 175 questions
Other	N/A	N/A	Membership in a pet association or organization. Ongoing community service.

PACCC Exam Outline:

- ▶ Each of the three Professional Animal Care Certification exams are based on a series of domains
 - ▶ Animal Care
 - ▶ Operations
 - ▶ Staff Management Expectations
 - ▶ Business Management
 - ▶ Financial Management
 - ▶ Customer Relations and Marketing

Certified Professional Animal Care Provider:

- ▶ The percent of questions in each domain correlates to the level of exam you are taking
- ▶ Provider level exam
 - ▶ Domain I – Animal Care 63%
 - ▶ Domain II – Operations 26%
 - ▶ Domain III – Staff Management Expectations 11%



Certified Professional Animal Care Manager:

- ▶ Manager level exam
 - ▶ Domain I – Animal Care 20%
 - ▶ Domain II – Operations 20%
 - ▶ Domain III – Staff Management Expectations 20%
 - ▶ Domain IV – Business Management 10%
 - ▶ Domain V – Financial Management 10%
 - ▶ Domain VI – Customer Relations and Marketing 20%



Certified Professional Animal Care Operator:

- ▶ Operator level exam
 - ▶ Domain I – Animal Care 10%
 - ▶ Domain II – Operations 10%
 - ▶ Domain III – Staff Management Expectations 20%
 - ▶ Domain IV – Business Management 20%
 - ▶ Domain V – Financial Management 20%
 - ▶ Domain VI – Customer Relations and Marketing 20%



Certification Exam Domain I:

I. Animal Care

- A. Health (including the oversight and policy creation)
- B. Fights and bites
- C. Documentation
- D. Profile, Play, Behavior and Temperament
- E. Animal management

Certification Level Blueprint

- ▶ CPACP: 63%; 78 items
- ▶ CPACM: 20%; 30 items
- ▶ CPACO: 10%; 20 items

Certification Exam Domain II:

II. Operations

- A. Safety – Animal and People
- B. Safety - Facility
- C. Escape
- D. Death
- E. Extreme Weather & Disaster Preparedness
- F. Disaster Preparedness: Fire, Chemical spill, etc.

Certification Level Blueprint

- ▶ CPACP: 26%; 33 items
- ▶ CPACM: 20%; 30 items
- ▶ CPACO: 10%; 20 items

Certification Exam Domain III:

III. Staff Management

- A. Human Resources
- B. Staff Training
- C. Staff Call-in Procedure and Policy
- D. Teamwork
- E. Working in Company Culture & Work Environment
- F. Comply with Company Client Relations Standards
- G. Receive Training to Handle Difficult Situations and Team Communications

Certification Level Blueprint

- ▶ CPACP: 11%; 14 items
- ▶ CPACM: 20%; 30 items
- ▶ CPACO: 20%; 40 items

Note: Provider level exam ends here

Certification Exam Domain IV:

IV. Business Management

- A. Strategic Planning – Aware of Strategic Plan
- B. Stewardship

Certification Level Blueprint

- ▶ CPACM: 10%; 15 items
- ▶ CPACO: 20%; 40 items

Certification Exam Domain V:

V. Financial Management

- A. Management of Assets
- B. Payroll/Labor Hours
- C. Labor Hours vs. Sales Evaluation
- D. Superior care ratio of pets under care and staff needed
- E. Budgeting
- F. Cost Management
- G. Revenue Categories within Business
- H. Establishment and use of Timely Financial Reports
- I. Cash Flow forecasting

Certification Level Blueprint

- ▶ CPACM: 10%; 15 items
- ▶ CPACO: 20%; 40 items

Certification Exam Domain VI:

VI. Customer Relations & Marketing

- A. Marketing
- B. Customer Service
- C. Educating Clients on Policies & Procedures
- D. Transparent and Open Client Communications

Certification Level Blueprint

- ▶ CPACM: 20%; 30 items
- ▶ CPACO: 20%; 40 items

What is the first step:

- ▶ Study Guide Outline
- ▶ Step 1 (Optional) – Take a practice test!
 - ▶ Easiest and most efficient way of addressing weaknesses and pin pointing areas that need most studying.
 - ▶ Where to Find: <https://paccert.org/practice-exams/>



Online Practice Exams

www.paccert.org

"Certification Pet Parents Can Trust"   



ABOUT **PET CARE PROS** PET PARENTS CERTIFIED DIRECTORY GET INVOLVED **SPONSORS** NEWS CONTACT

A hero image featuring a close-up of a small, fluffy dog's face in a veterinary setting. A navigation menu is overlaid on the top left of the image, and text is centered over the dog's face.

EXAM INFO
PRACTICE EXAM
CEU PROGRAMS

PET CARE CERTIFICATION

POSITIVELY CHANGING THE INDUSTRY

↓

Registering for the Practice Exam:

- ▶ **CPACP** Practice Exam
- ▶ Go to: <http://ptcnyc.com/clients/paccc/#cpacp-pt>
- ▶ Review the provided details on the exam

The screenshot displays the Professional Animal Care Certification Council (PACCC) website. At the top, the logo for PTC Professional Testing Corporation is visible, along with navigation links for HOME, PTC SERVICES, TEST INFORMATION, and NEWS/EVENTS. A left-hand navigation menu lists various examination categories, including Certified Professional Animal Care Provider Examination, Certified Professional Animal Care Manager Examination, Certified Professional Animal Care Operator Examination, and Online Practice Test for the Certified Professional Animal Care Provider. The main content area features the PACCC logo and a 'Download Handbook' button. Below this, there are three links for PACCC-CPACP, PACCC-CPACM, and PACCC-CPACO, with 'NEW: APPLY ONLINE' text next to the first two. An 'Online Practice Test' section contains two buttons for CPACP and CPACM. At the bottom, an 'Examination(s)' section lists the Certified Professional Animal Care Provider Examination (CPACP), Certified Professional Animal Care Manager Examination (CPACM), and Certified Professional Animal Care Operator Examination (CPACO). A 'PACCC Website' link is also provided at the bottom.

Registering for the Practice Exam:

- ▶ Click the link under “How To Purchase”
- ▶ Create an account or login if you have an existing account
- ▶ Click the “Apply/Purchase Tests” tab
- ▶ Scroll down to “Online Practice Test for the Certified Professional Animal Care Provider Examination”
- ▶ Click to proceed with your purchase information
- ▶ Follow the directions to take the exam

The screenshot displays the PTC Online Testing System interface. At the top, the PTC logo is accompanied by the tagline "EXPERIENCE that Passes the Test". The main content area is titled "Welcome to the PTC Online Testing System" and includes a brief description of the system's purpose. Below this, there are navigation tabs for "How to get started", "Available Tests", and "FAQ". The "Available Tests" tab is active, showing a list of "Online Practice Tests" under the heading "Self-Assessments". A red arrow points to the first item in the list: "Online Practice Test for Certified Professional Animal Care Manager Examination". To the right of the main content area, there is a "Login" section with fields for "User Name" and "Password", a "Remember me next time" checkbox, and "Close Window" and "Log In" buttons. Below the login section is a "New User? Create User Account" section with fields for "User Name", "Password", "Confirm Password", and "E-mail".

Registering for the Exam:

STEP ONE

Download and review the contents of the relevant Examination Handbook:

Download **Provider Handbook**

Download **Manager Handbook**

Download **Operator Handbook**

Registering for the Exam:

STEP TWO

Ensure there is a location near you to take the exam. [Visit the exam site](#) to check the hundreds of locations where the exam can be taken. From the dropdowns at the link, select Certification/Professional Associations -> Professional Animal Care Certification Council. For help on how to find your nearest exam location, check out the short instructional video, below, or [click to watch it here](#). If you are taking the exam in the USA, the most accurate results are found searching by ZIP CODE.

