



The Canine Behaviour
& Training Society

TCBTS Code of Practice and Ethics

CODE OF PRACTICE

ALL MEMBERS OF THE CANINE BEHAVIOUR & TRAINING SOCIETY (hereafter referred to as TCBTS) AGREE TO ABIDE by the ABTC CODE OF PRACTICE as a minimum standard, no matter what species they are working with, this Code is embedded in the TCBTS Code of Practice as stated herein.

TCBTS ETHOS

TCBTS supports the view that academic study alone cannot yield the depth of knowledge and skill necessary for effective professional practice. The ultimate goal of TCBTS is to cultivate members who are conversant with the art as well as the science of ethical canine behaviour modification and training. In addition to the relevant academic qualifications, TCBTS practitioners should have considerable people skills as well as hands-on experience with a large number and variety of dogs and their problems. This takes time and application which is why we have structured three levels of membership to encourage education, experience and growth.

Academic and performance stipulations are in line with the Animal Behaviour and Training Council (ABTC) which sets the standards for knowledge and performance skills.

TCBTS asks all members, other than Honorary Members, to support the AGM and annual Conference each year, where possible. All TCBTS members may attend all meetings and activities of the Society and shall be entitled to any discount on conference tickets and other TCBTS events, as available.

MEMBERSHIP

FULL MEMBERSHIP:

Full membership of TCBTS will normally be given to persons of proven ability in accordance with the TCBTS ethos and ABTC stipulations as above, following:

- a) The completion of an in-depth application form.

- b) A satisfactory interview by a minimum of two members of the Board of Managers.
- c) A period agreed by the Board of Managers as a provisional member, unless the applicant is already an ABTC recognised Accredited Animal Behaviourist (grandfather scheme), Animal Behaviour Technician (canine behaviour specialist) or Clinical Animal Behaviourist (canine behaviour specialist). ABTC accredited Animal Training Instructors (dog training instructor) may apply for full membership through Dog Training Instructor Membership.
- d) Successful demonstration of knowledge and performance skills criteria for the role for which they are applying, as delineated in the relevant ABTC process.

Once accepted as a Full Member, they will be entitled to use the relevant TCBTS logo on personal and business stationery and to advertise that they are a Full Member of TCBTS. Full Members shall have their name, contact numbers, email and website address plus town and county of domicile carried on TCBTS' website.

Once on the ABTC register the Member will be entitled to use the ABTC logo appropriate to their role.

PROVISIONAL MEMBERSHIP:

Provisional membership is available only to those applicants intending to meet the academic and performance requirements for the role of Animal Behaviour Technician or Clinical Animal Behaviourist. Provisional Members must have completed the required level of academic study for the role (an ABTC accredited level 5 qualification for ABT and ABTC accredited level 6 for CAB). TCBTS will advise if academic qualifications meet entry criteria to the provisional process.

Applicants meeting ABTC academic criteria and wishing to apply to become a Provisional Member must successfully undergo the following:

- a) The completion and submission of an in-depth application form.
- b) Evidence they have met ABTC criteria for the role.
- c) A satisfactory interview by a minimum of two members of the Board of Managers.
- d) Submission of 12 behaviour cases for supervision with designated Report Supervisors (LINK).
- e) Observed behaviour consultation/s with a TCBTS assessor.

Provisional members shall have their names, contact numbers, email, town and county of domicile carried on TCBTS' website.

Provisional members may not use the TCBTS logo but can state they are a provisional member of TCBTS and working towards gaining the practical experience to achieve full membership.

STUDENT MEMBERSHIP:

Student membership is open to those interested in pursuing a career or an interest in canine behaviour and training.

Applicants may be accepted as student members after they have sought and embarked upon an approved academic course on canine behaviour and training, at a minimum of NQF (National Qualification Framework) level 2.

Those interested in student membership will:

- a) Complete the student TCBTS application form
- b) Provide proof of courses enrolled upon
- c) Submit a CV, and references from two referees. The referees should know the applicant personally; academic references will not suffice.

While student members are pursuing their academic courses, advice will be available through TCBTS on how to achieve the necessary standards to apply for provisional membership.

It is expected that student members will further their practical dog training experience in parallel with their academic studies.

Student members shall appear on TCBTS' website in name only. Contact numbers, email, town and county of domicile are not included and will only be included on the TCBTS website upon attainment of provisional status.

