petcloud

For Employment Service Providers

Course Outline and Funding Request

PetCloud Academy · Pet Professional Course

This document is for a job seeker to give to their Employment Services Provider or case manager. It explains the PetCloud Academy course, the Biometric Police Check, and the funding requested so the job seeker can start a pet sitting and pet care small business on PetCloud.

What the course is

The Pet Professional Course is a self-paced online pet sitting and dog walking course. It takes about one hour to complete and costs $99 inc GST. Enrolment can be paid upfront or with Afterpay on the secure checkout at petcloud.com.au/petcloudacademy.

This is vet-endorsed training, created in collaboration with Board registered Senior Veterinarian Dr Mandy Paterson, B.V.Sc. (Hons), M.Ed., Ph.D. Dr Paterson is registered with the Veterinary Surgeons Board of Queensland and served as Principal Scientist at the RSPCA for much of her career. The course was developed by Deb Webber, PetCloud's Founder (Cert IV Training and Workplace Assessment, Bachelor of Commerce).

Outcomes for the job seeker

- Start a pet sitting and pet care small business on PetCloud.
- Build confidence and help reduce the risks of caring for other people's pets.
- Learn pet care, safety, emergencies, local and state laws, and client communication.
- Receive a vet-endorsed training badge on their PetCloud profile.
- Receive practical business templates, including a Weekly Meet and Greet Tracker, a Monthly Business Report Template, a 30 Day Promotion Challenge, and a Pet Profile Template.

The course is for pet sitters, house sitters, doggy day carers, dog walkers and pet taxi drivers, whether they are starting out or already caring for pets. It is a short practical course with multi-choice quizzes. It is not a Certificate II in Animal Care.

Course outline

Ten practical modules, from preparing a home to handling emergencies and marketing a listing.

1. **Preparing your Home**
   Including a backyard checklist.
2. **Basic Dog Care**
   Including a guide to introducing animals. Preparing your property and family to care for a dog; diet and feeding; walking dogs responsibly; selecting suitable dog breeds to mind; transporting dogs; medical matters.
3. **Meets and Greets and Customer Service**
4. **Pet Behaviour Challenges**
   Communicating challenges with owners; separation anxiety; making a calming home; toilet training.
5. **Basic Cat Care**
   Preparing your property and family to care for a cat; basic care for cats; introducing a cat to its holiday home; diet and feeding; daily care; transporting cats; medical matters.
6. **Pet Emergencies**
   Signs that an animal is not well; steps to help an animal; moving an unwell or injured animal; first aid for specific problems; finding emergency contacts on PetCloud; what to do if a pet escapes; insurance claims.
7. **Human Safety**
   Sitter safety and when to turn down clients; how to be assertive; dangerous breeds of dogs; occupational diseases; preventing muscle strain; suitable clothing.
8. **Local and State Laws**
9. **Creating a Strong Listing and Marketing it**
10. **Assessment**

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Funding requested

Please consider funding the two items below. Together they help a job seeker complete the training and the verification needed to offer pet care services on PetCloud.

1 PetCloud Academy course

$99 inc GST

Self-paced online Pet Professional Course, about one hour to complete.

Pay upfront or with Afterpay on the secure checkout at petcloud.com.au/petcloudacademy.

For a tax invoice or to arrange payment by an Employment Services Provider, email support@petcloud.com.au.

2 Biometric Police Check

$43.00 inc GST

Through PetCloud's official partner, National Crime Check, an ACIC-accredited provider, via the job seeker's PetCloud Verifications screen.

A National Police Check linked to a live biometric identity check, verified through the Australian Government's Document Verification Service (DVS).

Required before a sitter profile can go live on PetCloud, and renewed every three years. To arrange provider payment, email support@petcloud.com.au.

Combined total of the published fees: $142.00 inc GST

The police check may be paid for by an Employment Services Provider. Please arrange this before purchase. Prices as published on petcloud.com.au as at 24 November 2026.

Requirements

To offer services on PetCloud, the job seeker must have:

- A free Australian Business Number (ABN). Apply free at abr.gov.au.
- A smartphone.

Sitters on PetCloud are self-employed and must have a free ABN.

Marketing support is available

Marketing support is available, including help setting up and promoting their PetCloud listing.

Contact

Questions about the course, the police check, invoices or provider payment can be sent to support@petcloud.com.au. Course page: petcloud.com.au/petcloudacademy. PetCloud Pty Ltd, ABN 59 603 898 862.

Job seeker and provider details

Please complete and keep a copy with the job seeker's file.

Job seeker name	**Employment Services Provider**
Case manager name	**Date**
Job seeker signature	**Date**
Provider / case manager signature	**Date**