CHECK FOR A LOCATION NEAR YOU

Registering for the Exam:

 **PSI Exams Online** [Home](#) | [FAQs](#) | [Contact Us](#) | [PSI Bookstore](#)

Find a test date

Use this feature as a general guideline to plan your test schedule. Test center availability is on a first-come, first-served basis. The available test dates and time are displayed in real time. We do not guarantee the availability of your preferred test when you choose to pay and schedule for your examination.

Select your preferred Sponsor

Select Organization
Certification/Professional Associations

Select Sponsor Name
Professional Animal Care Certification Council (PACCC)

Select the License

License Name
<input type="radio"/> Certified Professional Animal Care Manager (CPACM)
<input type="radio"/> Certified Professional Animal Care Operator (CPACO)
<input checked="" type="radio"/> Certified Professional Animal Care Provider (CPACP)

Select Portion(s)

Portion
<input checked="" type="checkbox"/> Certified Professional Animal Care Provider (CPACP)

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 **PSI Exams Online** [Home](#) | [FAQs](#) | [Contact Us](#) | [PSI Bookstore](#)

Find a test date

Use this feature as a general guideline to plan your test schedule. Test center availability is on a first-come, first-served basis. The available test dates and time are displayed in real time. We do not guarantee the availability of your preferred test when you choose to pay and schedule for your examination.

Exam: Certified Professional Animal Care Provider (CPACP)
Sponsor: Professional Animal Care Certification Council (PACCC)

Test Center Selection

Country: USA **Zip or City:** 90210, Beverly Hills, CA

Choose one or more test centers, then click the 'Continue' button to view available dates for scheduling:

Distance	Test Center Name	Address
<input type="checkbox"/> 6.3 miles	Los Angeles - Cal America Education Institute	2975 Willshire Blvd., Suite 210, Los Angeles, California, 90010
<input type="checkbox"/> 8.3 miles	BURBANK (NAOMI ST)	2835 N Naomi St, Suite 110, Burbank, California, 91504
<input type="checkbox"/> 17.8 miles	CARSON	17420 Avalon Blvd., Suite 205, Carson, California, 90746
<input type="checkbox"/> 18.7 miles	LAWNDALE	The Baytower Corporate Center Suite 330, 15901 Hawthorne Blvd, Lawndale, California, 90260
<input type="checkbox"/> 21.5 miles	AGOURA HILLS	30851 Agoura Rd Suite 302, Agoura Hills, California, 91301

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[Click here](#) to send an email to Customer Support. (Pop-up blockers must be disabled)

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Registering for the Exam:

STEP THREE

Reference letters or “attestation statements” are required as part of the application process. Download and complete the relevant “attestation statement” form or have copies of the required letters ready for upload.

Download **Provider Attestation Statement Form**

Download **Manager Attestation Statement Form**

Download **Operator Attestation Statement Form**

Registering for the Exam:

Get your Attestation
Forms Completed and
scanned for upload



Professional Animal Care Certification Council®

PACCC - Provider Examination Attestation Statement

Candidate's Name: _____

Candidate's Address: _____

The candidate named above is registering to sit for the **Provider** examination offered by the Professional Animal Care Certification Council®. By signing this reference, you indicate that to the best of your knowledge and belief the candidate has successfully demonstrated:

- A positive relationship with clients, colleagues, competitors, community, pet industry and pet industry organizations/associations.
- Skillful, safe and humane handling of pets in his/her role as an animal care provider in your community as reflected in the PACCC Code of Ethics and Humane Pet Care Position Statement (found at www.paccert.org/docs).

Reference Name (Please Print): _____

Reference Address: _____

Reference Phone Number: _____

Circle One:

- Facility Manager
- Previous Employer
- Client
- Veterinarian. License Number: _____
- Pet Industry Professional. Title and/or Certificate # _____
- PACCC Certificant. Certificate Number: _____ Expiration Date _____

Signature: _____ Date: _____

Registering for the Exam:

STEP FOUR

Complete the online registration and provide payment. You will receive an email that your application registration has been received. **Note:** Need help navigating the registration screens? [Download this PDF](#) that walks you through the screens.

