

# INSPECTION SUPPORT SERVICES INC

## SYLLABUS: ISS-FS002 – Mentoring/Field Supervision

### INSTRUCTIONAL GOALS

This course will assist students in combining requisite technical home inspection theory with the onsite practical home inspection and reporting process. It will emphasize the vital importance of site inspection protocol, occupational health and safety, use of home inspection tools, the onsite home inspection process, and significance of conveying home inspection information to clients in a precise manner. The course will include 5 to 6 practical site visits with a professional home inspector and will be supported through an online environment including 10 hours of online instruction.

This course meets and exceeds the requirements National Certification requirements for 50 hours of home inspection mentoring and/or field supervision.

**Recommended prerequisite:** ISS100- Fundamentals

**NOTE:** This is an onsite hands on class scheduled for specific locations. Generally the class size is limited between 6 to 10 participants with 2 instructors. Students are required to sign a waiver of liability for all site visits. Students will also need to have their own appropriate safety equipment (PPE). Students are provided with 3 (3-ring binder paper) copies of the ISS – Your Home Inspection Report.

### LEARNING OUTCOMES (NOS = National Occupational Standard for Home and Property Inspector)

Learning outcomes are clear statements of the critical/essential knowledge, skills and attitudes that a student is required to demonstrate to indicate successful completion of this course. Upon successfully completing the course the student will be able to:

- Performs Pre Inspection Procedures (NOS A1)
- Outlines methodology (NOS A1.01)
- Determines client's Terms of Reference (NOS A1.03)
- Determines scope of the work (NOS A1.04)
- Contracts with clients (NOS A1.05)
- Communicates Orally (NOS A2)
- Answers clients' questions (NOS A2.01)
- Explains building operating systems to clients (NOS A2.02)
- Explains building defects (NOS A2.03)
- Provides Written Reports (NOS A3)
- Determines report formats (NOS A3.01)
- Prepares report (NOS A3.02)
- Delivers and explains report (NOS A3.03)
- Resolves Conflicts (NOS A4)
- Obtains details of complaint (NOS A4.01)
- Responds to complaints (NOS A4.02)
- Verifies complaint (NOS A4.03)
- Develops a resolution process (NOS A4.04)
- Recognizes Legal Responsibility (NOS A5)
- Recognizes duty of care situations (NOS A5.01)
- Recognizes roles and responsibilities (NOS A5.02)
- Recognize limitations on inspection caused by legislation and jurisdictional issues (NOS A5.03)
- (NOS BLOCK B) Inspects Building Exterior (Structure and Envelope)

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- (NOS BLOCK C) Inspects Building Interiors and Envelope
- (NOS BLOCK D) Inspects Building Heating and Air Conditioning Systems
- (NOS BLOCK E) Inspect Building Plumbing Systems
- (NOS BLOCK F) Inspect Building Electrical Systems

## COURSE CONTENT

- Online component – Overview of Mentoring & Field Supervision
- Onsite Home Inspection
- Standards of Practice
- Photographing Conditions
- Report Writing
- Test Inspection

## NEEDS AND RESOURCES

### Required Background

To successfully complete this course, you must have a completed ISS100 – Intro to Home Inspection

- How to use a computer
- How to use a web browser to connect to the course site
- How to send and respond to email messages

### Required Materials

- Online course notes

### Additional Print Resources (Optional)

- ASHI (American Society of Home Inspectors) Standards of Practice

### Online Resources

- Online course notes
- 3 (paper) copies of the ISS – Your Home Inspection Report will be provided on the first day – on-site.

## COURSE SCHEDULE

This is a 50 hour course. 10 hours of the course is delivered online as preparatory work for conducting and participating in the onsite mentoring and supervised field training. The course is primarily intended to provide the participants with practical field training with experienced and qualified home inspectors.

## POLICIES AND PROCEDURES

### General Rules:

It is expected that all work must be performed by the individual student. Any student having an academic concern or questioning an academic decision should first discuss the matter directly with their course instructor; if the issue is not resolved then with the ISS Program Coordinator. The ISS Program Coordinator's decision is final. Further information may be found on the Inspection Support Services webpage under Training and a link to ISS Education Policy.

### Grading:

Students will be evaluated as follows: (Activity & Assessment Percentage)

Assignment = 5%

Practical Training Inspection Reports = 45%

Final Test Inspection Exam = 50% (See additional information)

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Supplemental evaluations are not available in this course, unless extraordinary, documentable circumstances have prevented a student from participating in scheduled course activities. All applications for a supplemental are made to the course instructor.

## **Grading Scale:**

A passing grade in this course is a minimum of 70%. Note that some inspection associations and/or provincial regulations for licensing home inspectors require 80% as their minimum.

## **ADDITIONAL INFORMATION**

**Note:** ISS100 is a prerequisite for all other Home Inspection Program courses.

Participants must complete a mandatory liability waiver form provided by the instructor.

The final course exam must be completed on the scheduled course completion date. The final exam requires successful completion of an independent home inspection and completion of a home inspection report that meets the ASHI Standards of Practice.

The information contained in this training represents what is considered to be the most current and the best understanding of the subject at the time of the delivery of the program. Nevertheless, it is to be expected that new research may supersede some aspects of our current understanding. Neither ISS, nor the consultants can be held responsible for the costs or consequences of any claims or actions in contract or in negligence arising from applying any of the information.

This training has endeavoured to take every reasonable step to inform the trainees of the risks associated with exposure to the process of evaluating residences. Recommendations have been made to minimize the risks. But neither ISS, nor the trainers will be responsible for any health or physical condition experienced by the participant that may be associated with exposure to dwellings visited by the participant in his/her application of the information from this training program. The participant shall assume full responsibility for any risks attendant to himself/herself related to inspecting houses.

Neither ISS nor the trainers will be held responsible for the consequences (financial costs, property damage, health risks, etc.) suffered by the occupants of dwellings that were evaluated by the investigator as a result of actions based on the recommendations of the investigator.

While every effort is made by the instructor to cover all content material listed in this outline, the order, **content and/or evaluation may change as a result of special circumstances (e.g. technology/equipment** problems and/or changes, etc). In any such case, every effort will be made to make appropriate adjustments to the course delivery.

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