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Assistance dogs - Part 3: Competencies for assistance dogs professionals

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

<p>See Eesti standard EVS-EN 17984-3:2025 sisaldab Euroopa standardi EN 17984-3:2025 ingliskeelset teksti.</p> <p>Standard on jõustunud sellekohase teate avaldamisega EVS Teatajas.</p> <p>Euroopa standardimisorganisatsioonid on teinud Euroopa standardi rahvuslikele liikmetele kättesaadavaks 03.12.2025.</p> <p>Standard on kättesaadav Eesti Standardimis- ja Akrediteerimiskeskusest.</p>	<p>This Estonian standard EVS-EN 17984-3:2025 consists of the English text of the European standard EN 17984-3:2025.</p> <p>This standard has been endorsed with a notification published in the official bulletin of the Estonian Centre for Standardisation and Accreditation.</p> <p>Date of Availability of the European standard is 03.12.2025.</p> <p>The standard is available from the Estonian Centre for Standardisation and Accreditation.</p>
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ICS 11.180.99

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English Version

Assistance dogs - Part 3: Competencies for assistance dogs professionals

Chiens d'assistance - Partie 3 : Compétences des professionnels des chiens d'assistance

Assistenzhunde - Teil 3: Kompetenzen von Assistenzhund-Fachleuten

This European Standard was approved by CEN on 19 October 2025.

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EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

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European foreword

This document (EN 17984-3:2025) has been prepared by Technical Committee CEN/TC 452 “Assistance dogs”, the secretariat of which is held by UNMZ.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by June 2026, and conflicting national standards shall be withdrawn at the latest by June 2026.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

This document is part of a series of standards under the general title *Assistance dogs* which will comprise the following parts:

- Part 1: Vocabulary
- Part 2: Dog lifetime welfare
- Part 3: Competencies for assistance dogs professionals
- Part 4: Pre-training, training and tasks
- Part 5: Creating and sustaining assistance dog teams
- Part 6: Accessibility and universal access

This document will be read in conjunction with EN 17984-1, EN 17984-2, EN 17984-4 and EN 17984-6 as the series is technically linked and to be read conjointly.

Any feedback and questions on this document should be directed to the users’ national standards body. A complete listing of these bodies can be found on the CEN website.

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Introduction

At present there are no defined competencies at a European level for professionals working in assistance dog organisations. This creates a high risk of assistance dog users being partnered with poorly and insufficiently trained dogs. It presents further risk to the welfare and wellbeing of assistance dog users and dogs if staff are not competent to perform their role according to safe and recognized standards.

This document will reduce this risk by encouraging organisations to provide training, or select appropriately trained professionals, to work within their organization. This document will allow assistance dog users greater choice when selecting an assistance dog provider and offers a level of quality of the service they can expect.

NOTE National rules and regulations related to training of professionals in the field of assistance dogs can apply.

1 Scope

This document specifies the competencies required of assistance dogs' professionals. The purpose of this document is to improve and ensure the quality of professionals working in a role within an assistance dog organization. Each speciality of assistance dog requires a specific set of role competencies and there are some common core competencies.

Core competencies in:

- breeding;
- puppy raising;
- dog care;
- assessors;
- orientation and mobility;
- trainers;
- instructors.

Specific competencies to train:

- guide dogs;
- hearing dogs;
- medical alert dogs;
- mobility assistance dogs;
- autism and development disorder dogs;
- team training instructor.

It is accepted that assistance dog organisations vary greatly in structure and not every organization will have all the roles identified. Where one person performs more than one role, it is expected that they will have the competencies of all the roles they perform e.g. a dog trainer can also have the competencies of a dog care specialist. And there will be some organisations where some of these roles are not required, e.g. those with no breeding programme will not require the associated role competencies.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 17984-1:2024, *Assistance dogs — Part 1: Vocabulary*