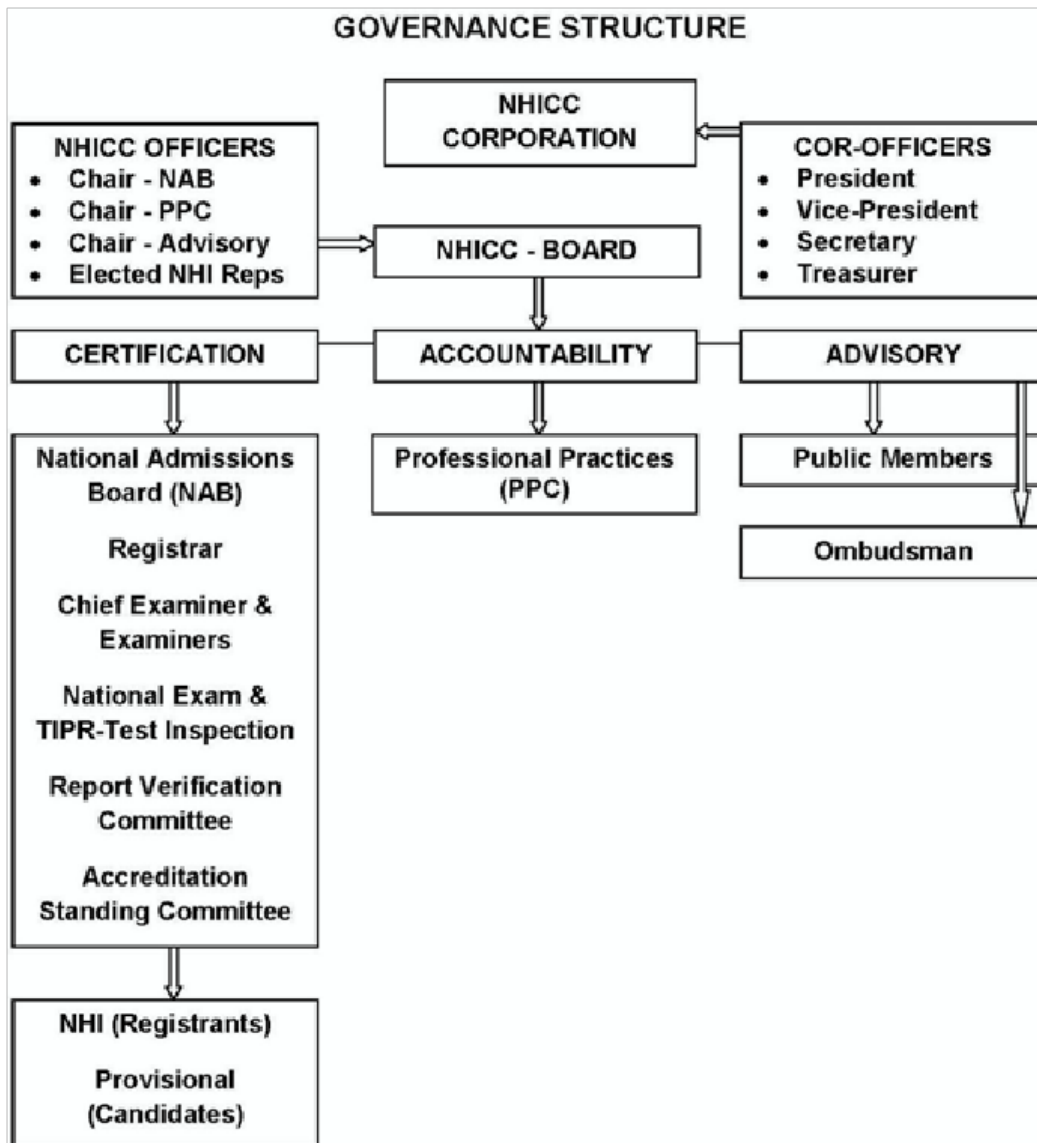


# National Home Inspector Certification Council

## Policy & Procedures Manual



## INTRODUCTION

The National Home Inspector Certification Council (NHICC) accreditation is an objective and reliable verification. The NHICC accreditation process involves a detailed review and analysis of individual home inspectors and organizations programs, administrative functions and service delivery practices. All are measured against the 'National Certification Program' and 'National Occupational Standards' for the Canadian Home Inspection profession and best practices. These standards emphasize services that are accessible, appropriate, coordinated, competent, evidence-based, individualized, outcomes-oriented, respectful of individual rights, and provides collaboration. As such, consumers, board members, regulators and registrants of the NHICC can have confidence in the credibility, integrity and achievement of the organization or program.

Under licensing agreements, the NHICC holds administrative privileges to Canada's 'National Certification Program' and 'National Occupational Standards' for the home inspection profession. To achieve NHICC certification or accreditation, an individual, organization or program first provides written evidence of compliance with the applicable standards. Thereafter, a group of industry based volunteers (reviewers) confirms adherence to these standards during review, and interviews with the organization's trustees, and applicants. Based on their findings, the NHICC's National Admissions Board then determines whether an individual, organization or program has successfully met the criteria for validation for certification.

The Policy and Procedures Manual is the instruction manual necessary to allow the National Home Inspector Certification Council (NHICC) to operate on a daily basis. The structure and mandate of the Corporation are defined by the legislation under which it is incorporated, any special legislation governing its mandate, the letters patent, the by-laws, and these governance policies enacted under the authority of the by-laws.

## PURPOSE

Governance is the exercise of authority, direction and control of an organization in order to ensure its purpose is achieved. The purpose of the NHICC policy and procedures manual is to assure a uniform and consistent guide for all to undertake their duties and obligations for the operation of the National Certification Program. From time to time, the governance body may make changes to the policies, at which point the document will be taken through the normal approval procedure, and revised and reissued with such amendments.

Each policy in this document is expected to be consistent with the law, the articles of incorporation, and the bylaws, all of which have precedence over these policies. The policy sections provide guidance on how the NHICC will operate on a daily bases.

The purpose of procedures that are noted provides consistency of operation over time and through its governance. The Procedure sections are the systems that the NHICC Board and committees have developed to handle specific Policies passed by the Board.

The manual is organized in accordance with the NHICC structure. Each Committee is charged annually to review a specific section of the Policy and Procedures Manual to assure that the Policies and Procedures are current with the NHICC's Goals and Practices, as well as determine if sections need to be changed by current Industry conditions.

Policy and Procedure main titles and subcategories are listed in the Table of Contents.

## **National Home Inspector Certification Council Policy and Procedures Manual**

### **POLICY DEFINITION:**

Policies are guides for mandatory actions and are intended to operate as extensions to the administration. Deviation or changes from policies requires the presentation of a motion by the Board of Directors and an approving vote.

### **PROCEDURES DEFINITION:**

Procedures provide explanation of policies and are intended to direct chairs, volunteers, leadership, administrators and the registrants in carrying out the policies to which they refer.

# National Home Inspector Certification Council Policy and Procedures Manual

## TABLE OF CONTENTS

<b>Governance</b>		<b>6</b>
	1.0 Policy	6
	2.0 Procedures	8
	3.0 COR-Officers	9
	4.0 Appointment of COR-Officers	9
<b>Board of Directors</b>		<b>10</b>
	Overview	10
	Purpose	10
	5.0 Policy	11
	5.1 Indemnities to Directors and Others	12
	6.0 Officers	12
	6.1 Duties of Officers	12
	7.0 Committees	13
	8.0 Execution of Documents	14
	9.0 Minutes	14
<b>By-Laws</b>		<b>14</b>
	Purpose	14
	10.0 Amendments	14
	11.0 Conditions of Membership	15
	11.1 Member Meetings	16
<b>Executive Committee</b>		<b>17</b>
	Overview	17
	Policy	17
	12.0 Procedures	18
<b>National Admissions Board</b>		<b>18</b>
	Overview	18
	Position	19
	13.0 Policy	19
	14.0 Procedures	21
<b>Accreditation Committee</b>		<b>23</b>
	Overview	23
	Purpose	23
	15.0 Policy	24
	15.1 Procedures	25
<b>Administrative</b>		<b>26</b>
	Overview	26
	16.0 Registrar & Records	27
	17.0 Audit	27
	18.0 Treasurer	27
	19.0 Secretary	28
	20.0 Nomination Committee	28
	21.0 Nomination Voting	29
<b>Key Personal</b>		<b>31</b>
	22.0 Chief Examiner	31
	23.0 Deputy Examiners and Examiners	31
	24.0 Report Verification Committee	32
	25.0 Public Members	32
	26.0 Ombudsman	33
	27.0 External Relations / Government Liaison	33
<b>Meetings</b>		<b>34</b>
	28.0 Annual General Meetings (AGM)	34
	29.0 Special Meetings	34
<b>Accountability</b>		<b>34</b>
	Overview	34
	30.0 Whistle Blowing	35
	31.0 Website	36
<b>Certification Requirements</b>		<b>36</b>
	Overview	36
	Objectives	36
	32.0 Certification & Certification Requirements	37
	33.0 National Certification Program	38
	34.0 Authority to Certify	39
	35.0 Certification Stages	39

## National Home Inspector Certification Council Policy and Procedures Manual

	<b>36.0 Obligations of Registrants</b>	<b>39</b>
	<b>37.0 National Exams, Test Inspections &amp; Retakes</b>	<b>40</b>
	<b>38.0 Mentoring / Supervised Field Work</b>	<b>41</b>
	Overview	41
	Mentor Requirements	41
	Mentoring Obligations	41
	Candidate Obligations	42
	<b>39.0 Materials Available</b>	<b>42</b>
	<b>40.0 Mentor Credits</b>	<b>42</b>
	<b>41.0 Registrant Renewals &amp; Recertification</b>	<b>43</b>
	<b>42.0 Maintenance Requirements</b>	<b>44</b>
	<b>43.0 Continuing Education Credits</b>	<b>44</b>
	Purpose	44
	<b>44.0 Insurance Requirements</b>	<b>45</b>
	<b>45.0 Reinstatement of Status</b>	<b>46</b>
	Purpose	46
	<b>46.0 Advertising – Occupational Title</b>	<b>46</b>
	Overview	46
	<b>47.0 Standards of Practice / Code of Ethics</b>	<b>47</b>
	Overview	47
	<b>48.0 Code of Conduct – Conflict of Interest</b>	<b>48</b>
	Overview	48
	<b>49.0 Training Quality &amp; Consistency</b>	<b>49</b>
	Overview	49
<b>Advisory Council</b>		<b>50</b>
	Overview	50
<b>Professional Practices Committee</b>		<b>51</b>
	Overview	51
	Position	51
	Mandate	52
	<b>50.0 Objectives</b>	<b>52</b>
	<b>50.1 Responsibilities &amp; Tasks</b>	<b>52</b>
	<b>50.2 Operating Principles &amp; Rules for Committee Members</b>	<b>52</b>
	<b>51.0 Procedures for Handling Complaints</b>	<b>53</b>
	<b>52.0 Hearing Procedure</b>	<b>56</b>
	<b>53.0 Hearing Decision</b>	<b>58</b>
	<b>54.0 Disciplinary Action</b>	<b>58</b>
	<b>55.0 Appeals</b>	<b>59</b>
	<b>56.0 Notices &amp; Correspondence</b>	<b>60</b>
	<b>57.0 Quorum</b>	<b>60</b>
	<b>58.0 Intellectual Property</b>	<b>60</b>
	<b>59.0 Termination of Committee Member</b>	<b>61</b>
<b>General Administrative Requirements</b>		<b>61</b>
	Overview	61
	<b>60.0 General Administration</b>	<b>61</b>
	<b>61.0 Volunteers &amp; Advisors</b>	<b>63</b>
	<b>62.0 ADA/Human Rights Act</b>	<b>63</b>
	<b>63.0 Expense Reimbursement</b>	<b>63</b>
	<b>64.0 Travel Expenses</b>	<b>63</b>
	<b>65.0 Media &amp; Communications</b>	<b>64</b>
	<b>66.0 Mailing List</b>	<b>65</b>
	<b>67.0 Freedom of Information and Privacy Act</b>	<b>65</b>
	<b>68.0 Website</b>	<b>66</b>
	Purpose	66
	Policy	66
	<b>69.0 Allegations against Non-members</b>	<b>66</b>
<b>Resources</b>		<b>68</b>
	Overview	68
	Essential Documents	68

## National Home Inspector Certification Council Policy and Procedures Manual

<b>Appendix</b>	<b>A – Candidate Handbook</b>	<b>69</b>
	<b>B – Standards of Practice and Code of Ethics</b>	<b>70</b>
	<b>C – Applications</b>	<b>79</b>
	<b>D – Fee Structure</b>	<b>88</b>
	<b>E – Registrant Renewal</b>	<b>90</b>
	<b>F – Continuing Education Form &amp; Policy</b>	
	<b>G – Mentoring Forms &amp; Policy</b>	
	<b>H – National Exam Criteria</b>	
	<b>I – Test Inspection with Peer Review</b>	
	<b>J – Professional Practices / Forms</b>	
	<b>K – Examiner Training</b>	
	<b>L – Governance Structure</b>	
	<b>M – Authority to Certify</b>	
	<b>N – NHICC Logos</b>	
<b>Reviews &amp; Updates</b>		
	<b>Updated March 2014</b>	
	<b>Reviewed April 7 2015</b>	

## GOVERNANCE

### OVERVIEW

Governance is a critical component in the administration of a quality certification program. Board members take ultimate responsibility for the governance of the NHICC. However, governance is not a role for Boards and Board Members alone. Governance is also concerned with the way Boards work with chief executives, staff, volunteers, service users, consumers, registrants and other stakeholders to ensure the organization is effectively and properly run and meets the needs of the National Certification Program

This section describes the importance of board composition and the board's authority over certification decisions. Fiduciary responsibility is also an important concept in governance and is described in terms of director's responsibilities, conflicts of interest, voting and meeting requirements, engaging management consultants and legal counsel, financial records and reporting, insurance, and the disciplinary process.