[GO TO REGISTRATION](#)

Things you will need:

- Government Issued ID
- Electronic copies of your completed attestation forms

Registering for the Exam:

- Upon completion and submission of the application you will receive confirmation that it has been received and is being evaluated to ensure eligibility.
- Within 10 days, you will receive an email advising of eligibility and asking for you to login to your application and provide payment.
- You will receive a confirmation of payment

Candidate Statement and Signature

* I have read the [Handbook](#) for Candidates and understand I am responsible for knowing its contents. I certify that the information given in this Application is in accordance with the Handbook for Candidates instructions and is accurate, correct, and complete. I understand that my eligibility for this examination will be verified through the certifying organization.

By checking this box I certify all of the above statements.

Please type your full Legal Name to sign this application:

Save Application

Payment and Submission of Application

Before submitting the application, please verify the information on the form above is accurate and complete.

After application has been submitted, information cannot be modified.

Please note that your application will be considered pending until PTC has received your payment of the application fee. All payments, whether by check or credit card, must be received by PTC up until 14 days prior to the start of the testing period you have selected.

Please print the completed application for your records.

Credit Card

Check

You can pay for this application online. Online payments are processed securely through Authorize.net using all major credit cards.

If you are not paying for this examination with your own credit card, please enter your name and address in the shipping information of the credit card payment form.

Fee for this Examination:

Certified Professional Animal Care Provider Examination (PACCC-CPACP)

Application Fees: \$350.00

Submit Application

Registering for the Exam:

STEP FIVE

Approximately 6 weeks prior to the start of the testing window, you will receive a communication that will allow you to select your test date, time and location.

CREDIT CARD PAYMENT STATUS

This transaction has been approved.
Date: 2/1/2018 1:01:08 PM
Description: Certified Professional Animal Care Provider Examination (PACCC-CPACP) - 3/24/2018 - 4/7/2018
Amount: \$350.00
Transaction ID: 60918125855
AuthCode: 03252I
Applicant ID: P40051011

APPLICATION RECEIPT ACKNOWLEDGMENT

This will acknowledge the receipt of your application and fee. Pending review and approval of your application, we will email you an Eligibility Notice approximately 6 weeks prior to the start of the testing period. Once you receive your Eligibility Notice, you will be able to call to select your test date, time and location for your examination. If you have not received your Eligibility Notice 2 weeks prior to the start of the testing period, please call 212-356-0660

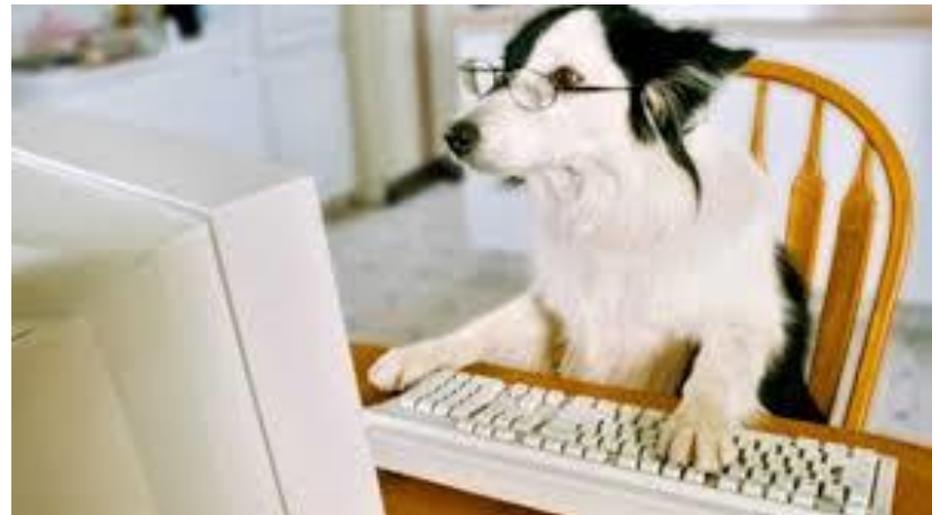
PLEASE PRINT THIS PAGE FOR YOUR RECORDS

International Transaction: Street address and Postal Code match.

