



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Service Dog Care and Handling

Law, Military Science and Security / Safety in Society

Unit Standard 243188 · NQF Level 3 · 15 Credits · 12 Days

COURSE OVERVIEW

This course equips learners with the knowledge and skills required to care for and handle a service dog in a responsible and ethical manner. It covers essential aspects such as health maintenance, nutrition, grooming, and safe handling techniques to ensure the well-being of the service dog and the safety of the handler and the public.

Category	Law, Military Science and Security
Subfield	Safety in Society
Unit Standard	243188
Accreditation	SAQA Accredited · NQF Level 3 · 15 Credits
Duration	12 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Describe the legal and ethical responsibilities of a service dog handler.
- Demonstrate proper handling techniques for a service dog in various environments.
- Apply appropriate feeding, exercise, and grooming routines to maintain the service dog's health.
- Identify common health issues and implement basic first aid procedures for a service dog.
- Evaluate the service dog's behaviour and adjust handling strategies to ensure effective teamwork.
- Implement a daily care plan that includes hygiene, parasite control, and veterinary check-ups.

WHO SHOULD ATTEND

- This course is designed for individuals who own, train, or work with service dogs, including persons with disabilities who use service dogs, as well as trainers, caregivers, and volunteers in service dog organisations.

COURSE OUTLINE

Day 1: Introduction to Service Dogs and Their Roles

- What is a service dog? Distinction from therapy and emotional support animals.
- Types of service dogs: guide dogs, hearing dogs, mobility assistance dogs, medical alert dogs, psychiatric service dogs.
- Overview of relevant legislation: SAQA unit standards, SA Guide-Dogs Association, and the Promotion of Equality and Prevention of Unfair Discrimination Act.
- Ethical responsibilities of handlers and trainers.
- Introduction to the course structure and assessment criteria.

Day 2: Canine Behavior and Communication

- Canine ethology: natural behaviors and social structure.
- Body language: tail, ears, eyes, posture, vocalizations.
- Stress signals: yawning, lip licking, whale eye, panting.
- Principles of positive reinforcement: rewards, timing, shaping.
- Introduction to clicker training.
- Common behavior problems in service dogs: distraction, fear, aggression.

Day 3: Service Dog Selection and Temperament Assessment

- Breed considerations: common breeds used for service work.
- Temperament assessment: Volhard test, stability, confidence.
- Health screening: hip and elbow dysplasia, eye tests, cardiac.
- Early socialization and puppy raising programs.
- Matching dogs to handler needs and lifestyle.

Day 4: Basic Obedience and Foundation Skills

- Teaching sit, down, stay, come, heel.
- Loose-leash walking techniques.
- Proofing behaviors: adding distractions, changing locations.
- Marker training: clicker and verbal markers.
- Duration and distance exercises.
- Common mistakes and troubleshooting.

Day 5: Advanced Obedience and Impulse Control

- Impulse control exercises: leave it, wait, settle.
- Advanced stays: duration, distance, distraction.
- Emergency stop (down on recall).
- Directional cues: left, right, back.
- Focus games: eye contact, watch me.
- Off-leash control in controlled environments.

Day 6: Task Training for Mobility Assistance

- Common mobility tasks: retrieve, carry, tug, brace.
- Training retrieval: targeting, hold, deliver to hand.
- Opening doors: lever handles, push plates.
- Light switches and button pressing.
- Braiding and counterbalance techniques.
- Safety considerations and handler ergonomics.

Day 7: Task Training for Medical Alert and Psychiatric Service Dogs

- Medical alert training: scent discrimination for blood sugar, seizure prediction.
- Alert behaviors: pawing, nudging, barking.
- Psychiatric tasks: deep pressure therapy, room search, interruption of repetitive behaviors.
- Calming techniques: grounding, leading to exit.
- Ethical considerations and handler consent.
- Collaboration with medical professionals.

Day 8: Public Access Skills and Etiquette

- Public access test criteria (ADIA, IGDF standards).
- Training in stores, restaurants, public transport.
- Ignoring food, people, other animals.
- Appropriate elimination and hygiene.
- Handling intrusive questions and confrontations.
- Vesting and identification requirements.

Day 9: Grooming, Health, and Nutrition for Service Dogs

- Grooming: brushing, nail trimming, ear cleaning, dental care.
- Health checks: temperature, pulse, respiration.
- Common health issues: ear infections, skin allergies, joint problems.
- Nutrition: balanced diet, feeding schedules, treats.
- First aid: bandaging, wound cleaning, tick removal.
- Veterinary care scheduling and record keeping.

Day 10: Handler Training and Bonding

- Handler body language and cue consistency.
- Practice task sequences and transitions.
- Problem-solving as a team.
- Building engagement: play, praise, and relationship.
- Managing handler frustration and burnout.
- Support networks and resources.

Day 11: Assessment Preparation and Mock Evaluations

- Review of unit standard 243188 outcomes.
- Mock public access test scenarios.
- Mock task test scenarios.
- Feedback and coaching.
- Final grooming and health check.
- Documentation and portfolio preparation.

Day 12: Final Assessment and Course Wrap-Up

- Final practical assessment: public access and task training.
- Written or oral knowledge assessment.
- Feedback session.
- Certification and unit standard sign-off.
- Post-course support and resources.
- Q&A; and course evaluation.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **15 NQF credits** at **NQF Level 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 41,000.00	R 41,000.00
1	In-House	R 53,300.00	R 53,300.00
1	On-Campus (Pretoria)	R 61,500.00	R 61,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	25 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	25 Aug 2026	On-Campus	Cape Town, South Africa
12 Aug 2026	27 Aug 2026	On-Campus	Dubai, UAE
13 Aug 2026	28 Aug 2026	On-Campus	Pretoria, South Africa
14 Aug 2026	31 Aug 2026	On-Campus	Abu Dhabi, UAE
14 Aug 2026	31 Aug 2026	On-Campus	Mauritius
17 Aug 2026	01 Sep 2026	On-Campus	Shenzhen, China
17 Aug 2026	01 Sep 2026	On-Campus	Dubai, UAE

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

- 1. Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 243188) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
- 2. Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
- 3. Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
- 4. Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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