The protection of privacy as specified under the 'Freedom of Information and Privacy Act' is a basic responsibility to all applicants in the NHICC and its constituents, volunteers and employees. The Human Rights Code, the Charter of Rights and Freedoms and the Freedom of Information and Protection of Privacy Act" are to be maintained by the NHICC

### PURPOSE

The Governance Policy is intended to clarify the content of the NHICC's Policy and Procedure Manual by making explicit the underlying principles of governance approved by the registrants.

In an attempt to create a corporation where all interests are looked after, the NHICC has implemented a two-tier corporate hierarchy: a Board of Directors, these individuals are elected by the registrants of the corporation, and upper management (Cor-Officers): these individuals are appointed by the Board of Directors

Board structure is an integral part of the NHICC's corporate governance. Board structures significantly influence corporate growth and how it is governed in order to protect registrant's rights and curb malpractices. The two-tier board institutionalizes a clear distinction and segregation between the administrative and certification functions of the NHICC.

This policy does not cover legal or ethical issues concerning the role of the Board or its members, which are addressed separately elsewhere.

### 1.0: POLICY

The Board of Directors of the National Home Inspection Certification Council is an elective, representative, and collective body. The Board's job is to govern the affairs of the corporation within the framework of relevant legislation and standards.

1.1.1: It is elective, in that the determination of Board members is the prerogative of registrants through the election process.

## National Home Inspector Certification Council Policy and Procedures Manual

1.1.2: It is representative, in that no registrant can be mandated by their constituency to adopt a particular position if they do not believe it to be in the best interests of the NHICC. Whatever the constituency of any member, all members are committed to acting selflessly and making decisions and voting on governance decisions solely in the best interests of the NHICC.

1.1.3: It is collective, in that while each registrant should put the point of view of their constituency, and each registrant has the right to argue for their own point of view and to vote for that position, once a collective decision has been taken Board members are required to support that decision.

The function of the Board of Directors is to collectively ensure the delivery of the NHICC's objects, to set its strategic direction, and to uphold its values. The responsibilities of the Board that cannot be delegated to any other person or body include:

- a) Compliance monitoring – ensuring compliance with the objects, purposes and values of the National Certification Program, and with the corporation By-Laws and where regulation authority dictates.
- b) Strategic direction - the Board of Directors focuses on the strategic direction and the core policies of the National Certification Program, and avoids becoming involved in day-to-day operational decisions. Where individual Board members do need to become involved in operational matters, they must separate their strategic role from their operational role.
- c) Succession and remuneration planning – planning for Board, CEO and executive succession, and determining senior management remuneration.
- d) Management - the Board of Directors shall appoint Cor-Officers as the upper managers of the corporation.

1.1.4: The function of the Cor-Officers is to maintain and manage the day-to-day operations of the corporation.

- a) Answerability - the Cor-Officers are collectively responsible and accountable for ensuring and monitoring that the NHICC is performing well, is solvent, and is complying with all its legal, financial, and ethical obligations.
- b) Organizational governance – setting or approving policies, plans and budgets to achieve those objectives, and monitoring performance against them
- c) Strategic planning – reviewing and approving strategic direction and initiatives
- d) Regulatory monitoring – ensuring that the NHICC complies with all relevant laws, regulations and regulatory requirements
- e) Financial monitoring – reviewing the NHICC's budget, monitoring management and financial performance to ensure the solvency, financial strength and good performance of the NHICC
- f) Financial reporting – considering and approving annual financial statements, tax returns and required reports to government;
- g) Organizational structure – setting and maintaining a framework of delegation and internal control
- h) Leadership selection – selecting, evaluating the performance of, rewarding and, if necessary, dismissing the organization's Chief Executive Officer (CEO)
- i) Succession and remuneration planning – planning for Board, CEO and executive succession, and determining senior management remuneration



## National Home Inspector Certification Council Policy and Procedures Manual

- j) Risk management – reviewing and monitoring the effectiveness of risk management and compliance in the NHICC; agreeing or ratifying all policies and decisions on matters which might create significant risk to the organization, financial or otherwise
- k) Dispute management – dealing with and managing conflicts that may arise within the NHICC, including conflicts arising between Board members, staff, the CEO, registrants, volunteers, or service users.
- l) Social responsibility – considering the social, ethical and environmental impact of all activities and operations and ensuring that these are acceptable.

### 2.0: PROCEDURES

2.0.1: The Cor-Officers of the corporation shall administer the affairs of the corporation in all things and make or cause to be made for the corporation, in its name, any kind of contract which the corporation may lawfully enter into and, save as hereinafter provided, generally, may exercise all such other powers and do all such other acts and things as the corporation is by its charter or otherwise authorized to exercise and do.

2.0.2: The Cor-Officers shall have power to authorize expenditures on behalf of the corporation from time to time and may delegate by resolution to an officer or officers of the corporation the right to employ and pay salaries to employees. The Cor-Officers shall have the power to enter into a trust arrangement with a trust company for the purpose of creating a trust fund in which the capital and interest may be made available for the benefit of promoting the interest of the corporation in accordance with such terms as may prescribe.

2.0.3: The Cor-Officers are hereby authorized, from time to time:

- a) to borrow money upon the credit of the corporation, from any bank, corporation, firm or person, upon such terms, covenants and conditions at such times, in such sums, to such an extent and in such manner as the Cor-Officers in its discretion may deem expedient;
- b) to limit or increase the amount to be borrowed;
- c) to issue or cause to be issued bonds, debentures or other securities of the corporation and to pledge or sell the same for such sums, upon such terms, covenants and conditions and at such prices as may be deemed expedient;
- d) to secure any such bond, debentures or other securities, or any other present or future borrowing or liability of the corporation, by mortgage, hypothec, charge or pledge of all or any currently owned or subsequently acquired real and personal, movable and immovable, property of the corporation, and the undertaking and rights of the corporation.

2.0.4: The Cor-Officers shall take such steps as they may deem requisite to enable the corporation to acquire, accept, solicit or receive legacies, gifts, grants, settlements, bequests, endowments and donations of any kind whatsoever for the purpose of furthering the objects of the corporation.

2.0.5: The Cor-Officers may appoint such agents and engage such employees as it shall deem necessary from time to time and such persons shall have such authority and shall perform such duties as shall be prescribed by the Cor-Officers at the time of such appointment.

2.0.6: Remuneration for all officers, agents and employees and committee persons shall be fixed by the Cor-Officers by resolution.

## **National Home Inspector Certification Council Policy and Procedures Manual**

2.0.7: Meetings of the Cor-Officers may be held at any time and place to be determined by its officers provided that forty-eight (48) hours written notice of such meeting shall be given, other than by mail, to each officer. Notice by mail shall be sent at least fourteen (14) days prior to the meeting. There shall be at least one (1) meeting per year of the Cor-Officers. No error or omission in giving notice of any meeting of the Cor-Officers or any adjourned meeting of the Board of Directors of the corporation shall invalidate such meeting or make void any proceedings taken thereat and any officer may at any time waive notice of any such meeting and may ratify, approve and confirm any or all proceedings taken or had thereat. Each officer is authorized to exercise one (1) vote.

2.0.8: A majority of officers in office, from time to time, but no less than two officers, shall constitute a quorum for meetings of the Cor-Officers. Any meeting of the Cor-Officers at which a quorum is present shall be competent to exercise all or any of the authorities, powers and discretions by or under the By-laws of the corporation.

2.0.9: The NHICC will align itself to be accredited either thru, applying for accreditation by the National Commission for Certifying Agencies/Institute for Credentialing Excellence (NCCA)/(ICE) or by meeting CAN-P-9 (ISO) compliance.

### **3.0: COR-OFFICERS**

3.0.1 The total number of Cor-Officers will be determined by the Board of Directors under the constitution or by the registrants at a general meeting of its registrants and shall take into account the skills and experience required to complete its duties given the scale and complexity of the corporation's operations.

3.0.2: The Board of Directors believes that it is impractical to appoint a nomination committee. Accordingly, the full Board of Directors assumes responsibility for the selection and appointment of its Cor-Officers.

3.0.3: The Board of Directors considers that the number of Cor-Officers at any time and the composition of its board are critical for the success of the NHICC. It is acknowledged that these aspects could vary from time to time depending on the circumstances of the corporation.

3.0.4: The Chief Executive Officer is to be the director of the corporation; he/she will have the title of President.

3.0.5: The CEO shall have the delegated authority as approved by the Board of Directors, and all other matters necessary for the day-to-day management of the corporation.

### **4.0: APPOINTMENT OF COR-OFFICERS**

4.0.1: Whether filling a vacancy, or expanding the Cor-Officers of the corporation, the procedures applied by the Board of Directors may include the selection of a panel of nominees. In compiling the panel of nominees, the Board of Directors may draw on advice from external consultants and internal industry experience.

4.0.2: Potential Cor-Officers shall be approached by the Chairman of the Board of Directors and their interests in joining the board, together with the responsibilities such an appointment

## National Home Inspector Certification Council Policy and Procedures Manual

entailment, are discussed. Terms and conditions of the appointment are also communicated to the nominees.

4.0.3: Cor-Officers should be independent directors.

4.0.4: A Cor-Officer will be considered independent where he or she is:

- a) Independent of the certification process, and
- b) Free from any business or other relationship that could materially interfere with, or could,
- c) Reasonably be perceived to materially interfere with, the exercise of his or her unfettered and independent judgment.

4.0.5: The Board of Directors will continue to monitor the requirements for independent Cor-Officers in the context of the corporation's communicated long term objectives.

4.0.6: Unless otherwise stated, the NHICC's corporate governance practices are in place and comply with the corporation's best practice policies. The Cor-Officers are responsible for the corporate governance of the economic entity. The Cor-Officers guide and monitor the business affairs of the NHICC on behalf of the registrants to whom they are accountable.

## BOARD OF DIRECTORS

### OVERVIEW

The intent of the National Home Inspector Certification Council (NHICC) is to institute a level and consistent standard for home and property inspectors across Canada. The National Certification Program was established to allow Canadian home and property inspectors to be certified as competent and recognized as qualified professionals.

The key constituents of the National Home Inspector Certification Council (NHICC) are:

1. The National Admissions Board
2. The Professional Practice Committee
3. The Advisory Council
4. The Executive Committee (Elected NHI Reps)

The objects of the Board of Directors are:

- a) Administer and maintain an independent National Certification Program for home and property inspectors in Canada.
- b) Recognize accredited training and education for home and property inspectors in Canada.
- c) Protect the rights of consumers as well as fair trade competition and the free flow of truthful information in the marketplace
- d) Establish and maintain relationships with, home inspectors, consumers, governments, and all stakeholders across Canada.
- e) Representing and promoting the interest of Canadian home and property inspectors earning National Home Inspector (NHI) designation.
- f) Attain independent third party accreditation to ensure accountability.

### PURPOSE

## National Home Inspector Certification Council Policy and Procedures Manual

The accountability of the corporation shall be managed by a Board of Directors, comprised of a minimum of three directors. The number of directors shall be determined from time to time by a majority of the directors at a meeting of the Board of Directors and sanctioned by an affirmative vote of at least two-thirds (2/3) of the votes cast in favor of the resolution at a meeting of registrants duly called for the purpose of determining the number of directors to be elected to the Board of Directors. Directors must be individuals, 18 years of age, with power under law to contract. Directors need not be registrants.

