

## FAQ's - ISS ONLINE HOME INSPECTION COURSES

Q1. I'm looking at possibly the "entire" course. Is it required to take all, or do I need just a few courses to be certified here in British Columbia.

*RESPONSE: According to the BC licensing guidelines for education you must complete 150 hours of education from a BC approved training provider. Our program covers in excess of 400 hours of education, in greater detail than most other courses.*

Q2. Why are your courses so much less costly than cost of the others?

*RESPONSE: The actual cost is based on maintaining our agreement for teaching in Ontario for \$1000 for a program of study. From our perspective most other courses have a higher markup due to a number of marketing and costs plus factors added between the actual instructor, the delivery agent, and the educational institution. We simply cut out all of those hidden fees.*

Q3. Are your instructors actual practitioners or trained in educational delivery?

*RESPONSE: There are 3 primary instructors that all have decades of home inspection business experience. The company ISS originally trained specifically for home inspection and developed courses for a local college in the Toronto market, delivering both in class and online since the year 2000. The instructors all have a great depth of experience in post-secondary level adult education including one being a Professor of Architecture for over 25 years.*

Q4. I'm trying to work in my current career and get this inspection training after hours per se, what are the hours of instruction?

*RESPONSE: Our courses are designed to be a mixture of course notes readings coupled with mandatory webinar attendance. The online "Webinars" are part of your direct contact learning experience offered once per week for each course for the course duration. These are our Skype based web learning discussions covering topics for each specific course. They typically run at 6PM Pacific time (9PM Eastern time).*

Q5. I am new to Skype or Facetime. So how does this work?

*RESPONSE: If you are familiar with computers, have an iPad, or even a cell phone, you can typically download a free "app" for Skype. Skype simply provides us with a means to provide direct contact and provide easy to use electronic communication with both audio and video with the course participants and your instructor. It is also beneficial for all when it comes to overseeing your final exam, or the instructor sharing his screen with defect photos, etc.*

Q6. Would I need to be sitting at my computer at set times each day, as in 9-4 daily, or can I log in in the evenings or when I have the time?

*RESPONSE: Webinar (meeting) times are typically scheduled as noted above. Example – we are now starting the Winter Semester – Jan<sup>4</sup><sup>th</sup> and kick off the following: (time noted above – Q4)*

- *Fundamentals – Monday*
- *Electrical - Tuesday*
- *HVAC – Wednesday*
- *Reporting & Ethics – Thursday*

*Actual weekly course content notes are provided through our [education portal](#), as well as reference materials, included as part of your enrollment fee. That material can be accessed at any time.*

Q7. Also, is there a timeline once a semester starts?

*RESPONSE: Similar to a college semester based system we offer the full package of courses over 2 semesters. Semesters are Fall, Winter & Spring based (3 semesters per calendar year).*

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*As an example, we offer 4 courses starting in one semester and 3 following in semester. We do not hold courses during the summer months of July/August. So you can join at the beginning of any semester, Fall, Winter or Spring. We typically recommend that you enroll about 10-14 days prior to the start of the semester.*

Q8. Can I fast-track through the courses and complete sooner?

*RESPONSE: Fast-track with reference to taking all courses does not work well for most candidates. If you consider other courses they either have a greater number of courses, but they are not all available at the same time. Hence our semester based approach. The actual workload for most college programs is limited to possibly a shorter number of hours. Likewise, our experience with courses that claim shorter durations only help prepares you for the basics. Basically there's no real shortcut to preparing yourself with such a wide range of knowledge that's required to be a good professional home inspector.*

Q9. Is there a time limit on completing all of the courses in the program?

*RESPONSE: Yes, 1 year. But this can be extended due to extenuating circumstances.*

Q10. Is there also online exams and issuance of certificates, or do I have to write exams locally at a government office or accredited firm?

*RESPONSES: All courses have a final exam to receive your "certificate of completion", and indicate that you successfully completed the course. The course exams mirror and prepare you for what to expect on a licensing exam. In addition, the BC licensing requires an independent exam for licensing. As an example - we have a working relationship with a National Certification (NHICC) entity that allows our certificate holders to take their exam at a reduced cost, after program completion. Upon full program completion you will also receive a formal program "Transcript" document from ISS indicating your grades as required by BC Consumer Protection for licensing.*

*The NHICC exam is typically invigilated (proctored) by one of the NHICC examiners and can be readily completed online.*

### REFERENCES:

View our education homepage at:

<http://108.175.10.18>

Program Overview:

[http://108.175.10.18/pluginfile.php/99/mod\\_resource/content/2/ProgramOverview.pdf](http://108.175.10.18/pluginfile.php/99/mod_resource/content/2/ProgramOverview.pdf)

Getting Started:

[http://108.175.10.18/pluginfile.php/67/mod\\_resource/content/6/GetStarted.pdf](http://108.175.10.18/pluginfile.php/67/mod_resource/content/6/GetStarted.pdf)

Webinar Schedule:

[http://108.175.10.18/pluginfile.php/961/mod\\_resource/content/9/ISSschedule.pdf](http://108.175.10.18/pluginfile.php/961/mod_resource/content/9/ISSschedule.pdf)

Licensing Exam:

[http://108.175.10.18/pluginfile.php/817/mod\\_resource/content/3/BCexamcert1.pdf](http://108.175.10.18/pluginfile.php/817/mod_resource/content/3/BCexamcert1.pdf)

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