



Companion Animals New Zealand

CANZ ACCREDITATION PROCESS - EXTERNAL

2020

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## 1 Introduction

CANZ Accreditation has been developed by Companion Animals New Zealand (CANZ) along with animal industry stakeholders to regulate the companion animal behaviour and training industry within New Zealand to ensure ethical and sustainable practices are engaged in. Without regulation of these ethical practices, the industry risks poor outcomes for animals, human clients and fellow practitioners.

We congratulate and thank you for starting the journey to become a CANZ-accredited organisation. We look forward to working together to ensure the safety and wellbeing of New Zealand companion animals.

### The Mission of CANZ Accreditation is to:

Function as a national accreditation body which promotes ethical and sustainable practices by individuals and organisations engaged in companion animal behaviour and training.

### The Strategic Objectives of CANZ Accreditation are to:

- Promote a national code of ethics and evidence-based standards for ensuring ethical and sustainable practices in relation to companion animal behaviour.
- Lobby for national regulation of the standards and code of ethics developed.

Companion Animals New Zealand supports and promotes the use of humane training methods that are based on an understanding of the way animals learn. These methods, and this accreditation system, have been developed using best practice global research and input from local and international practitioners and academics.

CANZ Accreditation provides organisations with recognition for their ethics and processes in supporting our mission and strategic objectives. CANZ Accreditation also provides a CANZ-Accredited organisation with a badge of honour for their internally-accredited\* members celebrating that they have a recognised level of skill and training in their area of expertise and use reward-based training methods that do not inflict pain, fear, or unnecessary stress on the animal. This is important both for animal welfare and public clarity.

CANZ Accreditation standards are written to be complementary to the Animal Welfare Act 1999 and relevant codes of welfare e.g. Dogs Code of Welfare 2018. The standards apply to accredited professionals at all times when working with animals. At present there is no legislation requiring the certification of people working in the animal training and behaviour modification industry, therefore accreditation is voluntary.

The CANZ Accreditation logo (section 4) makes it easier for people to find organisations and professionals that have achieved high standards related to animal training and behaviour modification. CANZ encourages people who use training and behavioural modification services to choose professionals who have obtained CANZ Accreditation.

\*In order to achieve CANZ Accreditation, organisations must have systems in place to accredit their members and this process of accreditation must align with our standards and code of ethics.

## 2 Application Process

Applications for CANZ Accreditation are invited from organisations who have systems in place to accredit their individual members. The accredited members of these organisations may then also gain CANZ Accreditation against the chosen appropriate CANZ standards.

Accreditation is open to any recognised organisation (e.g. a company or incorporated society) that operates in the field of animal training and behaviour modification of any species and that has formal processes in place for accrediting members who practice in animal training or behavioural modification and who fit under one or more of the CANZ Accreditation Standards.

An organisation seeking CANZ Accreditation must check that they meet the criteria for accreditation prior to applying and be willing to pay the application and maintenance fees (See section 3.1). Applicants must go through an initial application process and then maintain their accreditation through a maintenance and renewal process.

Once an organisation has successfully achieved CANZ Accreditation, it will feature on our publicly-searchable list of accredited organisations. Acceptance of an accredited organisation's accredited members onto the online registers of accredited professionals will be dependent upon demonstration that the organisation's:

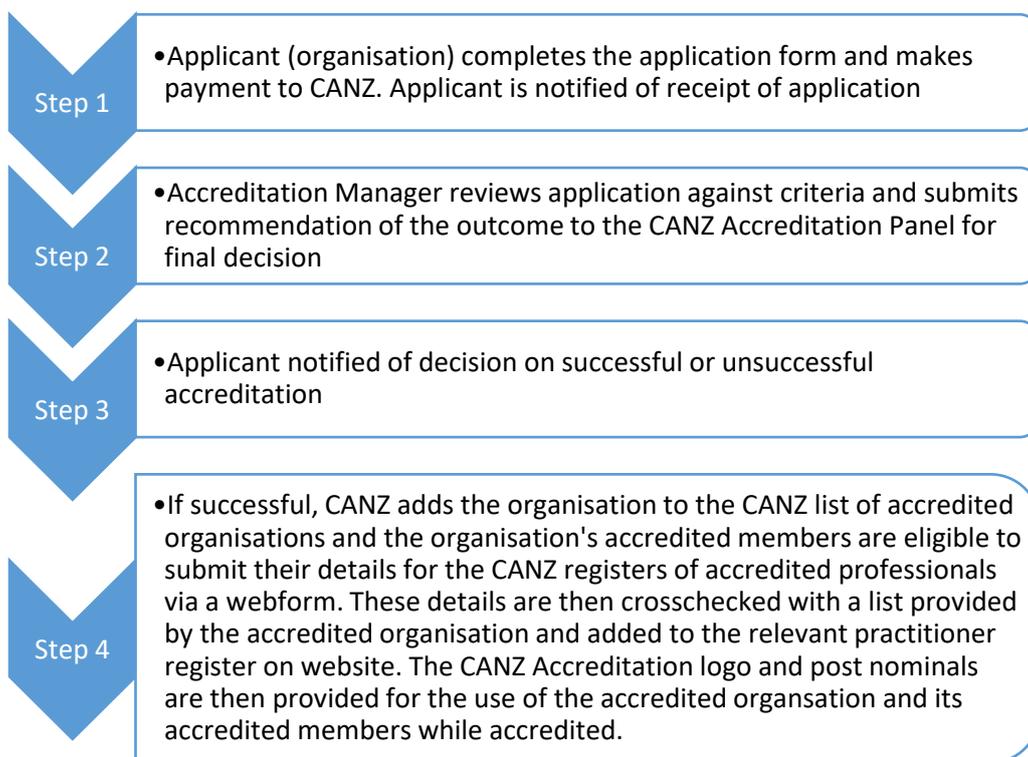
1. Code of Conduct is appropriate and sufficiently well-policed to ensure that accredited practitioner standards of practice fall within those required by CANZ accreditation;
2. Accredited practitioner membership criteria match the agreed CANZ accreditation standard for the given practitioner register(s) applied for;
3. Methods of practitioner assessment for accreditation are transparent and equitable; and
4. Monitoring of accredited practitioners' on-going compliance with the CANZ accreditation standards is effective.

### 2.1 CANZ Accreditation Panel

The CANZ Accreditation panel is made up of qualified experts in animal training, behaviour and/or welfare who are invited to join the panel by the CANZ executive board. The panel is made up of two (2) CANZ board members and two (2) independent members who review applications by organisations against criteria for accreditation. The list of current panel members can be found [here](#). Members of the panel must abide by the CANZ Conflict of Interest Policy.

## 2.2 New Applicants

The application process is split into the following four (4) steps:



## 2.3 Successful Applicants

When an organisation's application is successful, the applicant will be considered CANZ-Accredited and will feature on the list of accredited organisations on the CANZ website. Its accredited members will also feature on a register of CANZ-Accredited professionals under the standard(s) they are accredited for (e.g. Animal Trainer, Animal Training Instructor, and/or Animal Behaviour Consultant). These registers will be available on the CANZ Accreditation website as a public search tool. Successful applicants (both organisations and their accredited members) will be permitted to use the CANZ Accreditation logo and the appropriate postnominal (see section 4) on their marketing material and website while they are accredited. Accreditation lasts for a period of two years from the date granted unless earlier revoked. Within 3 months of the date of expiry, notification will be given to the accredited organisation that the accreditation is about to expire, and opportunity provided to renew (at which point criteria for renewal will apply).

## 2.4 Species-Specific Conditions on Accredited Organisations and Accredited Professionals

In some cases, an organisation's accreditation process is specific to particular species. In this event, the organisation will become accredited with the condition that the CANZ-Accredited professionals from that organisation will be accredited only for a particular species.

All conditions applied to CANZ-Accredited professionals will be clearly indicated on the CANZ Accreditation website.