### 5.0: POLICY

5.0.1: The applicants for incorporation shall become the first directors of the corporation whose term of office on the Board of Directors shall continue until their successors are elected. At the first meeting of registrants, the Board of Directors then elected shall replace the provisional directors named in the Letters Patent of the corporation

5.0.2: Directors shall be elected for a term of two (2) years by the registrants at an annual meeting of registrants. The election of the Board of Directors will be based on electing representation based on provincial representation, and maintaining fifty percent (50%) of the National Home Inspector registrants on an annual election cycle in order to maintain continuity in governance.

5.0.3: The office of director shall be automatically vacated:

- a) if at a special general meeting of registrants, a resolution is passed by the majority of the votes cast in favor of the removal of the director,
- b) if a director has resigned his office by delivering a written resignation to the secretary of the corporation,
- c) if he is found by a court to be of unsound mind or convicted of any criminal offence,
- d) if he becomes bankrupt or suspends payment or compounds with his creditors,
- e) on death.

Provided that if any vacancy shall occur for any reason in this paragraph contained, the Board of Directors by majority vote, may, by appointment, fill the vacancy with a registrant of the corporation.

5.0.4: Vacancies shall be filled by a majority vote of the remaining registrants of the National Certification Council for the balance of the year.

5.0.5: The directors shall serve as such without remuneration and no director shall directly or indirectly receive any profit from their position as such; provided that a director may be paid reasonable expenses incurred in the performance of their duties. Nothing herein contained shall be construed to preclude any director from serving the corporation as an officer or in any other capacity and receiving compensation therefore.

5.0.6: A retiring director shall remain in office until the dissolution or adjournment of the meeting at which his retirement is accepted and his successor is elected.

5.0.7: The Board of Directors may meet telephonically or through other electronically mediated means.

## **National Home Inspector Certification Council Policy and Procedures Manual**

5.0.8: The duty of care of the directors will be that they must act honestly, in good faith and in the best interest of the corporation.

5.0.9: Cor-Officers of the corporation shall be appointed by resolution of the Board of Directors at the first meeting of the Board of Directors following an annual meeting of registrants.

5.0.10: Directors shall act in the best interest of the corporation and not for private gain or benefit. Directors are required to update their disclosures if a new conflict comes up. When a conflict of interest does arise, the director(s) must recuse themselves from part or if required all of the board's conversation. The director(s) must also recuse themselves from voting on the matter. The minutes of the meeting must reflect such situations.

5.0.11: A conflict of interest is any situation where an individual's private interests may be incompatible or in conflict with their responsibilities to objectively exercise their duties. Where a conflict of interest arises, it must be declared, and the director must not participate in any discussion or vote and, depending on the circumstances, the director may have to resign.

5.0.12: A director is not liable if they exercised the care, diligence and skill that a reasonably prudent person would have exercised in comparable circumstances.

### **5.1: INDEMNITIES TO DIRECTORS AND OTHERS**

5.1.1: Every director of the corporation and their heirs, executors and administrators, and estate and effects, respectively, shall from time to time and at all times, be indemnified and saved harmless out of the funds of the corporation, from and against;

- a) all costs, charges and expenses which such director, sustains or incurs in or about any action, suit or proceedings which is brought, commenced or prosecuted against him, or in respect of any act, deed, matter of thing whatsoever, made, done or permitted by him, in or about the execution of the duties of his office or in respect of any such liability;
- b) all other costs, charges and expenses which he sustains or incurs in or about or in relation to the affairs thereof, except such costs, charges or expenses as are occasioned by his own willful neglect or default.

### **6.0: OFFICERS**

6.0.1: The Cor-Officers of the corporation shall be a President, Vice-president, Secretary and Treasurer and any such other officers as the Board of Directors may by By-law determine. Any two offices may be held by the same person. Officers need not be directors, or registrants.

6.0.2: Cor-Officers of the corporation shall be appointed by resolution of the Board of Directors at the first meeting of the Board of Directors following an annual meeting of registrants.

6.0.3: The Cor-Officers of the corporation shall hold office for two (2) year(s) from the date of appointment or election or until their successors are elected or appointed in their stead. Officers shall be subject to removal by resolution of the Board of Directors at any time.

### **6.1: DUTIES OF OFFICERS**

6.1.1: The President shall be the Chief Executive Officer of the corporation. He/she shall preside at all meetings of the corporation and of the Board of Directors. He/she shall have the

## **National Home Inspector Certification Council Policy and Procedures Manual**

general and active management of the affairs of the corporation. He/she shall see that all orders and resolutions of the Cor-Officers and Board of Directors are carried into effect.

6.1.2: The Vice-president shall, in the absence or disability of the President, perform the duties and exercise the powers of the President and shall perform such other duties as shall from time to time be imposed by the Board of Directors.

6.1.3: The Treasurer shall have the custody of the funds and securities of the corporation and shall keep full and accurate accounts of all assets, liabilities, receipts and disbursements of the corporation in the books belonging to the corporation and shall deposit all monies, securities and other valuable effects in the name and to the credit of the corporation in such chartered bank of trust company, or, in the case of securities, in such registered dealer in securities as may be designated by the Cor-Officers from time to time. Shall disburse the funds of the corporation as may be directed by proper authority taking proper vouchers for such disbursements, and shall render to the president and directors at the regular meeting of the Cor-Officers or Board of Directors, or whenever they may require it, an accounting of all the transactions and a statement of the financial position, of the corporation, and shall also perform such other duties as may from time to time be directed by the Board of Directors.

6.1.4: The Secretary, when in attendance, shall attend all meetings and act as clerk thereof and record all votes and minutes of all proceedings in the books to be kept for that purpose. The secretary shall give or cause to be given notice of all meetings of the registrants, Cor-Officers and of the Board of Directors, and shall perform such other duties as may be prescribed by the Board of Directors or president, under whose supervision the Secretary shall be. The Secretary shall be the custodian of the seal of the corporation.

6.1.5: The duties of all other officers of the corporation shall be such as the terms of their engagement call for or the Board of Directors requires of them.

### **7.0: COMMITTEES**

7.0.1: The Board of Directors may appoint committees whose constituent will hold their offices at the will of the Board of Directors. The directors shall determine the duties of such committees and may fix by resolution, any remuneration to be paid.

7.0.2: All standing committees shall have a minimum of three registrants including a chairperson appointed by the NHICC National Admissions Boards.

7.0.3: The NHICC National Admissions Board may terminate a registrant's membership held on any standing committee except for the Nominating Committee, and the Professional Practices Committee.

7.0.4: A public member may serve on any committee of the NHICC. The NHICC defines a public member as: "A consumer of services provided by the NHICC, serving as a voting member on the governing body of a certification program, with all rights and privileges, including holding office and serving on committees. The public member should bring a perspective to the decision and policy making of the organization that is different from that of the registrant's, and helps to balance the organization's role in protecting the public while advancing the interests of the profession".

## **National Home Inspector Certification Council Policy and Procedures Manual**

7.0.5: There shall be an Executive Committee composed of the chairs of the: National Admissions Board, Professional Practice Committee, and Advisory Council. The CEO will also sit as a non-voting resource member.

### **8.0: EXECUTION OF DOCUMENTS**

8.0.1 Contracts, documents or any instruments in writing requiring the signature of the corporation, shall be signed by any two Cor-Officers and all contracts, documents and instruments in writing so signed shall be binding upon the corporation without any further authorization or formality.

8.0.2 The Cor-Officers shall have power from time to time by resolution to appoint an officer or officers on behalf of the corporation to sign specific contracts, documents and instruments in writing.

8.0.3 The Cor-Officers may give the corporation's power of attorney to any registered dealer in securities for the purposes of the transferring of and dealing with any stocks, bonds, and other securities of the corporation.

8.0.4 The seal of the corporation when required may be affixed to contracts, documents and instruments in writing signed as aforesaid or by any officer or officers appointed by resolution of the Cor-Officers.

### **9.0: MINUTES**

9.0.1 The minutes of the Cor-Officers, Board of Directors (or minutes of the Executive Committee) shall not be available to the general membership of the corporation but shall be available to the Board of Directors, each of whom shall receive a copy of such minutes.

## **BYLAWS**

### **PURPOSE**

The following NHICC Policies and Procedures are all related to activities of the Bylaws Committee. The NHICC Policies and Procedures are to be reviewed annually and updated by the Bylaws Committee at the request of the NHICC Board.

### **10.0 AMENDMENTS**

10.0.1: Policy: Amending NHICC Bylaws - The by-laws of the corporation not embodied in the Letters Patent may be repealed or amended by by-law, or a new by-law relating to the requirements of subsection 155(2) of the *Canada Corporations Act*, may be enacted by a majority of the directors at a meeting of the Board of Directors and sanctioned by an affirmative vote of at least two-thirds (2/3) of the votes cast in favour of the by-law at a meeting of members duly called for the purpose of considering the said by-law, provided that the repeal or amendment of such by-laws shall not be enforced or acted upon until the approval of the Minister of Industry has been obtained.

## National Home Inspector Certification Council Policy and Procedures Manual

10.0.2: Procedure: Amending NHICC Bylaws - The Bylaws Committee will take Bylaws petitions, recommendations or directions and create a motion to be submitted to the Cor-Officers for approval of all Bylaws changes.

- a) Once the motion is approved by the Cor-Officers, the proposed Bylaws change will be sent to the NHICC Registrants and Retired members for approval. All Bylaw changes require 10% of all voting NHICC Registrants.
- b) Copies of any new by-laws, amendments or repeal of by-laws must be sent to Corporations Canada within 12 months of such changes being confirmed or approved by members.
- c) Once approved by Industry Canada, a new by-law, amendment or repeal of by-laws can be enacted.

### 11.0: CONDITIONS OF MEMBERSHIP

**MEMBER DEFINED:** For clarification the term **member** is defined as a **registrant** recognized as a National Home Inspector, (and/or former National Certificate Holder), Provisional, and/or Candidate within the NHICC National Certification Program.

11.0.1: Membership in the corporation shall be limited to persons interested in furthering the objects of the corporation and shall consist of anyone whose application for admission as a registrant has received the approval of the National Admissions Board.

11.0.2: A National Home Inspector (NHI) shall be a person that meets the highest stage of certification in the NHICC National Certification Program. In order to become a National Home Inspector (NHI), the individual must meet the certification requirements for individuals at this stage as defined by the certification program.

11.0.3: A Candidate shall be a person that has been accepted into the entry level of the NHICC's National Certification Program. The Candidate is required to complete a National Home Inspector Exam. A Candidate where deemed qualified may be placed after background review in the category as a Provisional. Inspectors may stay in 'Provisional' category no longer than 24 months. Individuals who do not meet the criteria for their desired Stage could reapply when they do meet the criteria and go through the process again.

11.0.4: An Applicant shall be a person that submits their background information to the National Admissions Board.

11.0.5: There shall be application fees for processing and determining the background of the applicant set as directed by the Board of Directors.

11.0.6: There shall be a National Home Inspector (NHI) maintenance renewal fee assessed on annual renewals set as directed by the Board of Directors. National Home Inspectors that do not renew will be removed from the registration book after 60 (sixty) days from the date of renewal.

11.0.7: A registrant who terminates their registration for any reason is liable to repay a reinstatement fee of \$200.00 upon renewal, as well as any other encumbrances that may have been imposed for any arrears in fees owed to the corporation.

11.0.8: Any registrant may withdraw from the corporation by delivering to the corporation a written resignation and lodging a copy of the same with the secretary of the corporation.



## National Home Inspector Certification Council Policy and Procedures Manual

11.0.9: Any National Home Inspector (NHI) registrant that brings into act any of the conditions stated in either item 11.0.6 and/or 11.0.7 will have their certificate cancelled.

11.0.10: Any registrant may be required to resign by a vote of three-quarters (3/4) of the registrants at an annual meeting, and/or based upon significant breach of a complaint upheld regarding professional practice.

11.0.11: All registrants shall serve without remuneration. No person shall profit directly or indirectly from his position in the organization. Registrants may be entitled to an honorarium for any special duties performed where approved by the Board of Directors, and which are considered beyond the normal duties.

11.0.12: An honorarium is made to a person for their services in a volunteer capacity or for services for which fees are not traditionally required.

### 11.1: MEMBER MEETINGS

11.1.1: The annual or any other general meeting of the registrants shall be held at the head office of the corporation or at any place in Canada as the Cor-Officers may determine and on such day as the said officers shall appoint. The registrants may resolve that a particular meeting of registrants be held outside of Canada. (This may include web conferencing or by webinar services.)

11.1.2: The secretary shall mail notification of annual meetings to every registrant in good standing at its address as it appears in the registrant roll of the organization.