Student members may state they are student members of TCBTS, working towards academic qualifications for provisional membership.

Student members may not use the TCBTS logo or practice under the TCBTS name.

DOG TRAINING INSTRUCTOR MEMBERSHIP:

Application for Dog Training Instructor membership is open to those who have successfully instructed and trained with a wide variety of owners and their dogs over a considerable number of years.

Dog Training Instructor members will be accepted following:

- a) The completion of an in-depth application form.
- b) Evidence they have met ABTC criteria for the role.
- c) A satisfactory interview by a minimum of two members of the Board of Managers.
- d) Observation of teaching practice with a client/clients by two Board members and submission of supporting teaching and other relevant documents.

"Teaching practice" is defined as any training situation with a client and may be with multiple clients or in a one to one.

Dog Training Instructor members shall have their names, contact numbers, email and website address plus town and county of domicile carried on TCBTS' website. They may use the relevant TCBTS logo on personal and business stationary to advise they are a Dog Training Instructor Member of TCBTS. TCBTS Dog Training Instructors are also eligible for ABTC registration as an Animal Training Instructor.

HONORARY MEMBERSHIP:

Outstanding people in the field of canine behaviour, whom TCBTS wishes to honour, may be invited to become Honorary Members at the discretion of the Board of Managers in recognition of their services to 'Dogdom'. Honorary Members may attend, but are not obliged to attend, the AGM Seminar and the Conference.

FOR FURTHER INFORMATION ON WHERE YOU CAN SEE CRITERIA FOR ALL MEMBERSHIP LEVELS PLEASE VISIT <https://www.tcbts.co.uk>

VOTING

All members shall be entitled to one vote each at any TCBTS meeting they attend or for an emailed proposal they receive. Voting may take place at the AGM, at a meeting online or by email. Email votes will involve a simple statement of agreement to any proposal. On receipt the email should be signed with 'I agree' and emailed back to TCBTS to indicate the member has voted in favour of the proposal. Members will be given 14 days' notice of issues on which they may vote. There shall be no valid postal votes.

FINANCE

- i) All monies raised by or on behalf of TCBTS shall be applied to further the objects of the Society and for no other purpose, provided that nothing herein contained shall prevent the payment in good faith of reasonable and proper repayment to members of the Board or any person or committee appointed by the Board of Managers hereof of reasonable out of pocket expenses.
- ii) The Honorary Treasurer shall keep proper accounts of the finances of the Society.
- iii) An audited statement of the accounts for the last financial year shall be submitted by the Board at the AGM.
- iv) A bank account or Building Society account shall be opened in the name of TCBTS with a bank/building society which shall be agreed by the Board. The Board shall authorise in writing the Treasurer and one other board member to sign cheques on behalf of the Society. All payments may be authorised by one of those board members.
- v) Subscriptions: A subscription shall be payable on being accepted as a member of such a sum as determined by the Board of Managers to cover registration fees at the relevant level of membership, including ABTC registration fees where relevant, and administration costs. When subscriptions are not paid in full, on the due date by a member, then the member will be given one month to rectify this, after which time an administration fee may be made. Subscriptions will be payable in April. Should a member fail/refuse to pay their annual renewal fee within two months of the due date, then that member may have their membership of TCBTS cancelled and if a full member, be required to surrender their membership certificate.

ROTATION OF OFFICERS ON BOARD OF MANAGERS

Board Members will normally be expected to serve an initial term on the Board of a period of three years from the date they joined the Board. Retirement from the Board shall be by written notification to the Board of not less than six months (unless for health reasons) or a reasonable period to allow for appointment of another Full or Provisional Member and the handover of duties, as seamlessly as possible. Candidates for Board Membership must have fulfilled the annual participation requirements, including attendance of events and CPD documentation.

ALTERATIONS TO THE CODE OF PRACTICE

Any alteration to this Code of Practice shall only be ratified by the consent of not less than two thirds of voting membership attending the AGM or meeting considering the amendment. Such meetings may take place online. At least 14 clear days' notice shall be emailed to members of a meeting to be called to alter the Code of Practice shall be given by the Board Secretary to all members, setting forth the terms of the proposed alteration (The Society will not be held liable or responsible for failure of members to check their emails or for any disruption to email services or infrastructure resulting in delivery failure of emails).