For example, Organisation ABC is applying for accreditation against the CANZ Animal Behaviour Consultant Standard. Organisation ABC accredits individuals as “Feline Behavioural Practitioners”. When Organisation ABC is successful in achieving CANZ Accreditation, CANZ-Accredited professionals from Organisation ABC have a species-specific condition and are accredited only for cats. This condition is specified on the CANZ Accreditation website, where these professionals are listed as CANZ Accredited Animal Behaviour Consultants – Feline.

## 2.5 Unsuccessful Applicants

When an application is unsuccessful, the applicant will be notified of the criteria that were not met. The applicant may be provided with an opportunity (within 30 calendar days) to provide additional information or address any identified issues with their application at the discretion of CANZ. In these instances, a new application fee will not apply.

CANZ wants to support applications for accreditation, so unsuccessful applicants will have the opportunity to ask for advice and guidance to be successful in future applications. CANZ reserves the right to decline applications, but accreditation will not be arbitrarily withheld.

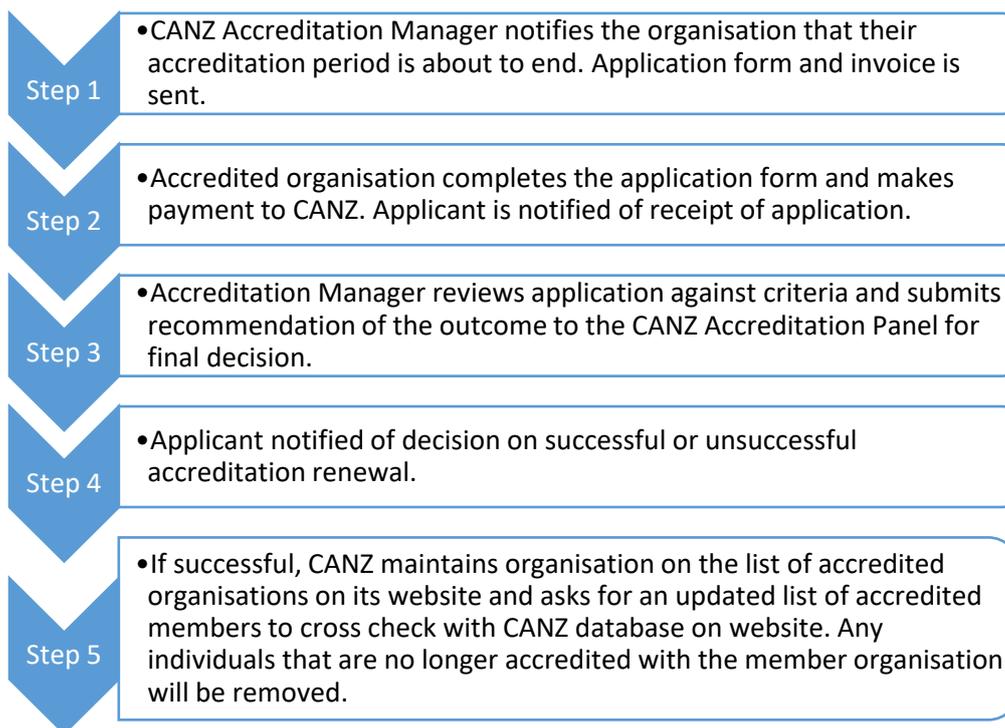
## 2.6 Requirements for Maintaining CANZ Accreditation

Accreditation is valid for two years. During the two-year period of accreditation, accredited organisations and their accredited members are required to:

- 2.6.1 Abide by the CANZ Accreditation Code of Ethical Conduct
- 2.6.2 Abide by the applicable CANZ Accreditation standards
- 2.6.3 Notify CANZ Accreditation as soon as they become aware of any changes that may affect their ongoing eligibility for accreditation.

## 2.7 Renewal

The renewal process to continue to be accredited is split into the following five (5) steps:



As with initial applications for accreditation, if the renewal is not successful, the organisation will be informed of the criteria they have not met and will be given a period of 30 days to provide additional information or address any identified issues with their application.

In order to avoid disruption to practitioners, accreditation will not be revoked solely because an unsuccessful renewal is within its 30-day resubmission period.

Once approved, a renewal lasts for two years. After two years, the accreditation must again be renewed.

### 3 Fees

#### 3.1 Organisations

The application fee for an initial application (lasting 2 years) is \$400 +GST. A separate application is required for each standard applied for. The exception to this is if an organisation is applying for both the Animal Trainer and Animal Training Instructor standards. Please see the table below for clarification.

Standard/s Applied For	Total Fee
Animal Trainer only	\$400 +GST
Animal Training Instructor only	\$400 +GST
Animal Behaviour Consultant only	\$400 +GST
Animal Trainer + Animal Training Instructor	\$400 +GST
Animal Trainer + Animal Behaviour Consultant	\$800 +GST
Animal Training Instructor + Animal Behaviour Consultant	\$800 +GST
Animal Trainer + Animal Training Instructor + Animal Behaviour Consultant	\$800 +GST

The application fee for a renewal of application is \$300 +GST. Renewals last for 2 years.

CANZ is a registered charity and not-for-profit. All funds received by CANZ are required to be devoted to furthering its charitable purposes, which include promoting responsible companion guardianship and working towards a good life for companion animals in New Zealand. All fees associated with accreditation detailed above are intended to offset the cost of providing the accreditation service.

### 3.2 Accredited Members of CANZ-Accredited Organisations

Individual practitioners that have gained CANZ Accreditation through an accredited organisation are eligible to submit their details to CANZ via a webform for inclusion on the CANZ register of accredited professionals, under the standard they are accredited for. These details are then crosschecked with a list of accredited members provided by the accredited organisation and, if correct, are made available on the practitioner register(s) on the CANZ Accreditation website as a public search tool.

CANZ do not charge for the listing of individual accredited members on the practitioner registers on the CANZ website, but responsibility for the accuracy of the listings lies with the practitioner, and with the accredited organisation of which the practitioner is a member. Any fees that individuals pay to their accrediting organisations for accreditation are determined by the accrediting organisation and are not controlled by CANZ.

### 3.3 Refunds

There will be no refund of fees once an application has been received and the process of administration has started.

### 3.4 Payment Details

All payments for applications and any other cost involved can be made by bank deposit, upon application or invoice. Bank details are provided on the application form.

## 4 Use of the CANZ Accreditation Name, Logo and Postnominals

The CANZ Accreditation logo may only be used by an organisation while the organisation has successfully obtained and maintained accreditation. The CANZ Accreditation logo may only be used by a practitioner while the organisation of which that practitioner is a member has successfully obtained and maintained registration. Successful applicants (both organisations and their accredited members) will be permitted to use the logo (figure 1) and the appropriate postnominal (figure 2) on their marketing material and website while accreditation is maintained.

The CANZ Accreditation logo must be used in adherence to our brand guidelines. These will be sent out to organisations on successful accreditation.

As part of the accreditation requirements, accredited organisations and their accredited members agree to ensure that non-accredited services are not presented as accredited e.g. non-accredited services must not be labelled with CANZ Accreditation logos and it should be clearly stated which CANZ Accreditation standard professionals have been accredited for.



**Figure 1** – Accreditation logo for use by successfully accredited organisations and their accredited members.

Standard	Postnominal
<b>Animal Trainer</b>	CANZ-Accredited Animal Trainer (CANZ AAT)
<b>Animal Training Instructor</b>	CANZ-Accredited Animal Trainer Instructor (CANZ AATI)
<b>Animal Behaviour Consultant</b>	CANZ-Accredited Animal Behaviour Consultant (CANZ AABC)

**Figure 2** – Standards and relevant postnominals

## 5 Liability

CANZ is not liable to accredited organisations or their accredited members or to any third party for any claims, losses, damages or other expenses (either direct, special or consequential) arising as a result of any dispute between an accredited member and a third party (whether or not the third party is or has been a client of the accredited member) in relation to accreditation of, or to any professional advice or treatment given by, the accredited member. Nor is CANZ liable for any such claims, losses, damages or expenses arising from a dispute between any person, whether a third party or not, and the accredited organisation. Accredited organisations are responsible for the accreditation of their members and shall hold CANZ harmless in all respects from any claim relating in any way to the accredited organisation's accreditation of any of its members. Accredited organisations and their accredited members shall hold professional indemnity insurance at an adequate level to meet any liabilities (including but not limited to public liability, statutory liability, employer's liability insurance cover) which might arise as a result of their professional practice. Accreditation and renewal of accreditation shall be dependent upon the production of proof of such insurance and shall be deemed to have been withdrawn if such insurance lapses.

## 6 Confidentiality

In accordance with the Privacy Act 1993, CANZ will not use information collected by CANZ Accreditation for reasons other than its intended purpose, unless otherwise required by law (in which case the organisation and/or the accredited member will be notified).

The CANZ Accreditation panel will only release the result of an application to the contact person for the organisation's application. Once approved as an accredited organisation only the information provided for publication on the CANZ Accreditation database will be made publicly available. This is likely to encompass the organisation's logo and link to their webpage.

Publicly-available information on individual practitioners (accredited through organisations) in the CANZ Accreditation registers will encompass the practitioner's name, the standard they are accredited against, city, email address and contact phone number. Accredited members consent as a

condition of their accreditation to the inclusion of their information on the public register when submitting their personal information as part of the webform process.

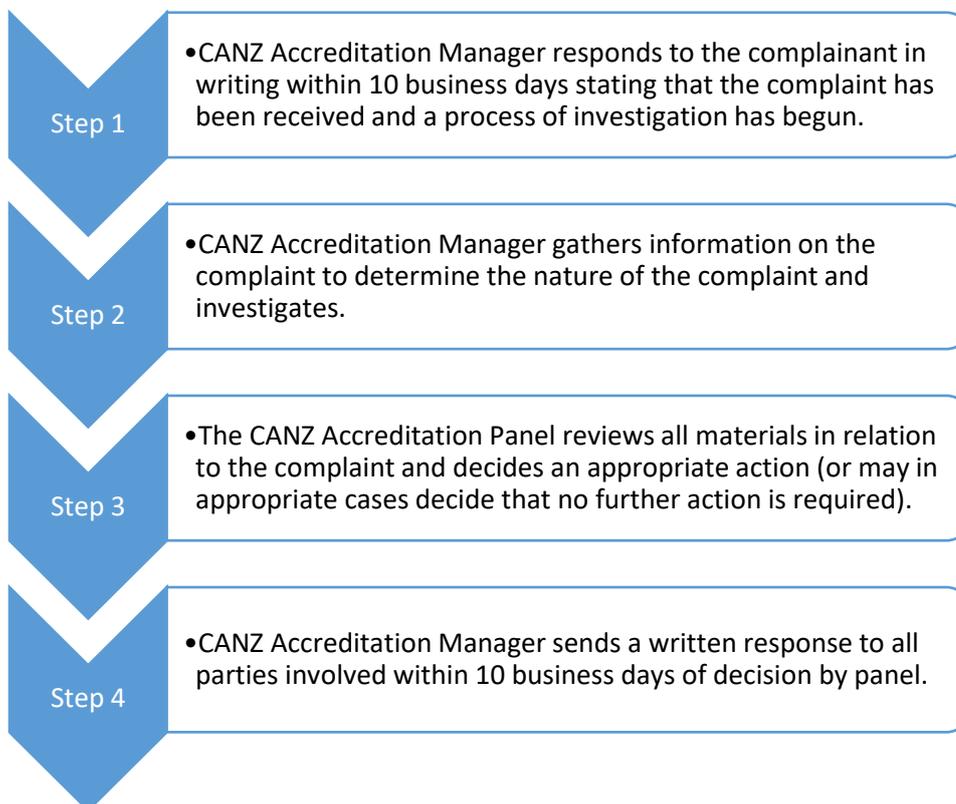
If information is to be used for reasons other than its intended purpose, it will only be done with consent or as required by law.