11.1.3: At every annual meeting, in addition to any other business that may be transacted, the financial statements and the report of the auditors shall be presented and auditors appointed for the ensuing year. The registrants may consider and transact any business either special or general at any meeting of the registrants. The Cor-Officers, Board of Directors or the President or Vice-president shall have power to call, at any time, a general meeting of the registrants of the corporation. The Cor-Officers shall call a special general meeting of registrants on written requisition of registrants carrying not less than thirty three percent (33%) of the voting rights. Forty percent (40%) of the eligible voting registrants, present in person or represented by proxy at a meeting will constitute a quorum.

11.1.4: Fourteen (14) days' written notice shall be given to each voting registrants of any annual or special general meeting of registrants. Notice of any meeting where special business will be transacted shall contain sufficient information to permit the registrants to form a reasoned judgment on the decision to be taken.

11.1.5: Notice of each meeting of registrants must remind the registrant if the registrant has the right to vote by proxy.

11.1.6: Each voting registrant present at a meeting shall have the right to exercise one vote. A registrant may, by means of a written proxy, appoint a proxy holder to attend and act at a specific meeting of registrants, in the manner and to the extent authorized by the proxy. A proxy holder must be a registrant of the corporation.

## **National Home Inspector Certification Council Policy and Procedures Manual**

11.1.7: Registrants holding a National Home Inspector (NHI), Provisional and Candidates for the certificate of qualification are entitled to vote. Applicant registrants do not have a voting privilege.

11.1.8: Special meetings may be called by the Cor-Officers or Board of Directors when deemed for the best interest of the organization. Notices of such meetings shall be mailed to all registrants at their addresses as they appear in the registrant roll at least twenty one (21) days before the scheduled meeting date. Such notice shall state the reasons that such a meeting has been called, the business to be transacted at such a meeting and by whom it was called. This must have the approval of at least two-thirds (2/3rd) of the Cor-Officers.

11.1.9: No other business but that specified in the notice may be transacted at such a special meeting without the consent of at least seventy-five percent (75%) of all present and voting registrants at such a meeting.

11.1.10: A majority of the votes cast by the registrants present and carrying voting rights shall determine the questions in meetings except where the vote or consent of a greater number of registrants is required by the Act or By-Laws.

11.1.11: No error or omission in giving notice of any annual or general meeting or any adjourned meeting, whether annual or general, of the registrants of the corporation shall invalidate such meeting or make void any proceedings taken thereat and any registrants may at any time waive notice of any such meeting and may ratify, approve and confirm any or all proceedings taken or had thereat. For the purpose of sending notice to any registrant, director or officer for any meeting or otherwise, the address of the registrant, director or officer shall be his last address recorded on the books of the corporation.

## **EXECUTIVE COMMITTEE**

### **OVERVIEW**

The Executive Committee is derived from By-Law 1 and manages the operations of the National Certification Program and Board of Directors. The Executive Committee has the authority to make decisions and ensures that these decisions are carried out. Committee members are the senior-most level of membership within the NHICC. Although senior leaders, the Executive Committee reports upward to the Cor-Officers. Executive Committee duties are based on providing organizational direction on behalf of the registrant's and advising on decisions and business matters ranging from strategy planning, policy, government relations, investment and risk management. The Executive Committee will be comprised of:

- The CEO - as a non---voting resource member.
- The Chair of the National Admissions Board
- The Chair of the Professional Practices Committee
- The Chair of the Advisory Council

### **POLICY**

The goal of the committee is to focus efforts and break the work at hand into meaningful and controllable portions. The Executive Committee advises the Cor-Officers and Board of Directors to support its decision-making processes.

### 12.0: PROCEDURES

12.0.1: The Executive Committee shall exercise such powers as are authorized by the Cor-Officers or Board of Directors. Any executive committee registrant may be removed by a majority vote of the Cor-Officers. The Executive Committee shall receive no remuneration for serving as such, but are entitled to reasonable expenses incurred in the scope of their duty.

12.0.2: Meetings of the Executive Committee shall be held at any time and place to be determined by the constituent of such committee provided that forty-eight (48) hours written notice of such meeting shall be given, other than by mail, to each constituent of the committee. Notice by mail shall be sent at least fourteen (14) days prior to the meeting. Not less than two (2) representatives of such committee shall constitute a quorum. No error or omission in giving notice of any meeting of the executive committee or any adjourned meeting of the executive committee of the corporation shall invalidate such meeting or make void any proceedings taken thereat and any constituent of such committee may at any time waive notice of any such meeting and may ratify, approve and confirm any or all proceedings taken or had thereat.

12.0.3: Operate in compliance with the Letters Patent and By-Laws of the corporation

12.0.4: Review all documents to be submitted to the Board of Directors, act and make decisions on behalf of the entire Board.

12.0.5: Oversee policy development pertaining to ethics, security guidelines, quality management, human resources, environmental and regulatory requirements of the National Certification Program.

12.0.6: Establish the required sub-committees to facilitate the governance of the National Certification Program for the Canadian home inspection profession.

12.0.7: Ensure that all committees under their mandate function at arm's length from any outside influence.

12.0.8: Refer items to the relevant Committee or National Admissions Board when deemed appropriate.

12.0.9: The Executive Committee shall meet on as needed bases to fulfill its mandate.

12.0.10: Where not explicitly outlined through the agenda, the Chairperson shall report to National Admissions Board at each scheduled meeting to provide an update on the Executive Committee's activities.

## NATIONAL ADMISSIONS BOARD

### OVERVIEW

The National Admissions Board is responsible for all applications filed with the NHICC. Its mandate is the administration of the National Certification Program (NCP) certification for Canadian home and property inspectors.

### POSITION

The National Admissions Board is a standalone body whose function is to be independent of, and free from influence by the NHICC Cor-Officers and Board of Directors. Any decisions, procedures or protocols arrived at as a result of a background review are binding and at the sole discretion of this committee. The National Admissions Board, through the Chair will report admission statuses to the Board of Directors at regular intervals. These reports to the Board of Directors are intended for information purposes only and not solicitations for opinions, decisions, approvals, considerations, or involvement in the duties and responsibilities of the Committee.

The National Admissions Board is tasked with providing the rigor, verification and background review of all home inspector applicants qualifications and assigning them accurately within the National Certification Program. It provides a responsible, valid and defensible certification process intended for all home inspectors in Canada. It is also tasked with the responsibility of ensuring that candidates for admission are of good character.

Under the authority of the National Admissions Board is the Accreditation Committee. The Accreditation Committee is the statutory body of the National Admissions Board responsible for applications and consideration of the educational provider's curriculum in the NHICC National Certification Program.

The Accreditation Committee is a standalone body whose function is to be independent of, and free from influence by the National Admissions Board. The Accreditation Committee determines collectively whether or not an individual program or course provider can require the rights to be recognized by the NHICC.

Within the National Admissions Board mandate and under the leadership of the Chief Examiner is the responsibility for the National Home Inspector Exam and the Test Inspection with Peer Review (TIPR) process. The TIPR examines the inspector's practical home inspection skills and knowledge, demonstrating compliance in order to qualify for certification.

Autonomy is required in order for certification programs to justly serve stakeholder interests. Fundamental to consumer protection is proper attestation of education and experience to operate as a home inspector, these are assessed by the exams.

The key to any successful certification program is the ability to certify individuals that meet the required competence for their occupation – in this case the National Certification Program and National Occupational Standards for home and property Inspectors sets the requisite benchmark for the occupational skills.

### 13.0: POLICY

13.0.1: The Board of Directors will annually appoint individuals to the National Admissions Board (NAB). The NAB operates as an independent and autonomous governing board for the NHICC's National Certification Program.

13.0.2: The initial National Admissions Board will be appointed by the Board of Directors. Following the initial appointments, members representing NHICC NHI registrants will be elected to serve staggered terms of two years.

## National Home Inspector Certification Council Policy and Procedures Manual

13.0.3: Public members will be appointed by the National Admissions Board to serve a two-year term.

13.0.4: The National Admissions Board will if at all possible be made up of: a maximum of one (1) National Home Inspector (NHI) per province, and; three (3) public members who are outside the home and property inspection sector.

13.0.5: The National Admission Board Chair will be appointed from the ranks of National Home Inspectors (NHI) that volunteer for the position and currently sit on the National Admissions Board.

13.0.6: The National Admissions Board Chair will manage the affairs of the Admissions Board and will liaise with the Board of Directors and the Registrar.

13.0.7: The NAB will be responsible for making reviews, recommendation and decisions for certifying that assure that individuals have met the admission and certification requirements of the NHICC National Certification Program.

13.0.8: The scope of work of the National Admissions Board will include:

- a) verifying that individuals who apply for status in the National Certification Program have a combination of general education and experience,
- b) review home inspection specific training and home inspection experience that meets the requirements of the National Certification Program
- c) help in the development of examinations based on the current National Occupational Standards required for certification including documents related to the development, administration and maintenance of the exams that are securely retained by the National Admissions Board
- d) verify that individuals who apply for status in the National Certification Program comply with the Code of Conduct and Standards of Practice for Home and Property Inspectors,
- e) report to the Board of Directors those qualified individuals that are certified as National Home Inspectors (NHI).

13.0.9: The NHICC does not grant certification and registration to individuals without an evaluation of their background knowledge and skills set by the National Admissions Board. The eligibility requirements for certification (education, ethics, standards and examination) as listed in the Candidate Handbook & Certification Requirements do not provide for exceptions or waivers. The NHICC policies and procedures specify that all requirements must be met.

13.0.10: The National Admissions Board (NAB) will maintain and review the Policies and Procedures to be followed by the NAB.

13.0.11: The National Admissions Board, through its Chair, will report to a designated representative of the Board of Directors.

13.0.12: The National Admissions Board has essential authority over all vital certification program decisions.

13.0.13: The National Admissions Board will review all applications for certification regardless of applicants associations, or lack of association and to assure privacy and confidentiality. Access to confidential documents will be limited only to authorized personnel.

## **National Home Inspector Certification Council Policy and Procedures Manual**

13.0.14: Copies of all National Home Inspector Exam score reports submitted to the NHICC will be retained in members' files. All other confidential documents will be handled and stored in a secure manner. Confidential documents, including membership files, will be stored in locked file cabinets or password protected electronic files.

13.0.15: The protection of privacy as specified under the Freedom of Information and Privacy "Act" is a basic responsibility of all registrants of the NHICC and its constituents, volunteers and employees. As such, all persons must sign a confidentiality agreement to assure the privacy of information that may be charged with reviewing in various stages of the National Certification process.

13.0.16: Individuals who are notified that they do not meet the eligibility requirements may appeal the decision by sending a written notice of appeal to NHICC within 30 days of receipt of the eligibility decision. A review committee comprised of 1 NAB member and 1 NHICC director and 1 public member all that have not previously reviewed the file will review the appeal notice and will make a final determination regarding eligibility.

13.0.17: Appeals for eligibility requirements is determined when and where an applicant can substantiate with documented evidence that placement in the National Certification Program is possibly in error. The appeal must be submitted to the Registrar of the NHICC.

13.0.18: The NHICC will align itself to be accredited either applying to the National Commission for Certifying Agencies/Institute for Credentialing Excellence (NCCA)/(ICE) or by meeting CAN-P-9 (ISO) compliance. Equal to the benefits of certification is the importance of establishing an underlying certification program based on best practices and recognized processes and procedures developed by the field of certification.

### **14.0: PROCEDURES**

14.0.1: Members of the National Admissions Board will be elected by National Home Inspector (NHI) registrants at the annual meeting of registrants of the NHICC.

14.0.2: In order to be elected as a National Admissions Board member, a candidate must be a National Home Inspector (NHI) whose membership is in good standing.

14.0.3: The number and positions and regional representation shall be set by Resolution of the Board of Directors. Ideally this includes: One (1) elected National Home Inspector (NHI) representative from each province within Canada, these positions hold voting rights.

14.0.4: Appointed constituents of the National Admissions Board will be selected as necessary – such as Chair of the: National Admissions Board, Chair of the Professional Practices Committee, Chair of the Advisory Council, Public Member and the National Chief Examiner, all with voting rights.

14.0.5: Registrants elected to the National Admissions Board will serve two-year terms. The terms will be staggered so that approximately one half of the positions come up for election every year in December of each year. The new term commences on or before the end of January of the New Year.

14.0.6: The number of elected positions available for an election will reflect the number of

## National Home Inspector Certification Council Policy and Procedures Manual

*member* positions (approximately half) serving on the National Admissions Board.

14.0.7: In the event that the number of candidates nominated for election to the National Admissions Board does not exceed the number of positions available, those candidates are to be acclaimed.

14.0.8: All persons and successful candidates serving as representatives of the National Admissions Board must sign a confidentiality (non-disclosure) agreement.