DISSOLUTION

If the Board of Managers by a simple majority decide at any time that on the grounds of expense or otherwise it is necessary or advisable to dissolve TCBTS, it shall call a meeting of all members of the Society who have the power to vote. Notice of not less than 28 days of such meeting shall be given in writing stating the purpose and reasons for the meeting. If such a decision shall be confirmed by a simple two thirds majority of those present and voting, the Board shall have the power to dispose of any assets held by or on behalf of TCBTS. Any assets remaining after the satisfaction of any proper debts shall be given or transferred to any canine organisation benefiting the welfare of dogs agreed by a simple majority of the remaining voting members.

NAME

The name of the Association shall be The Canine Behaviour & Training Society, referred to as TCBTS (formerly known as the UK Registry of Canine Behaviourists Ltd. /UKRCB).

REGISTERED OFFICE

The Registered Office of TCBTS (Company number 4120030) shall be **c/o Aston Hughes & Co, Selby Towers, 29 Princess Drive, Colwyn Bay, LL29 8PE** or premises as mutually agreed by the Board of Managers.

All official correspondence shall be addressed to the current TCBTS Board Secretary.



CODE OF PROFESSIONAL CONDUCT FOR PRACTITIONERS OF ANIMAL TRAINING AND BEHAVIOUR THERAPY

Declaration on professional registration

Rights and responsibilities go hand in hand. For this reason, on registration with the ABTC, and in exchange for the right to practise in the name of ABTC, every registered practitioner of animal training and behaviour therapy makes a declaration.

" I PROMISE AND SOLEMNLY DECLARE that I will pursue the work of my profession with integrity and accept my responsibilities to the public, my clients and the profession and that, ABOVE ALL, my constant endeavour will be to ensure the welfare of animals committed to my care."

Purpose

This Code supersedes organisation's individual codes. It provides protection to the general public and safeguards animal welfare.

It sets out the key principles and standards which practitioners of animal training and behaviour therapy must follow and uphold.

The Code is essential for practitioners in their professional lives and for regulation of the profession.

Scope and Objectives

Individuals have professional obligations to their clients, the animals they are helping, their employers (where relevant), to one another, to students, the animal requiring the service, to colleagues in other disciplines (e.g. Veterinary Surgeon) and to society.

In order that they may discharge their obligations to their clients they must be able to meet the expense of the professional provisions which are necessary for safeguarding and promoting the rights of both the client and the animal. The primary objective of this code is to express the values and principles which are essential to those working with animal behaviour and training.

Principles of practice

Animal Training and Behaviour Practitioners seek to ensure welfare of animals committed to their care and to fulfil their professional responsibilities, by maintaining five principles of practice:

- Professional competence
- Honesty and integrity
- Independence and impartiality
- Client confidentiality and trust
- Professional accountability

These standards should be considered in the context of the five principles of practice.

Professional responsibilities

Animal Training and Behaviour Practitioners have professional responsibilities in regard to animals; clients; the profession and the public. These responsibilities are considered further below.

On occasion, the professional responsibilities may conflict with each other and Animal Trainers and Behaviour Practitioners may be presented with a dilemma. In such situations, they should balance the professional responsibilities having regard first to animal welfare.

1. Animal Training and Behaviour Practitioners and animals

1.1 Animal Training and Behaviour Practitioners must make animal welfare their first consideration when attending to animals.

1.2 Animal Training and Behaviour Practitioners must keep within their own area of competence and refer cases responsibly.

1.3 Members and Animal Training and Behaviour Practitioners must not endorse "correction" based training devices as these use positive punishment with the aim to instil anxiety (for example, but not limited to, prong collars, check [choke] 'chains', electronic training devices [generally known as 'shock collars' and 'anti-bark collars'], pressure harnesses and halters, spurs, harsh bits, whips, tight nosebands).

1.4 Animal Training and Behaviour Practitioners must use science-led, compassionate and non-punitive methods. Training and Behaviour programmes must not be based on Positive Punishment or the creation of anxiety or fear, but must adhere to the least intrusive interventions, and use a synthesis of information about the animal's ethology, health, and affective (emotional) state, and of psychology, to produce accurate behavioural diagnoses and appropriate training and treatment plans for the individual case.

2. Animal Training and Behaviour Practitioners and clients

2.1 Animal Training and Behaviour Practitioners must be open and honest with clients and respect their needs and requirements.

