PACCC Certification Levels

Certified Professional Animal Care Provider (CPAC-Provider):

The CPAC- Provider is the person in charge of the daily handling of the animals of a professional pet care business. Providers work in a variety of settings that include but are not limited to pet care center, pet sitter, dog walker, grooming, bathing, customer service and training and oversee every aspect of an animal's well-being while in their care.

Providers must have knowledge and understanding of the importance of safety, animal health and behavior, and customer service. Providers strive to advance their education to better their understanding and care they provide. The Provider understands their role and how it plays a part in developing the success of the pet care industry.

Recommended for:

- Pet Center Attendants/Counselors working in pet lodging
- Pet Center Attendants/Counselors working in dog daycare
- Dog Walkers employed by a business that has operating policies and procedures in place to follow
- Pet Sitters employed by a business that has operating policies and procedures in place to follow

Certified Professional Animal Care Manager (CPAC-Manager):

The CPAC-Manager is the person in charge of the daily operation of a professional pet care business. This person oversees the daily operation of the business and brings a high level of knowledge and understanding about the importance of quality care for pets, pet parents and/or the team of employees that they oversee.

A manager understands customer service, animal health, animal behavior, safety for pets and staff, and human resources. This person leads by example and promotes positive business ethics. They strive to perform at a high level and gain more knowledge through education. They understand the importance of their role and how all of this influences the culture and success of the business and the pet care industry.

Recommended for:

- Pet Center Supervisors/Managers working in pet lodging
- Pet Center Supervisors/Managers working in dog daycare
- Dog Walker Supervisors/Managers employed by a business that has operating policies and procedures in place to follow
- Pet Sitter Supervisors/Managers employed by a business that has operating policies and procedures in place to follow

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Certified Professional Animal Care Operator (CPAC-Operator):

The CPAC-Operator provides a safe, nurturing, and educational environment to pet companions, the individuals who care for those companions and friends and neighbors who walk through their front door. In addition a CPAC-Operator is an advocate for the humane treatment of all animals in their community and provide educational services on the care and safe handling of pet companions. As members of the business community, they are also responsible for the promotion of small business and strive to ensure their employees are positive members of the community.

A CPAC-Operator is a pet care expert, responsible for the overall operation of a professional pet care business. This person defines and communicates the business mission and values. A CPAC-Operator is also an active member of the Animal Care Industry, invests in ongoing learning personally and for all staff. This person is committed to animal care excellence.

Recommended for:

- Pet Center Owners/General Managers providing pet lodging or dog daycare services
- Dog Walking Company Owners/General Managers
- Pet Sitting Company Owners/General Managers

Note: The Provider exam is focused on knowledge required for hands-on pet care. A provider will understand how to follow existing policies and procedures that ensures the safety, health and well-being of pets in their care. This exam does not cover the creation of policies or systems that are required by a solo operator or business that provides professional pet care. The Operator exam and certification provide evidence of the critical knowledge of operating a licensed business with sound policies, procedures and operating systems to keep pets safe and healthy.

PACCC
PROFESSIONAL ANIMAL CARE
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Certification That Pet Parents Can Trust

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