14.0.9: The National Admissions Board, through its Chair, will report to a designated representative of the Board of Directors.

14.0.10: The National Admissions Board will review all applications for certification regardless of applicants associations, or lack of association and to assure privacy and confidentiality.

14.0.11: The National Admissions Board will maintain the Policies and Procedures Manual to be followed by the corporation.

14.0.12: The National Admissions Board will align the corporations Policy and Procedures to be compliant with CAN-P-9 (ISO) standards or the National Commission for Certifying Agencies (ICE accreditation).

14.0.13: The National Admissions Board will be comprised of: Chairs from the: Executive Committee, Professional Practices Committee, Advisory Council, the Registrar, Public Members, and Ombudsmen.

14.0.14: Since licensing and/or regulatory requirements have come into effect the authority to certify will comply with such regulatory requirements. However it is important to note, national certification may not be recognized as valid within a province or be deemed sufficient to practice or work within a province under such provincial regulations. To date where such requirements exists the NHICC – NHI is recognized in the provinces of British Columbia and Alberta.

14.0.15: The National Admissions Board is responsible for the office of the Registrar and maintaining the corporation's find an inspector webpage.

14.0.16: The National Admissions Board will appoint a Registrar. The Registrar must be a National Home Inspector (NHI) whose membership is in good standing with the NHICC.

14.0.17: The National Admissions Board will delegate to the Accreditation Committee all issues related to educational providers curriculum, and recognition in the NHICC National Certification Program.

14.0.18: The National Admissions Board delegates the following powers to the Accreditation Committee - to function independently, unrestricted, and at arm's length of the National Admissions Board.

14.0.19: The National Admissions Board will annually appoint a Chief Examiner, whose membership is in good standing with the NHICC.

14.0.20: The National Admissions Board will annually appoint Deputy Examiners based on the

## **National Home Inspector Certification Council Policy and Procedures Manual**

recommendation of the Chief Examiner and through confirmation by the representatives of the Board of Directors.

14.0.21: The National Admissions Board will appoint an Ombudsman. The Ombudsman must be a National Home Inspector (NHI) whose membership is in good standing with the NHICC.

14.0.22: The National Admissions Board will accept or reject all applications for certification or accreditation by a unanimous vote based on the recommendations of the committee.

14.0.23: The National Admissions Board is expected to think strategically at all times.

### **ACCREDITATION COMMITTEE**

#### **OVERVIEW**

The National Admissions Board will utilize an independent standing committee who will report directly to the Chair of the National Admissions Board.

Participation in the accreditation process from an institutional perspective is voluntary and is an earned and renewable status. Accredited institutions must demonstrate compliance with the National Occupational Standards for Home & Property Inspectors. The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence by course/program mapping to the National Occupational Standards.

The Accreditation Committee will be the essential authority of the National Admissions Board, responsible for the consideration or removal of educational provider's curriculum credit in the NHICC National Certification Program. The committee is also tasked with the responsibility of ensuring that the institutional candidate is of respectable and rigorous character.

Under licensing agreements held with Canada Mortgage and Housing Corporation the Accreditation Committee is responsible for reviewing the National Occupational Standards every five years or as required by legislation or by significant changes within the industry.

The Accreditation Committee determines collectively whether or not a course provider can require the capacity to be recognized by the NHICC's National Certification Program.

#### **PURPOSE**

The Accreditation Committee provides a strategic oversight when dealing with the complexity of today's regulatory educational environment and compliance, and is tasked with promoting improvement of education through accreditation. .

The scope of work of the Accreditation Committee will include:

- identify programs and career training opportunities that contribute to the economic well-being of the home inspection sector
- maintaining an accurate registry of all recognized educational providers,
- providing a recognized level for Consumer Protection, by verifying that education/training have met the requirements of the National Certification Program and National Occupational Standards;



## National Home Inspector Certification Council Policy and Procedures Manual

- verify that educational providers who apply for status in the National Certification Program recognize and comply with the Code of Conduct and Standards of Practice for Home and Property Inspectors;
- Recommending those qualified educational providers and their curriculum submitted is accepted into the NHICC's National Certification Program.

### 15.0: POLICY

15.0.1: Registrants of the NHICC will elect individuals to the Accreditation Committee. Ideal nominees should have an understanding of education and training requirements.

15.0.2: In order to be elected as Accreditation Committee member, a nominee must be a National Home Inspector (NHI) whose membership is in good standing.

15.0.3: The Accreditation Committee will preferably be made up of: a maximum of: (1) National Home Inspector (NHI) per province and, (2) individuals who are outside the home and property inspection sector, these positions hold voting rights.

15.0.4: Those elected to the Accreditation Committee will serve two-year terms. The terms will be staggered so that approximately one half of the positions come up for election every year in December of each year. The new term commences on or before the end of January of the New Year.

15.0.5: The number of elected positions available for an election will reflect the number of member positions (approximately half) serving on the Accreditation Committee.

15.0.6: In the event that the number of candidates nominated for election to the Accreditation Committee does not exceed the number of positions available, those candidates are to be acclaimed. Where there are no candidates, committee members may be appointed.

15.0.7: The Accreditation Committee Chair will be appointed from the ranks of National Home Inspectors (NHI) that volunteer for the position. The Accreditation Committee Chair will manage the affairs of the Accreditation Committee and will liaise with the Board of Directors and the Registrar.

15.0.8: The Accreditation Committee does not grant certification and registration to individuals.

15.0.9: The protection of privacy as specified under the 'Freedom of Information and Privacy Act' is a basic responsibility to all applicants in the NHICC and its constituents, volunteers and employees. As such, all persons must sign a confidentiality agreement to assure the privacy of information that may be charged with reviewing in various stages of the National Certification process.

15.0.10: The Accreditation Committee's mandate is to manage and recognize dependable education and training entities that meet the National Occupational Standards that assist in the preparation of applicants and program review. Furthermore the processes and decisions must be conducted in a fair and consistent manner that is free from undue influence.

15.0.11: The National Certification Program process will be administered by the National Admissions Board.

### 15.1: PROCEDURES

15.1.1: Members of the Accreditation Committee will be elected by National Home Inspector (NHI) registrants at the annual meeting of registrants of the NHICC.

15.1.2: In order to be elected as an Accreditation Committee member, a candidate must be a National Home Inspector (NHI) whose membership is in good standing.

15.1.3: The number and positions and regional representation shall be set by Resolution of the NHICC. Ideally this includes: One elected National Home Inspector representative from each province within Canada, these positions hold voting rights.

15.1.4: Appointed constituents of the Accreditation Committee will be selected as necessary – such as Chair of the: National Admissions Board, Chair of the Professional Practices Committee, Chair of the Advisory Council, Public Member and the National Chief Examiner, all with voting rights.

15.1.5: Registrants elected to the Accreditation Committee will serve two-year terms. The terms will be staggered so that approximately one half of the positions come up for election every year in December of each year. The new term commences on or before the end of January of the New Year.

15.1.6: The number of elected positions available for an election will reflect the number of *member* positions (approximately half) serving on the Accreditation Committee.

15.1.7: In the event that the number of candidates nominated for election to the Accreditation Committee does not exceed the number of positions available, those candidates are to be acclaimed.

15.1.8: All persons and successful candidates serving as representatives of the Accreditation Committee must sign a confidentiality (non-disclosure) agreement.

15.1.9: The Accreditation Committee, through its Chair, will report to a designated representative of the Board of Directors.

15.1.10: The Accreditation Committee will review all applications for certification regardless of applicants associations, or lack of association and to assure privacy and confidentiality.

15.1.11: The Accreditation Committee will maintain the Policies and Procedures Manual to be followed by the corporation.

15.1.12: The Accreditation Committee will align the corporations Policy and Procedures to be compliant with CAN-P-9 (ISO) standards or the National Commission for Certifying Agencies (ICE accreditation).

15.1.13: The Accreditation Committee will be comprised of: Chairs from the: Executive Committee, Professional Practices Committee, National Admissions Board, Advisory Council, the Registrar, and Ombudsmen.

15.1.14: The Accreditation Committee will accept or reject all applications for accreditation by a

## **National Home Inspector Certification Council Policy and Procedures Manual**

unanimous vote.

15.1.15: The Standards use qualitative rather than quantitative measures throughout and are indicative rather than prescriptive. The intent of the Standards is to foster excellence through the development of criteria for evaluating educational effectiveness and to protect the public interest.

15.1.16: Continued accreditation status (also known as accreditation) is granted to accredited programs that demonstrate conformity to the National Occupational Standards.

15.1.17: Conditional accreditation status indicates a need for significant and immediate action for improvement in order to be fully compliant with the Standards. This status may be conferred following the comprehensive review or following issuance of a Notice of Concern.

15.1.18: A decision to withdraw accreditation normally follows a comprehensive or progress review, but can result if a program fails to participate in the process, either by being unresponsive or by failing to meet obligations of the process, or if the program fails to provide an adequate plan for removal from conditional status or to make progress implementing a plan.

15.1.19: An institution may exercise its right to voluntarily withdraw its program from the accreditation process. To do so the institution must notify the committee in writing of this intent.

15.1.20: The Accreditation Committee is expected to think strategically at all times.

## **ADMINISTRATIVE**

### **OVERVIEW**

A federal not-for-profit corporation is required to keep a book, or books, that record all the constitutional documents of the corporation, as well as the names, addresses and occupations of all members and directors of the corporation. It must also keep proper books of account and accounting records of all financial matters and other transactions of the corporation. Failure to do so is an offence under the Canada Corporations Act.

All records are maintained in the corporate office in locked file cabinets, in a locked office, for a period of not less than seven (7) years. The Registrar shall maintain an up to date registrant database file on the web site that can be searched by the public to locate NHICC registrants eligible to display the logo. Registrants will have the option of having their name removed from lists that NHICC offers, other than the internal use registrant database.

Directors are required to maintain adequate and accurate books of account, records and minutes of the corporation, as well as ensure that all corporate decisions are implemented in accordance with the applicable board resolution.

Because of these statutory requirements, a director of a federal not-for-profit corporation has the right at any reasonable time to inspect and copy all the books, records, and documents (not only those that are publicly available) and to inspect the physical property owned or used by the corporation.

## **16.0: REGISTRAR & RECORDS**

16.0.1: The National Admissions Board will annually appoint and/or reappoint a Registrar whose membership is in good standing.

16.0.2: The Registrar will be responsible for:

- a) Recording and tracking individuals who are within the National Certification Program;
- b) Maintaining the integrity and confidentiality of the data and personal information contained in the database; ensuring that the register of certified individuals is kept up to date and open for public scrutiny.
- c) Ultimately all corporate records will be maintained at the corporate office under lock and key for a period of 7 (seven) years, as required by the Corporations Act.
- d) Provide an up-to-date list of all registrants, applicants, candidates, removed and retired registrants to the corporation's website administrator.
- e) Ensure the corporation website accurately reflects the registry.

16.0.3: The Registrar ensures all items and forms are maintained at the offices of the NHICC, with a duplicate copy stored at an offsite secured and remote location. Access to the NHICC building is controlled by during business hours to staff and authorized visitors. Doors are locked at all times and locks are disengaged for visitors, only after their authorization for entry has been approved.

16.0.4: The Registrar may act as a Returning Officer when so appointed by the National Admissions Board.

16.0.5: The Registrar will report to a designated representative of the National Admissions Board.

## **17.0: AUDIT**

17.0.1 An annual audit of the corporate books and records shall be conducted by the Chair, audit committee, or other individual or committee designated by the NHICC Board of Directors or Cor-Officers.

## **18.0: TREASURER**

18.0.1: At the first Cor-Officer meeting after representatives have taken office, the Cor-Officers must elect one of its members as Treasurer.

18.0.2: Ensuring that funds are managed prudently is principally important for a nonprofit organization. It is the role of the Treasurer to see that solid planning and budgeting systems are in place and that the NHICC goals and strategic plan serve as the foundation for sound financial planning.

18.0.3: The Treasurer will: provide an annual operating budget; collect all fees; subject to provisions of any resolutions of the NHICC, shall have the care and custody of all funds and securities of the NHICC and shall deposit the same in the name of the National Home Inspector Certification Council (NHICC) in such bank or banks or such depository or depositories as the Cor-Officers may direct; keep or cause to be kept the books of account and accounting records

## **National Home Inspector Certification Council Policy and Procedures Manual**

of the NHICC, and perform all duties to that office or that are properly required of him/her by the NHICC.

18.0.4: In addition, the Treasurer will make recommendations to the Cor-Officers for the need for revisions to the fee structure.

18.0.5: Provide financial statements and quarterly reports to the Cor-Officers at its meetings.

18.0.6: Variances between budgeted and actual income and expenses will be published in the financial statements.

18.0.7: The fiscal year-end is June 30th. The dues collection date is changed to coincide with the fiscal year end.

18.0.8: The Cor-Officers must approve the hiring of business consultants for unbudgeted projects and services.

18.0.9: All contracts and transactions between NHICC having an interest must be fair and reasonable to the Cor-Officers at the time it is voted on.

18.0.10: Double signatures are required on all cheques issued by the NHICC. The signatories include the Treasurer and one other appointed board member.

18.0.11: The Cor-Officers is assigned the responsibility for future Legal Counsel Contract review and engagement.

18.0.12: All financial records must be maintained for a period of not less than seven (7) years as required under the ***Income Tax Act***.

### **19.0: SECRETARY**

19.0.1: At the first Cor-Officer meeting following the election, the Cor-Officers must elect one of its representatives as Secretary.

19.0.2: The Secretary shall, when present, act as Secretary of all meetings of the Cor-Officers, Board of Directors and Registrants.

19.0.3: The Secretary shall perform all duties incumbent to that position or that are properly required by the Cor-Officers.

19.0.4: All financial records must be maintained for a period of not less than seven (7) years as required under the ***Income Tax Act***.

### **20.0: NOMINATION COMMITTEE**

20.0.1: The Board of Directors will annually appoint a Nomination Committee.

20.0.2: The Nomination Committee will be made up of the past Chair or other NHICC registrants in place of the NHICC Chair, and two other National Home Inspectors (NHI) volunteering to serve on the Nomination Committee.

## **National Home Inspector Certification Council Policy and Procedures Manual**

20.0.3: Meetings of the Nomination Committee are convened by the Chair for the purpose of nominating individuals that are National Home Inspectors (NHI) open to stand for election for a position on the Board of Directors.

20.0.4: The Nomination Committee will conduct an open search for candidates. The Nomination Committee will accept as candidates all those coming forward by the deadline who met the candidate requirements.

20.0.5: Notice of election for the Board of Directors will be formally announced on or before October 1<sup>st</sup> in each year.

20.0.6: On or before November 1<sup>st</sup> in each year, the Nomination Committee must deliver to all National Home Inspectors (NHI): a notice of the Board of Directors positions for which the election are to be held, including the notice that any nominations of candidates must be received at the authority office not later than December 1<sup>st</sup> of that year; a notice of the date of the election, and a nomination form.

20.0.7: The number of positions available for election will reflect the number of positions on the Board of Directors.

20.0.8: The nomination of a candidate for election as a Board of Director representative must be: in writing on the nomination form provided by the NHICC; signed by two (2) National Home Inspectors (NHI) as nominators and by the candidate, and; received by the NHICC office not later than the last day of November 15<sup>th</sup> of the year of election.

20.0.9: In the event that the number of candidates nominated for election to the NHICC Board does not exceed the number of positions available, those candidates will be acclaimed.

### **21.0: NOMINATION VOTING**

21.0.1: The NHICC will annually appoint a Returning Officer to oversee the election. The Returning Officer may not be a constituent of the Nomination Committee during any point in the year in which the election is to be held.

21.0.2: All National Home Inspectors (NHI) recorded in the Register on the date that the ballots are delivered may vote. Each National Home Inspector (NHI) and Candidate is entitled to one vote.

21.0.3: After the last day for the receipt of nominations, but not less than 14 days before the date of the election, the Returning Officer must deliver, to each National Home Inspector, a ballot for the applicable positions for which the registrant is entitled to vote.

21.0.4: The ballots must be in a form approved by the NHICC Board and must include, in alphabetical order, the names of all candidates nominated for the applicable positions.

21.0.5: Electronic voting may be used and all such ballots that are valid and returned electronically by a National Home Inspector (NHI) will count as a vote.

21.0.6: National Home Inspectors (NHI) voting must mark their ballot with a mark specified

## National Home Inspector Certification Council Policy and Procedures Manual

identifying the name of each candidate for whom they wish entitled to vote, to a maximum number of candidates for which they are entitled to vote.

21.0.7: National Home Inspectors (NHI) must return their ballot to the Returning Officer, by electronic mail or in the envelope or envelopes provided for that purpose or otherwise in accordance with the instructions provided with the ballot, so that it is received by the Returning Officer before the date of the election.

21.0.8: A ballot that is not marked in accordance with article 21.0.6 and 21.0.7 above will not be counted.

21.0.9: A returned ballot that is not received by the Returning Officer before the date of the elections as required by article 21.0.8 above will not be counted.

21.0.10: The Returning Officer must keep, secure and unopened until the ballot count, all envelopes containing ballots received by the Returning officer before the date of the election.

21.0.11: The Scrutinizers for an election to the Board of Directors are: the Returning Officer or delegate of the Returning Officer, and; the accountant retained by the NHICC, or an independent pre-approved delegate.

21.0.12: The Scrutinizers must inspect the ballots and count the votes.

21.0.13: The Returning Officer, or their delegate, must keep record of:

- a) the number of ballots received,
- b) the number of votes counted for each candidate,
- c) the number of spoiled ballots.

21.0.14: On completion of the ballot count, the Scrutinizers must sign the record.

21.0.15: Any candidate for election, or person authorized by a candidate in writing, is entitled to present at the ballot count.

21.0.16: For each elected position, the Returning Officer, or their delegate, must declare as elected the candidate, or, if applicable, the candidates receiving the greatest number of votes.

21.0.17: If an election for a position is undecided by reason of equality of votes, the election will be decided by coin toss by the current Chief Executive Officer.

21.0.18: The ballots and, if applicable, the envelopes in which they were returned, must be kept by the Returning officer for six (6) weeks after the date of the election.

21.0.19: The Returning Officer must destroy the ballots and envelopes at the end of the time referred to above.

21.0.20: The Returning Officer must retain the record of the signed count as part of the records of the NHICC.

21.0.21: Those persons declared to be elected take office as Board Members representative on the first day of the New Year.

## **National Home Inspector Certification Council Policy and Procedures Manual**

21.0.22: The inadvertent omission to deliver a notice of the nomination of candidates, a nomination for, or a ballot to any National Home Inspector (NHI) does not invalidate an election.

### **KEY PERSONAL**

#### **22.0: CHIEF EXAMINER**

22.0.1 The Chief Examiner will manage, direct and coordinate the activities of the Test Inspection and Peer Review and National Examination Programs.

22.0.2: Duties of the Chief Examiner may include, but are not limited to:

- a) assist in the development and implementation of policies and procedures
- b) manage, direct, organize and coordinate onsite inspection assessment activities
- c) direct, oversee and participate in the development of the onsite inspection protocol
- d) assign work activities, projects and programs, monitor work flow, review and evaluate work products, methods and procedures
- e) prepare a budget, assist in budget implementation, participate in the forecast of additional funds need for staffing, equipment, materials and supplies
- f) establish an independent Report Verification Committee
- g) participate in recommending the appointment of personnel, provide and coordinate TIPR training
- h) evaluate the need for and develop procedures, methods and schedules
- i) provide technical and administrative assistance to the NHICC with respect to qualified "candidates" in the program;
- j) prepare and present reports to the NHICC and other administrative activities related to the program
- k) manage and maintain appropriate program records and files,
- l) perform reasonable related duties as deemed necessary for the success and continuation of the National Certification Program.

22.0.3: The Chief Examiner will maintain approved Policies and Procedures to be followed by those involved in the Test Inspection with Peer Review process.

22.0.4: The Chief Examiner will report to a designated representative of the National Certification Council.

22.0.5: The Chief Examiner is responsible for testing and qualifying, Deputy Examiners and Examiners for the National Certification Program's Test Inspection with Peer Review process.

22.0.6: The Chief Examiner will administer the NHICC National Home Inspector Exam. The exam will be based on assuring relevancy rankings to current National Occupational Standards.

22.0.7: The Chief Examiner or appointed delegate is responsible for the report verification procedure of all applicants in the Test Inspection with Peer Review process, confirming they comply with the Standards of Practice.

#### **23.0: DEPUTY EXAMINERS AND EXAMINERS**

23.0.1: A Deputy Examiner will assist in the management, directing and coordination of the



## **National Home Inspector Certification Council Policy and Procedures Manual**

activities of the Test Inspection and Peer Review and Examination Programs.

23.0.2: Examiners are charged with field review and TIPR process during an onsite test inspection of a Candidate to become a National Home Inspector (NHI).

23.0.3: Policies and Procedures are to be followed by those involved in the Test Inspection with Peer Review process as set by the National Chief Examiner.

### **24.0: REPORT VERIFICATION COMMITTEE**

24.0.1 Report Verification is a systematic, independent and documented process for the evaluation of the Home Inspection Report submitted for the test inspection home, and is an essential part of the Test Inspection with Peer Review (TIPR) process.

24.0.2 Verification criteria are evaluated against compliance with the NHICC Standards of Practice, the National Occupational Standards and industry best practices. Report verification occurs after the completion of the field inspection of the subject test property.

24.0.3 Verifications focus on an assessment of data, processes used and are meant to determine and if the applicant has meet the requirements of the test inspection process.

24.0.4 The verifier and the verification team must ensure that they are truly independent from the applicant and/or other agents related to the test inspection property. The verifier shall avoid any actual or potential conflicts of interest with the applicant.

24.0.5 Guiding principles and verification activities from ISO 14064-3 are reproduced below. The details on how the verifier conformed to these principles must be must be presented in the Verification Report.

#### **Independence**

- Remain independent of the activity being verified, and free from bias and conflict of interest.
- Maintain objectivity throughout the verification to ensure that the findings and conclusions will be based on objective evidence generated during the verification.

#### **Ethical conduct**

- Demonstrate ethical conduct through trust, integrity, confidentiality and discretion throughout the verification process.

#### **Fair presentation**

- Reflect truthfully and accurately verification activities, findings, conclusions and reports.
- Report significant obstacles encountered during the verification process, as well as unresolved, diverging opinions among verifiers, the responsible party and the client.

#### **Due professional care**

- Exercise due professional care and judgment in accordance with the importance of the task performed and the confidence placed by applicant and intended users.
- Have the necessary skills and competences to undertake the verification.

### **25.0: PUBLIC MEMBERS**

## **National Home Inspector Certification Council Policy and Procedures Manual**

25.0.1: Public members characterize a consumer representative serving as a voting member with all rights and privileges, including holding office and serving on committees.

25.0.2: It is recommended that the public member has, at some time, been a consumer of the certificants' skills and services or is someone with a background in public advocacy.

25.0.3: The public member should bring a perspective to the decision and policy making of the NHICC that is different from that of the registrants, and helps to balance the organization's role in protecting the public while advancing the interests of the profession.

25.0.4: Public member(s) must attest to no conflicts of interest, such as employing or being employed by the certificants, or deriving income from the certified profession.

### **26.0: OMBUDSMAN**

26.0.1: The National Admissions Board will appoint a high profile registrant that offer a high level of competency, professionalism and integrity to sit as the NHICC Ombudsman. The appointment of such a registrant must be based on seeking the person that possess prior training and experience in conflict resolution, and/or a person willing to complete the required training.

26.0.2: The Ombudsman acts as the conflict resolution and appeal authority for complaints from a discontented registrant related to the day-to-day activities of the NHICC.

26.0.3: The Ombudsman acts independently of the Board of Directors reporting only to the President of the NHICC.

26.0.4: The Ombudsman role is to help registrants access an opportunity of addressing unresolved complaints and/or concerns related to matters affecting the welfare of the NHICC's registrants association. In addition, references the Whistle Blower Policy #30.0.

26.0.5: The role of the Ombudsman is not intended to overrule decisions rendered by the National Admissions Board and/or Discipline and Professional Practice Committee.

### **27.0: EXTERNAL RELATIONS/GOVERNMENT LIAISON**

27.0.1: The National Admissions Board will appoint an External Relations – Government Liaison member. The ideal person characterizes one with a solid background and understanding of the home inspection sector and has served as a liaison within the industry.

27.0.2: The prime purpose includes make a positive contribution affecting changes to the commercial, technical and regulatory environment in which home inspection and property inspector professionals work.

27.0.3: Duties includes, and is not limited to:

- a) lobbying the Government for the adoption of National Certification Standards for Home and Property Inspectors,
- b) liaising with other industry bodies at a national level with the aim of strengthening NHICC's position on relevant issues,
- c) forming and maintaining alliances with kindred organisations, as appropriate for long or short term goals,

## **National Home Inspector Certification Council Policy and Procedures Manual**

- d) improving the NHICC's profile by disseminating its position on relevant issues to stakeholders,
- e) gaining the confidence of governments and regulators in NHICC's services rendered to the public.

27.0.4: In addition he/she shall monitor such activities by attendance at relevant public meetings, conventions, and direct contact with governmental personnel and other activities as necessary.

27.0.5: She/he shall report to the National Certification Council on relevant matters.

### **MEETINGS**

#### **28.0: ANNUAL GENERAL MEETING (AGM)**

28.0.1: The purpose of the AGM is to bring all registrants together to reaffirm the newly elected Board and to conduct an open forum for communication and education of its registrants as referenced in item #15 of By-Law No. 1.

28.0.2: The AGM will be held at any place within Canada as set by the Board of Directors or set by the registrants at the previous AGM.

28.0.3: At every annual meeting, in addition to any other business that may be transacted, the report of the directors, the financial statements and the reports of the auditors shall be presented and a Board of Directors elected and auditors appointed for the ensuing year and the remuneration of the auditors shall be fixed.

28.0.4: The registrants may consider and transact any business either special or general without any notice thereof at any meeting of the registrants. The Board of Directors or the President, or Vice-President shall have the power to call at any time a general meeting of the registrants.

28.0.5: The AGM is open to all NHICC registrants.

#### **29.0: SPECIAL MEETINGS**

29.0.1: The purpose of the Special Meeting is to bring all registrants together to fulfill the requirements of the registrants to address special concerns as referenced in By-Law No. 1.

29.0.2: Special Meetings will be conducted as specified in By-Law No.1.

29.0.3: Special Meetings are open to all NHICC registrants.

### **ACCOUNTABILITY**

#### **OVERVIEW**

The NHICC believes in a transparent environment of conducting business. Transparency is about being easy to understand, and being open, frank and honest in all communications,

## National Home Inspector Certification Council Policy and Procedures Manual

transactions and operations. As such accountability is vital to assure that all activities must be honest and truthful, and comply with the law.

**Whistleblower** is a term often associated with someone who exposes wrongdoing within an organization.

**The informant** - Harassment or retaliation against a Whistleblower is prohibited and will not be tolerated. Any acts of harassment or retaliation against a Whistleblower will be treated as a serious violation of NHICC's policy and could result in discharge or other discipline from registration, employment or volunteer service within the NHICC.

Concerns should be reported to any one or combination of the below listed persons who are not involved in the complaint:

- a) The Chief Executive Officer or President
- b) A member of the Board of Directors
- c) The Ombudsman

### 30.0: WHISTLE BLOWING

30.0.1: The NHICC is committed to the highest possible standards of openness, honesty and accountability. In line with that commitment, we expect all registrants, regardless of their position and others that we deal with who have serious concerns about any aspect of the Corporation to come forward and voice those concerns to the Ombudsman.

30.0.2: All registrants are encouraged to report and suspect wrongdoing that is a violation of the law, a violation of the By-Laws including Policy and Procedures, or in respect to any other matter that may cause harm to the Corporation and its Registrants.

30.0.3: Any concealment or evidence of any kind, regardless of confidentiality agreement, may be made in order to bring forward and addressed within the Corporation and are recognized as a key tool in enabling the delivery of high-quality governance practices.

30.0.4: In making such claims the registrant must exercise care and caution, and provide reasonable grounds and accurate information to support the allegations. Any employee who makes a disclosure or raises a concern under this Policy will be protected if the employee:

- a) discloses the information in good faith,
- b) believes it to be substantially true,
- c) does not act maliciously or make false allegations,
- d) does not seek any personal or financial gain.

30.0.5: This policy document makes it clear that registrants can do so without fear of harassment, victimization, subsequent discrimination or disadvantage. This Whistle Blowing Policy is intended to encourage and enable registrants to raise serious concerns within the Corporation rather than overlooking a problem or seeking a resolution of the problem outside the Corporation.

30.0.6: A special committee will be appointed to investigate further. Every reasonable effort will be made to complete the investigation within as short a period of time as feasible. Recommendations for action or resolution by the special committee will be referred to the Board of Directors.

### 31.0: WEBSITE

31.0.1: The NHICC website is primarily provided as a communication and marketing tool for the registrants and public awareness of the services and activities conducted by the Corporation. As such the website will post information that is accurate as possible in its content.

31.0.2: The website will be dedicated to educate its registrants; and to inform the public of the National Certification Program and the services provided, and consumer interest articles.

31.0.3: A Web Master will be appointed to manage the website information and other related aspects. The Web Master reports to a designated Member of the National Certification Council.

31.0.4: The Registrar will provide an up-to-date listing of all registrants recorded in the corporation registry and make available this information to the Web Master for publication.

## CERTIFICATION REQUIREMENTS

### OVERVIEW

Certifying individual home inspectors requires policies regarding all areas of the industry, including but not limited to, examination eligibility requirements, submission of applications, registering and administering examinations, examination development, examination scoring, reporting of results, testing candidates with disabilities, and recertification requirements.

A “Background Review” (aka: Prior Learning Assessment) process is used by the NHICC to determine the appropriate stage for an individual. Any individual who wants to be considered at a particular stage must apply to the NHICC and present their background documentation of their personal background. Background review criteria are based on the tasks defined in the National Occupational Standard for home and property inspectors.

The development of the National Occupational Standard for home and property inspectors was largely funded by CMHC and HRSDC. Research has shown that currently there are a number of private inspection associations and organizations across the country each with different inspection standards and levels of qualifications. The difference in standards for certifying private inspectors in Canada has caused confusion in the minds of consumers as well as within other sectors of the housing industry. Also highlighted in the research, is the considerable variation in the availability and quality of the home inspection service offered across Canada, with large regional differences. At the time of the initial research, the majority of practitioners appeared not to belong to any professional inspection association or a qualified private firm. As a result, the consumer and the housing sector could not be assured of a minimum standard of private inspection services.

### OBJECTIVES

The overall objectives of CMHC's national initiative were:

- a) To elevate the status of the Canadian home and building inspection profession in the minds of the consumer, home inspectors, building officials, government and key stakeholders across Canada.

## National Home Inspector Certification Council Policy and Procedures Manual

- b) To establish minimum national occupational standards, code of ethics and criteria for inspector certification so that the general public can have confidence that all certified inspectors meet the requirements of the national certification process.
- c) To ensure that inspections comply with the same performance standard throughout Canada.
- d) To approve, support and coordinate provincial/regional accrediting bodies to administer, certify and provide disciplinary control of private-sector home inspectors.

The Canadian Home Inspection and Building Officials (CHIBO) Steering Committee for National Occupational Standards was first formed and convened in April, 2000 with a mandate to develop uniform national occupational standards for those employed as home inspectors and municipal building officials.”

Professional standards associated with occupational testing are delineated primarily in to these resource documents – The NHICC Standards of Practice and Code of Ethics and the National Occupational Standards. The strategies to achieve and maintain professional standards are based on attaining compliance with ISO 17024 - General requirements for bodies operating certification of persons.

### **32.0: CERTIFICATION & CERTIFICATION REQUIREMENTS**

32.0.1: The National Admissions Board shall independently administer the NHICC National Certification Program and have essential authority over all essential certification program decisions.

32.0.2: The National Admissions Board shall adopt an operating policy subject to the oversight of NHICC Board of Directors.

32.0.3: The National Admissions Board shall be part of the NHICC overall operating budget.

32.0.4: The National Admissions Board shall consist of at least four (4) National Home Inspector (NHI) registrants serving a staggered two year term with a term limit of two terms and one public member.

32.0.5: No member of the National Certification Standing Committee may serve on the National Admissions Board.

32.0.6: Each year two (2) National Home Inspector (NHI) registrants will be nominated by the Nomination Committee and elected by secret ballot of the registrants in a manner stated regarding – Nomination Committee.

32.0.7: Each year one (1) National Home Inspector (NHI) registrant will be appointed by the National Admissions Board.

32.0.8: One public member shall be appointed for a two (2) year term to monitor the work of the National Admissions Board.

32.0.9: Certification requirements for registrants to attain National Home Inspector (NHI) and/or Candidate status are available to individuals involved in or associated with the home and property inspection profession within Canada.

## National Home Inspector Certification Council Policy and Procedures Manual

32.0.10: Individuals of each class of national certification recognition shall be entitled to the rights and privileges of that class, as specified by the NHICC, as long as those individuals comply with these policies and procedures and other applicable requirements, including requisite financial obligations.

32.0.11: The certification requirements are subject to review and change from time to time as outlined in this document noting specific dates and specific eligibility requirements. This is entitled **Candidate Handbook** outlining the requirements to become a National Home Inspector (NHI) and Certification requirements to become a Candidate.

### 33.0: NATIONAL CERTIFICATION PROGRAM

33.0.1: The key to any successful certification program is the ability to certify individuals who meet the competence standard for their occupation. A certification model is only as good as the certification body's ability to certify individuals against the National Occupational Standards for Home and Property Inspectors.

33.0.2: The governance and structural elements of the models are based on criteria defined in the CAN-P-9 (ISO) Standard 'Criteria for Accreditation of Personnel Certification Bodies'. The CAN-P-9 Standard is published by the Standards Council of Canada, and is based on the international ISO standard ISO/IEC 17024.

33.0.3: Individuals who are within the National Certification Program will be at one of the following stages – '**Candidate**', '**Provisional**' or '**National Home Inspector**' (NHI).

***The 'Candidate' stage is for individuals who have the appropriate training and who have displayed the required degree of competence to be home and property inspectors but lack experience to obtain certification. The 'Provisional' stage provides a mechanism to oversee the activities of individuals already working in the occupation and that need to complete their TIPR exam. The 'National Home Inspector' (NHI) stage is for individuals who have the appropriate training, experience and competence.***

33.0.4: A 'Background Review' process will be used by the National Admissions Board to determine the appropriate stage for each individual. Any individual who wants to be considered for either stage would apply to the National Admissions Board and present their personal background. Background review criteria are based on the tasks defined in the National Occupational Standard for home and property inspectors.

33.0.5: To determine where an individual fits within the National Certification Program, an assessment process called a 'background review' is used. Background review is the process that the National Admissions Board uses to determine if an individual should be within program, and if so, at what stage. An individual, who wants to be considered for any stage, would apply to the NHICC and present their personal background. An individual's personal background would be presented through a structured application form completed by the individual, which may be supplemented if necessary through an interview.

33.0.6: NHICC certification criteria, does not allow decisions on certification to be subcontracted. However, other formally recognized home inspection organizations could

## **National Home Inspector Certification Council Policy and Procedures Manual**

provide the National Admissions Board with recommendations as to whether specific individuals meet the background requirements of the National Certification Program.

### **34.0: AUTHORITY TO CERTIFY**

34.0.1: The National Admissions Board will be empowered with the authority to recommend individuals as being competent to practice or work within the home and property inspection occupation.

34.0.2: The NHICC Registrar keeps track of the appropriate stage at which each applicant, candidate or certificate holder is approved.

34.0.3: An applicant is recognized as an individual that has applied for background review by the NHICC National Admissions Board. Such an individual has no formal recognition, but upon completion of the application review will receive written confirmation of their placement status.

### **35.0: CERTIFICATION STAGES**

35.0.1: The Candidate stage acts as an entry point for individuals who have received training as home and property inspectors into the National Certification Program. The Candidate stage also provides the national certification body with a mechanism to oversee the activities of individuals who are already working in or interested in working in the home and property inspection occupation.

35.0.2: Individuals who have entered into the National Certification Program as Candidates would benefit from assistance or guidance in working through the certification program. Current National Home Inspectors may act as mentors.

35.0.3: National Home Inspector (NHI) stage is the highest stage in the National Certification Program. In order to become a National Home Inspector (NHI), an individual must meet all of the requirements for individuals at this stage as defined in the certification program.

35.0.4: Individual's wanting to become National Home Inspector's (NHI) must have the following practical experience:

- a) Perform inspections as a Candidate for a minimum of one (1) year. Home and property inspectors who have practiced for more than one year (but not while holding Candidate status) may be exempt from this requirement
- b) Complete and pass a Standards of Practice and Code of Ethics Exam
- c) Perform a minimum of 150 paid Home and Property Inspections as a Candidate, or a minimum of 150 paid inspections using an inspection system that complies with a national Standard of Practice
- d) Complete and pass a minimum of one (1) Test Inspection with Peer Review.

### **36.0: OBLIGATIONS OF REGISTRANTS**

36.0.1: All registrants shall comply with the following requirements:

- a) Mandatory compliance with the Standards of Practice. The Standards of Practice shall be the latest version of the provincial Standards of Practice in which the inspector practices.