2.2 Animal Training and Behaviour Practitioners must provide independent and impartial advice and inform a client of any conflict of interest.

2.3 Animal Training and Behaviour Practitioners must provide appropriate information to clients about the practice, including the costs of services.

2.4 Animal Training and Behaviour Practitioners must communicate effectively, including in written and spoken English, with clients and ensure informed consent is obtained before any training or behaviour protocols are carried out.

2.5 Animal Training and Behaviour Practitioners must keep clear, accurate and detailed client records.

2.6 Animal Training and Behaviour Practitioners must not disclose information about a client or the client's animals to a third party, unless the client gives permission or a law enforcement agency requires them to do so, or animal welfare or the public interest may be compromised.

2.7 Animal Training and Behaviour Practitioners must respond promptly, fully and courteously to clients' complaints and criticism.

3. Animal Training and Behaviour Practitioners and the profession

3.1 Animal Training and Behaviour Practitioners must take reasonable steps to address adverse physical or mental health or performance that could impair fitness to practise; or, that results in harm, or a risk of harm, to animal welfare, public health or the public interest.

3.2 Animal Training and Behaviour Practitioners who are concerned about a professional colleague's fitness to practise must take steps to ensure that animals are not put at risk and that the interests of the public are protected.

3.3 Animal Training and Behaviour Practitioners must maintain and develop the knowledge and skills relevant to their professional practice and competence and comply with ABTC requirements for continuing professional development (CPD).

3.4 Animal Training and Behaviour Practitioners must ensure that all their professional activities are covered by professional indemnity insurance or equivalent arrangements.

3.5 Animal Training and Behaviour Practitioners must not: represent themselves or others as having expertise they cannot substantiate nor, credit others as Animal Training or Animal Behaviour Practitioners unless they are appropriately registered with the ABTC.

4. Animal Training and Behaviour Practitioners and the Veterinary Team

4.1 Animal Training and Behaviour Practitioners must work together and with others in the veterinary team and business when necessary, to co-ordinate the care of animals and the delivery of services.

4.2 Animal Training and Behaviour Practitioners must communicate effectively, including in written and spoken English, with the veterinary team and other veterinary professionals in the UK.

5. Animal Training and Behaviour Practitioners and the ABTC

5.1 Animal Training and Behaviour Practitioners must be entered in the appropriate ABTC Register.

5.2 Animal Training and Behaviour Practitioners must provide the ABTC with their CPD records when requested to do so.

5.3 Animal Training and Behaviour Practitioners must disclose to the ABTC any caution or conviction, including absolute and conditional discharges, or adverse finding which may affect registration, whether in the UK or overseas (except for spent convictions and minor offences excluded from disclosure by the ABTC).

5.4 Animal Training and Behaviour Practitioners must comply with reasonable requests from the ABTC as part of the regulation of the profession, and comply with any undertakings they give to the ABTC.

6. Animal Training and Behaviour Practitioners and the public

6.1 Animal Training and Behaviour Practitioners must seek to ensure the protection of public health and animal welfare, and must consider the impact of their actions on the environment.

6.2 Animal Training and Behaviour Practitioners must report facts and opinions honestly and with due care.

6.3 Animal Training and Behaviour Practitioners promoting and advertising products and services must do so in a professional manner.

6.4 Animal Training and Behaviour Practitioners must comply with legislation relevant to the provision of their services.

6.5 Animal Training and Behaviour Practitioners must not engage in any activity or behaviour that would be likely to bring the profession into disrepute or under-mine public confidence in the profession.

DISCIPLINARY PROCEDURES

ABTC will consider complaints against Practitioner Member Organisations or their registered practitioners when the complaints procedure of the Member Organisation has not resolved the complaint to the satisfaction of the complainant. Only complaints of professional misconduct will be considered by ABTC. The ABTC standard of professional behaviour is set out in the ABTC Code of Professional Conduct and is common to all Practitioner Members. Complaints of professional negligence are a civil matter and will not be dealt with further by the disciplinary process. There may be occasions when repeated or particularly severe negligence breaches the threshold for misconduct and such cases will be considered.

