

# ISS – HOME INSPECTOR TRAINING PROGRAM

## SYLLABUS: ISS106 – Ethics & Reporting

### INSTRUCTIONAL GOALS

This course is the study of legal and ethical issues affecting the Home Inspector and the Home Inspection Industry. Home Inspectors develop relationships with many of the parties directly and indirectly involved in a real estate transaction. It is the responsibility of the Home Inspector that these relationships are governed by strong ethical and legal guidelines. To truly become a successful Home Inspector today it is vitally important that the inspector's ethics be unquestionable.

The course is divided into three major sections as follows: Legal Issues, Ethics and Report Writing

### 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:

- Recognizes common home inspection process and practices (NOS A1)
- Explain technical information to clients at varying levels (NOS A2 & A3)
- Record and report inspection findings (NOS A3)
- Identify and participate in risk management activities (NOS A5)
- Write to communicate technical information clearly and concisely incorporating illustration to reinforce meaning (NOS A3.02)
- Define the legal and ethical requirements of a home inspector “professional” (NOS A5)
- Perform a mock residential inspection

### COURSE CONTENT

- Canadian Law
- The Real Estate Transaction
- Standards of Practice
- Code of Conduct (Ethics)
- Risk Management
- Report Writing

### 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
- How to use Skype

#### Required Materials

- Notes provided by the instructor

#### Additional Print Resources (Optional)

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

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## Online Resources

- Online course notes

## COURSE SCHEDULE

This is a 40-hour course. This online course is based on a maximum of 10 weeks duration for completion. This course includes instructor led webinars, quizzes, and/or assignments, activities and a final exam. This course contains 15 hours of Skype/webinar based interaction required to complete. In-class sessions are scheduled for a 40-hour contact format.

## POLICIES AND PROCEDURES

### General Rules:

It is expected that the individual student must perform all work. 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 and a link to ISS Education Policy.

### Communication:

One of the first things we would like you to do, when you are enrolled is to send your course instructor an email that indicates a little info about who you are and where you live. This will be used as your main point of contact for communications. This also gives the instructor a better idea regarding scheduling webinars. Upon enrollment our Program Administrator will provide you with your Instructors contact email.

### Webinar Attendance Policy:

The **Direct Instruction** is a critical part of the course delivery. As such and based on studying various types of “best practices” for course delivery. Note that a portion of your grades accounts for what we deem as \*mandatory participation in the scheduled webinars. This is keeping with the regulations primarily set by Consumer Protection BC Home Inspector educational program approved for the purposes of Section 3(3)(a) of the Home Inspector Licensing Regulation (“HILR”).

### Grading:

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

\*Webinars = 15% (1% per webinar hour)

Assignments/Quizzes = 35%

Final Exam = 50%

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.

### Final Exam:

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The final course exam must be completed within 3 weeks of the scheduled course completion date. All exams for online courses must be independently proctored\*\*. (Refer to the Proctoring Document\*\* available on the “Program” website.)

## Course Copyright:

All course materials students receive or have access to are protected by Copyright Laws. Students may use these materials strictly for their training, but any type of unauthorized distribution and/or transfer is prohibited.

## Disclaimer:

Please note that the specifics of this course may be modified from time to time, due to changes. 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. These include reference to web links or changes due to updates within the home inspection sector. Students will be advised by email directly when and if changes do occur.

## Schedule of Topics, Readings & Direct Instruction Webinars

This schedule provides an outline of the main topics for this course and during which week they will be addressed. Characteristics of the webinars can vary in a number of different types of formats such as discussions, lectures, presentations and question and answer style deliveries.

### ISS106 Ethics & Reporting (15 hours of webinar based delivery) \*TOTAL Direct Instruction

Week	Topic	Reference Module	Hours	*DI Hrs
1	Intro	Overview	4	1
2	Overview of Canadian Law		4	
3	The Real Estate Transaction	Week 2/3 notes	4	3
4	Standards of Practice		4	
5	Associations	Week 4/5 notes	3	3
6	Code of Ethics		4	
7	Risk Management	Week 6/7 notes	4	3
8	Report Writing		4	
9	Project Studies	Week 8/9 case studies	6	3
10	Exam Prep & Review	Summary Review	3	2
			40	*15

## NOTE:

- ISS100 provides an introductory overview of home inspections.
- Although the Direct Instruction hours appear to be directed at the topic of that week, it also includes discussion on previous topics as part of a review and reinforcement process.