[Back to PTC Online Applications](#)

Need help?

▶ help@paccert.org



I'm Registered for the Exam, What Next?:

- ▶ Step 2 – Gather Study Materials
 - ▶ PACCC Exam Prep Resource List
 - ▶ IBPSA PACCC Exam Study Guide Binder
 - ▶ Focus on areas that were weakest in Practice exam
 - ▶ You know yourself best...what do you need to study?

Time to Study:

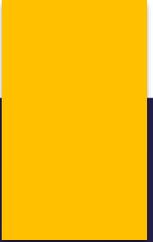
- ▶ Step 3 – Studying!
 - ▶ Give yourself time
 - ▶ Cramming the night before the exam doesn't work!
 - ▶ Just like training a dog, a few short study sessions per week have the best retention results
 - ▶ Set up a Study Space
 - ▶ This maybe your living room, your office, or maybe your local coffee shop.
 - ▶ Any location, with minimal to no distractions
 - ▶ Comfortable with plenty of space to spread out notes



Put your Studies into Action:

- ▶ Step 3 – Continued:
 - ▶ Visualize & Implement the content you are learning
 - ▶ If you are studying over proper square footage of Play Park to dog ratio, really think about what that looks like. Use your imagination, or if you can use your own facility!
 - ▶ Implementation
 - ▶ No easier way to learn something than by doing it.
 - ▶ Practice what you Preach





You passed!

▶ Now What???

BADGES, CEU's, and RENEWAL REQUIREMENTS

BADGES

Your electronic certificate or “digital badge” via Badgecert.com is available for your website and social media accounts. The badges are labeled with your exam level and expiration date.

The clickable badge will display what the certification means.



CEU's

To maintain your certification, approved Continuing Education will be required.

RENEWAL

Certification is renewable every 3 years with continuing education.



SHARE, SUPPORT, STAND OUT

PACCC has a "done for you" marketing package that makes it easy to stand apart from the competition while sharing your support of certification.

Help spread the good word to pet parents while helping PACCC stay funded to get to the first round of exams.

Package includes print-ready "rack card" plus PDF guide on how to effectively use the cards: *Three Steps for Boosting Your Business with PACCC*.



ARE YOUR
PETS IN
QUALIFIED
HANDS?

PACCC
PROFESSIONAL ANIMAL CARE
CERTIFICATION COUNCIL

"Certification Pet Parents Can Trust"

WHAT YOU NEED TO KNOW

What is PACCC and why should pet parents care?

The fact is, there is virtually no regulation or education required to open a pet care services business. PACCC is here to turn the tide! Professional Animal Care Certification Council is dedicated to independent certification to help you identify premier animal care providers.

What does the independent certification mean to you?

Pet care business owners, management teams and individuals with this certification are qualified, knowledgeable, and committed professionals. They understand animal health and prioritize safe care practices. If your pet care team is certified through PACCC, you can rest easy knowing your furry family is in good hands.

What can you do to help?

As a pet parent, you can help us raise the standards for entry into the pet care industry by choosing pet care professionals that hold PACCC certification.

Where can you learn more?

Check out www.paccert.org to learn more about our efforts to recognize high quality providers in the pet care industry.

PAWSOME PET CARE FACILITY
100 ROVER ROAD
BARKING SPRINGS, TX

FOR MORE INFORMATION
PACCERT.ORG

paccert.org/pet-parent-info-card

Share the news!

How do you let your clients and potential clients know about your PACCC certified status?

I have updated Linked In, my email signature, sent out in my customer newsletter, announced on Facebook, sent out a press release. I'm very proud of my certifications. I haven't studied this hard since dog training school and I'm happy to say I passed this certification and also got my CPDT-KA!



Study Materials and Resources:

