



To whom it may concern

This is a letter of confirmation regarding Mag. Bettina Lunzer, born on October, 10th 1978 in St. Poelten, Austria. Miss Lunzer completed all requirements for the

Certificate in Canine Behavior Science and Technology

in our institute on February, 10th 2011 and is therefore allowed to use the credentials Cert.CBST after her name.

Miss Lunzer achieved a **Passing grade with distinction** in this comprehensive one-year program. Miss Lunzer's work demonstrated that she is highly knowledgeable in all areas of dog training and behavior change programming (evaluating and resolving problem behavior).

The coursework Miss Lunzer completed was advanced and in-depth, requiring both academic and hands-on demonstration of her knowledge and skills. The program provided science-based education, the methods and principles taught were empirically tested, are animal friendly, positive reinforcement-based and in line with the Principles of Behavior and Animal Rights, and as such are the most effective and efficient, least intrusive and least risk laden. Miss Lunzer has been a helpful presence in Class, participating in discussions and helping less knowledgeable students understand the topics under review.

Miss Lunzer completed the following specific courses:

104 Principles of behavior – Grade A+ with distinction

Content: respondent and operant learning, the 5 basic procedures of operant learning incl. punishment and aversers and their risks and undesired side effects, positive reinforcement-based training (training without coercion) and its efficiency and effectivity, schedules of reinforcement, types of differential reinforcement and their practical use.

More details: <http://www.casinstitute.com/104.html>

103 Domestic dog behavior – Grade A+ with distinction

Content: basic ethology, the evolution of the domestic dog and the human-animal-bond, social behaviors of the dog (distance increasing vs. distance decreasing behaviors, communication), freeze/growl/snap/bite threshold, development from the prenatal stage to seniorhood and socialisation, breed differences in behavior.

More details: <http://www.casinstitute.com/103.html>

105 Training technology – Grade A+ with distinction

Content: puppy training and development, puppy class, training basic obedience using positive reinforcement-based methods, conditioned reinforcers and non-reward-marks, shaping with prompts vs. shaping without prompts, the use of prompts in training and why physical prompts are counterproductive, transferring stimulus control, chaining, equipment in dog training.

More details: <http://www.casinstitute.com/105.html>

108 Functional assessment - Grade A+ with distinction

Content: evaluating problem behavior and the setup of a contingency statement for an actual case, ethical considerations towards animals and clients, informant interview, direct observation and functional analysis.

More details: <http://www.casinstitute.com/108.html>

114 Behavior change programming - Grade A+ with distinction

Content: resolving problem behavior, respondent behavior change techniques (e.g. systematic desensitization, graded D+RSAA with counterconditioning), operant behavior change techniques (antecedent and postcedent strategies, e.g. differential reinforcement for replacement behaviors), the needs of dogs (nutrition, physical and mental stimulation, social needs, health problems and behavior), dealing with clients and teaching and coaching them, aggression, separation distress, coprophagia and how to change the operants involved, planning the intervention phase, maintenance.

More details: <http://www.casinstitute.com/114.html>

If you have any questions please do not hesitate to contact me at jamesoheare@rogers.com.

Sincerely,

James O'Heare, CABC, CDBC, PDBC

President, Companion Animal Sciences Institute

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1333 Rainbow Crescent, Ottawa, Ontario, Canada K1J 8E3

Ottawa, February 18th 2011