Process

Before a full disciplinary hearing is commenced it will be necessary for a panel to consider whether the complaint comes under the remit of ABTC as outlined above. The panel will consist of three people: two practitioner members of Practitioner Organisations and an independent Chair. The practitioner members will be drawn from organisations of which the person complained about is not a member. The complaint will be considered from evidence provided in writing by the complainant and from the practitioner. No oral hearings will be held at the initial investigation stage and the panel may be convened electronically.

The panel may come to one of four conclusions:

- The complaint is of negligence only and will not be dealt with further;
- The complaint is of misconduct but is rejected;
- The complaint is of misconduct but is minor and is closed with advice about future conduct to the organisation or practitioner;
- The complaint is of misconduct and warrants investigation by the Disciplinary Panel.

If the complaint is referred to the Disciplinary Panel further evidence may be required. In those circumstances the Practitioner Organisation will be requested to further investigate the complaint. Such investigation will be at the discretion of the Practitioner Organisation.

The Disciplinary Panel will be made up of two lay people, two practitioner members from Practitioner Member Organisations and a Chair. None of the Panel may be the same as those who originally considered the complaint. The hearing will take place in person and both the complainant and practitioner will be invited to be present. Both may choose to be represented. Evidence will be provided orally with or without the production of relevant documents. A contemporaneous record will be made of all the proceedings of the Panel.

Once evidence has been heard the Panel will consider whether sufficient evidence has been presented to show beyond reasonable doubt that the practitioner displayed professional misconduct. Once the decision has been made the practitioner may make a statement in mitigation and the Panel will then consider what penalty, if any, should be imposed.

Penalties

Once the Disciplinary Panel has reached a conclusion and heard any mitigating submission from the person complained about they will consider what penalty is appropriate. The options are:

- No penalty;
- A warning about future conduct;
- A requirement to undergo further training and assessment;
- Suspension from the ABTC Register for a specified period;
- Removal from the ABTC Register.

The penalty may be appealed in the same way as the decision of the Disciplinary Panel. If the decision is to suspend or remove the person complained about's name from the Register he or she will no longer be able to be a member of a Practitioner Organisation until such time as a Panel agrees to their name being restored to the Register.

Appeal

The practitioner may appeal the decision of the Disciplinary Panel. A further panel of similar composition will consider the contemporaneous record of the disciplinary hearing and review the decision and penalty of the Panel. They may uphold or vary the decision and penalty. The decision of the appeal panel is final.

HOW TO COMPLAIN

If a complaint arises about a member organisation, or a registered practitioner, it may be reported and steps will be taken to investigate and where appropriate, a judgement will be made and disciplinary action will be taken.

The Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase stakeholder satisfaction;
- To use complaints constructively in the planning and improvement of all services.

Who can complain?

- Anyone who has received or is receiving a service from a member organisation or a registered practitioner
- Anyone who has witnessed actions that show that a member organisation, or a registered practitioner, is not compliant with the ABTC's standards for:
 - ethical training or research
 - ethical marketing
 - business ethics
 - animal welfare
 - professional conduct

How to complain

The ABTC aims to address any complaint as soon as possible. In the first instance contact the organisation or registered practitioner and, if you feel able, speak to the person who is working with you who will try to resolve the issue.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied with the solution you may pursue a formal complaint to ABTC. Write down your complaint and email it to: secretary@abtc.org or post it to:

The Secretary ABTC
c/o Saint & Co
Unit 18 Petteril Side,
Harraby Green Business Park,
Carlisle
CA1 2SQ

You will receive acknowledgement of your complaint within 5 working days of receipt. You may be contacted to make sure that we have understood your complaint properly. An independent panel will be appointed to investigate the complaint and you may be interviewed as part of the evidence gathering process.

You will receive a response to your complaint within 28 working days of its receipt. If any extension of this time limit is required you will be informed.

In all cases, a complaint will be given full and fair consideration. If a criminal offence is alleged, then the police will be informed.

Handling complaints

Categories of complaints are various and may range from a question concerning the factual basis of advertised statements to allegations of serious wrong doing against a practitioner. Each complaint will be investigated and a decision made by the Disciplinary Committee on how best to proceed. There are a number of possible outcomes:

- The complaint may justify no more than advertised information being changed;
- The complaint may be found to be malicious and therefore rejected;
- The complaint may justify disciplinary action.

Disciplinary procedure

ABTC has a formal Disciplinary Procedure; the full process may be found at [\[link\]](#)

(Version 3.2 26/10/20)