## 7 Complaints Process

Complaints must be submitted to the CANZ Accreditation Manager in writing for an initiation of the investigation process to occur. In the case of animal welfare concerns and potential breaches of the Animal Welfare Act 1999, CANZ Accreditation are required to report to the Ministry for Primary Industries (MPI) for further investigation. To report any animal welfare concerns regarding companion animals, contact the Ministry for Primary Industries on 0800 00 83 83.

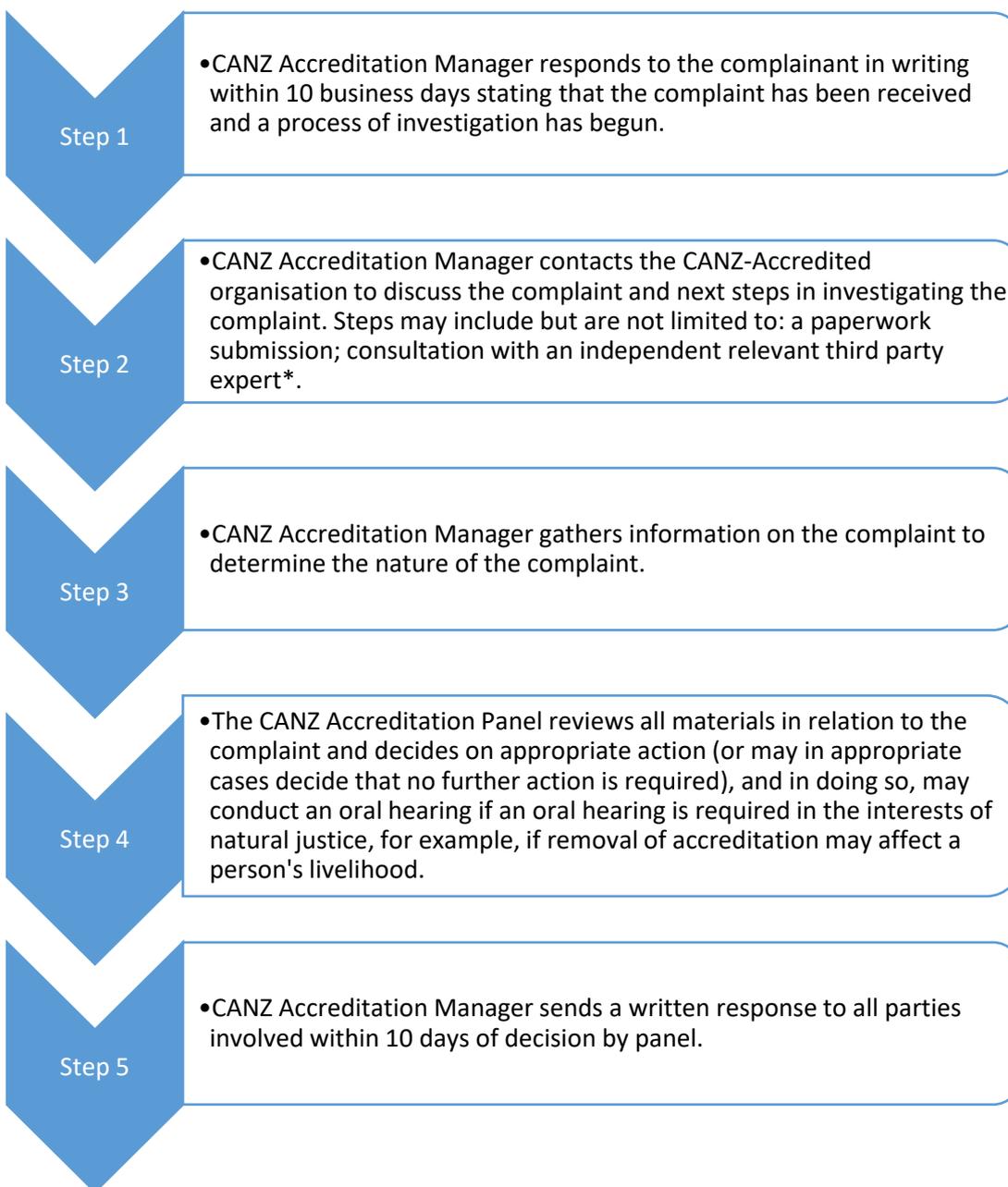
### 7.1 Complaints Related to the Program

Upon receiving a written complaint relating to the Accreditation Program, the following four (4) step process is initiated:



## 7.2 Complaints Related to a CANZ-Accredited Organisation

Upon receiving a written complaint relating to a CANZ-Accredited organisation, the following five (5) step process is initiated:



\*Any fees associated with visits or consults from a relevant expert in order to resolve the issues surrounding the complaint are the responsibility of the CANZ-Accredited organisation and will therefore be billed to the CANZ Accredited organisation after consultation with the organisation.

## 7.3 Complaints Related to Individuals

Any complaints made to CANZ Accreditation regarding individual accredited members will be directed to the Accredited organisation concerned to be dealt with through their internal

processes. Additionally, the CANZ Accreditation Manager will contact the organisation to inform them of the complaint and the need for it to be addressed to maintain that individual's CANZ Accreditation. As part of the requirements for accreditation, the accredited organisation needs to maintain communication with the CANZ Accreditation Manager and provide details as to whether and if so, how the complaint was resolved and whether any update to the accreditation registers is required.

## 8 Removal of CANZ Accreditation

### 8.1 Criteria for Revocation

Accreditation (of an organisations and/or any of their accredited members) may be revoked for either organisation or individual for any of (but not limited to) the following reasons:

- Providing false or misleading information in connection with any part of an organisation's application or a practitioner's listing;
- Criminal convictions that occur during the accreditation period;
- Violation of the CANZ Accreditation Code of Ethical Conduct;
- Violation of the CANZ Accreditation Standard that they are accredited for;
- Failing to complete or cooperate with the complaints process;
- Organisational accreditation lapses;
- If for any other reason, CANZ considers, in its absolute discretion, that allowing accreditation to continue would bring CANZ or its accreditation service into disrepute

### 8.2 Accreditation Removal Process

#### 8.2.1 Complaints

If a complaint is received against an accredited organisation such that the accredited organisation is being considered for revocation, the CANZ Accreditation Manager will contact the accredited organisation (appendix 1.9.2) advising them of what has come to their attention and that as a result their accreditation status is being reviewed following the above process outlined in section 7.2.

The accredited organisation must respond to the allegation within 10 business days or their name will be removed from the list of accredited organisations (along with all their individual accredited members from the CANZ accredited practitioner registers). If a response and explanation is received within the 10 business days, the accreditation panel will investigate further following the above process outlined in section 7.2.

If an accredited member of an organisation needs to have their CANZ Accreditation revoked due to the outcome of an investigation carried out by their accredited organisation, the accredited members organisation will be responsible for informing the individual of this and the associated repercussions.

#### 8.2.2. Accreditation period expiry

If an accredited organisation has failed to renew their CANZ Accreditation before the expiry of the accreditation period, the CANZ Accreditation Manager will contact the accredited organisation (appendix 1.12) advising them that their accreditation will be revoked in 10 business days.

The accredited organisation must respond with a renewal within 10 business days or their name will be removed from the list of accredited organisations (along with all their individual accredited members from the practitioner registers).

## 9 Reapplication for CANZ Accreditation

Previously accredited organisations that wish to re-apply for CANZ Accreditation after their accreditation has been removed, are required to re-apply via the normal application procedure. Reapplication approval will be at the discretion of CANZ Accreditation.