## National Home Inspector Certification Council Policy and Procedures Manual

- b) Mandatory compliance with the insurance requirements.
- c) Mandatory compliance with the Code of Conduct (Ethics), Professional Practice and Conflict of Interest Guidelines, as set out in the Bylaws, Policy & Procedures and are subject to disciplinary procedures.
- d) Maintain annual certification requirements and fees and status in good standing.
- e) Completion of any Mandatory Upgrading Requirements and Continuing Education Requirements, except for Applicants or Retired NHI's.
- f) In the event of written complaints which are not satisfactorily resolved, the registrant may be suspended from inferring any affiliation with the NHICC, including participation in education programs, or the completion of the registrant qualification process.
- g) Act in good faith to all, uphold the integrity and reputation of the profession, respond promptly to complaints.
- h) Always provide a written contract to the client and a written or printed report of the system(s) that were inspected.

36.0.2: Registrants are required to exercise the practices in the profession with competence and diligence, upholding their duty of care to their client and also to the best interest of the NHICC.

### 37.0: NATIONAL EXAMS, TEST INSPECTIONS & RETAKES

37.0.1: Licensing and regulation requires evidence that all home inspectors seeking certification must complete a proctored exam specific to the Code of Ethics and Standards of Practice. An exam is provided by the NHICC and the applicant/candidate must provide an acceptable exam proctor to complete the exam.

37.0.2: The National Occupational Standards performance standards identifies the skill sets and provides the background to establish a testing process to allow home and property inspectors to be reasonably assessed and become certified as competent and qualified professionals.

37.0.3: The Test Inspection and Peer Review (**TIPR**) process and the National Home Inspector Exam are open to all qualifying home inspectors in Canada. Its purpose is to test, validate and improve inspection and communication skills thus assuring realistic confidence in the essential services provided to consumers. The peer review must be conducted by an individual other than the one involved in the supervision and practical training process.

37.0.4: Home inspectors seeking National Home Inspector (NHI) recognition are required to complete the National Home Inspector Exam and fulfill the Test Inspection with Peer Review requirements in order to advance in the National Certification Program. The acceptable minimum standard for passing any examination or final grade in any subject is seventy (70) percent. The pass grade for the TIPR is eighty (80%).

37.0.5: All exam records are kept on file for a period of (1) one year in paper format, and stored in an electronic database thereafter. Digital copies must be password protected. Digital records must be backed up weekly on an external portable hard drive.

37.0.6: Test Inspection with Peer Reviews must be conducted under the supervision of an NHICC approved Examiner.

37.0.7: The National Home Inspector Exam must be conducted under the direct supervision of an NHICC approved "proctor" and/or NHICC approved Examiner.

37.0.8: A National Home Inspector Exam retake can be arranged within 10 business days. A TIPR may be retaken after a minimum of a 30 day waiting period, based on the date of completion of the last exam. Fees are assessed for a retake exam. Typically the TIPR review is allotted up to a maximum of 60 days for full completion review by the Examiners.

### 38.0: MENTORING/SUPERVISED FIELD WORK

#### OVERVIEW

The mentor program was developed with the purpose of assisting applicants and candidates in the NHICC National Certification Program to obtain guidance and practical onsite home inspection experience by those qualified home inspectors recognized as meeting the detailed requirements listed below to take part in this program as mentors.

All membership applicants are required to provide proof of either 10 supervised home inspections, 50 hours of supervised practical training or an acceptable combination of both.

**MENTOR DEFINED:** A mentor is defined by the National Certification Program as “a trusted counselor, teacher or expert”. Mentors share their experiences and their knowledge regarding the occupational standards, experience and professionalism to improve a (mentee’s) candidate’s competence and confidence in completing a home inspection and inspection report.

#### MENTOR REQUIREMENTS

38.0.1: The mentor inspector **must meet all** of the following requirements:

- a) Be a National Home Inspector (NHI) in good standing in the National Certification Program or be pre-approved by the National Admissions Board
- b) Have completed a minimum of 5 years of home inspection experience/ and/or minimum of 750 fee paid home inspections
- c) Must be able to objectively assess and provide feedback to others
- d) Mentors must be – trustworthy, nurturing, have integrity, confidential, positive
- e) Must apply and be pre-approved by the National Admissions Board
- f) Must complete the mentoring obligations as listed below in this document

#### MENTORING OBLIGATIONS

38.0.2: The mentor inspector must complete the following obligations:

- a) Provide a letter or letters of reference attesting to the number of mentored inspections and/or hours completed by the candidate
- b) Provide the address of the home(s) inspected in the letter(s) of reference attestation
- c) Attest and attach one completed Parallel Inspection Standards Compliance Checklist for each and every candidate
- d) The mentoring fee must be reasonable and must not exceed \$150\* for a home inspection
- e) The supervised field work must be completed under the direct supervision and management of the qualified mentor
- f) Either the mentor or the candidate inspector may provide the inspection venues. These do not have to be paid inspections, mock inspections may be used.

## National Home Inspector Certification Council Policy and Procedures Manual

\* Recommended fee may exceed under special conditions.

### CANDIDATE OBLIGATIONS

38.0.3: The candidate inspector must complete the following obligations:

- a) Act with professional courtesy and respect at all times to the mentor and property owners
- b) Follow the rules of conduct and behavior required by the mentor
- c) Must adhere to all safety standards at all times. Additionally, the candidate will be personally responsible for any damages or injury the candidate causes at the inspection site.
- d) Must complete home inspection reports that meet the current ASHI Standards of Practice. Reports deemed to be not in compliance with the Standards of Practice will not count for the final 70% of the required 50 hours or at least 10 houses inspected and reviewed under guidance of their mentor
- e) Mandatory submission of two (2) home inspection reports completed by the candidate for audit and review by the NHICC Report Verification Committee.

### 39.0: MATERIALS AVAILABLE

39.0.1: **ASHI Standards of Practice and Code of Ethics** – A copy of this may be obtained from the ASHI and/or NHICC website. Carefully review the entire document, taking special care to read and understand the scope of work.

39.0.2: **Supervised Field Work Compliance Checklist** – A copy is available from the National Home Inspector Certification Council's website. Note this is the same form used to validate the Test Inspection with Peer Review home inspection report.

39.0.3 **National Occupational Standards** – A current copy of the standards are available on the NHICC website.

### 40.0: MENTOR CREDITS

40.0.1: Supervised field work qualifies for candidates as credit toward the required number of inspections related to onsite inspection and field training hours towards field inspection requirements.

40.0.2: Supervised field work qualifies for 1 CEC (Continuing Education Credit) per inspection for the National Home Inspector (NHI) supervising the inspection. A maximum of 10 CECs per year may be obtained by mentoring.

40.0.3: A mentor fee is negotiated between the National Home Inspector (NHI) and the candidate for this service.

40.0.4: A copy of the Supervised Field Work Standards Compliance Checklist is available on the NHICC website.

## **41.0: REGISTRANT RENEWALS & RECERTIFICATION**

41.0.1: The NHICC requires the annual renewal of National Home Inspector (NHI) certification. Attesting to the continued compliance with the NHICC Standards of Practice and Code of Ethics and Provincial Regulations is part of this process. Every year, the candidate must document compliance with the Continuing Education Requirements as described.

*NHICC staff shall immediately begin a random audit based upon a percentage of submissions to verify Continuing Education Credit totals claimed by Members on renewal applications. If a member's submitted documentation does not verify the number of CE's claimed, the member will be notified and placed on Administrative Suspension until the deficiency is made up.*

41.0.2: In addition, the NHICC determined that the rapid change in technology and required knowledge of materials and building systems with the home inspection industry warrants a relatively short continuing education cycle. The current recertification policy was adopted 2006. Using input obtained as part of the 2001 National Occupational Standards and lastly updated in 2008, the NHICC determined that approximately every 5 years was an appropriate cycle, and a maximum of every year candidates **must document a minimum of 20 continuing education credits per year** deemed acceptable as defined in the CEC renewal requirements.

41.0.3: Registrant Renewal Forms & Continuing Education Credit claims for renewal of NHICC National Home Inspectors (NHI) will be available on the NHICC website.

41.0.4: Dues must be paid by the renewal date, or as amended from time to time by the National Certification Council, in order to maintain a registrant in good standing.

41.0.5: Registrants who have not submitted a renewal application within 30 days of renewal date will be sent a reminder by registered letter and suspended status.

41.0.6: Registrants who do not submit a renewal application within 60 days of renewal date will be removed from the NHICC registry and database. They will be assessed a reinstatement fee should they reapply within the current renewal year. The reinstatement fee will be determined by the National Certification Council.

41.0.7: All outstanding fees must be paid in full, together with the reinstatement fee, before a previous registrant will be re-enrolled.

41.0.8: Upon application in writing to the National Certification Council, this provision may be altered or waived, in cases of extraordinary circumstance.

41.0.9: All other requirements of registrants including completing all required Continuing Education Credits submissions and outstanding accounts with NHICC, as noted on the application form, must also be satisfied.

41.0.10: All registrants will be given 15 days grace to pay outstanding debts and service charges before being a deemed a registrant not in good standing.

41.0.11: A registrant that has retired from home/property inspection and earned the occupational title 'National Home Inspector' (NHI) may use the title "National Home Inspector (NHI Retired)", but may not vote in elections. A retired National Home Inspector may serve on a

## **National Home Inspector Certification Council Policy and Procedures Manual**

committee but not on the National Certification Council.

41.0.12: Any new NHI credential issued to a National Home Inspector within 90 days of the renewal date will be exempt from payment of the renewal fee.

41.0.13: A copy of a current home inspection report that meets the Standards of Practice must be submitted for review on renewal every 5 years. The rationale is to assure individual compliance with compliance with the current Standards of Practice.

41.0.14: Any member suspended for a period of time shall be able to apply to reinstate his Membership at the termination of the suspension period.

41.0.15: Any individual whose certification has lapsed for up to two years for reasons other than NHICCI discipline may reinstate his or her membership provided that:

- a) All back and current dues and fees are paid;
- b) Proof of required CE's during the absence (20 CE's per year);
- c) There have been no disciplinary actions or complaints about him or her during the absence.

41.0.16: Those whose certification has lapsed for more than two years must reapply for certification under the existing application process except that any waiting period will be waived.

### **42.0: MAINTENANCE REQUIREMENTS**

42.0.1 In order to ensure the competence of Candidate, Provisional and National Home Inspectors (NHI), the National Certification Program includes a maintenance requirement. Maintenance activities could include any and all of the following:

- a) Continued industry involvement
- b) Courses - Attendance at courses on technical and non-technical subjects related to home and property inspection
- c) Continued professional development
- d) Association membership
- e) Home Inspector meeting attendance, etc.
- f) Continued membership in good standing of a provincial association of home and property inspectors
- g) Service to a provincial and/or national association of home and property inspectors
- h) Service to community/social based organizations such as Habitat for Humanity
- i) Periodic successful completion of test inspections with peer review recertification and/or national exam

### **43.0: CONTINUING EDUCATION CREDITS**

#### **PURPOSE**

The purpose of this policy is to: establish maintenance and retention criteria recognizing the importance of continuing education for practicing professionals; and to enhance the professional credibility in the home/property inspection sector. The NHICC Continuing Education Requirements (CEC) states that "CEC provides a mechanism for certificants to fulfill their responsibility to maintain competence and reduce the potential for professional obsolescence."

## **National Home Inspector Certification Council Policy and Procedures Manual**

43.0.1: All registrants are required to satisfy the CEC requirements as a condition of continuing education. The CEC requirements are intended to enhance the continued competence of registrants. The mandatory minimum number of Continuing Education Credits are 20 (twenty) contact hours per year.

43.0.2: Compliance with this policy is mandatory for all National Home Inspectors (NHI). Candidate registrants are encouraged to participate in all relevant continuing education and to keep documents/records of their progress.

43.0.3: The Continuing Education Credits form, along with the annual maintenance fee will be sent to National Home Inspectors (NHI) no later than June 1<sup>st</sup> of each year.

43.0.4: National Home Inspectors (NHI) must return their payment along with the completed CEC form within 30 days. CECs must be submitted at the same time as annual maintenance fee (due by July 1<sup>st</sup> every year) following the first year of association within the National Home Inspector Certification Council.

43.0.5: Fees received after July 15<sup>th</sup> will be assessed a \$50.00 late charge assessment.

43.0.6: Every National Home Inspector (NHI) is required to report and agree to complete the specified mandatory minimum of 20 Continuing Education Credits (CEC's) every year in order to maintain their registrant status. Copies of education credit documents must accompany the renewal application in order to verify the CEC's claimed. The type of proof required is noted on the Continuing Education Credit form.

43.0.7: Failure to comply with articles above will result in suspension of the National Home Inspector (NHI) designation, particularly where such requirements are mandated as a condition of provincial licensing and/or regulation.

43.0.8: Failure to complete the required Continuing Education renewal credits over two consecutive renewal years will result in the condition for a re-application.

43.0.9: While all CEC's are due and reflect the continuing of the year prior to the July 1<sup>st</sup> renewal date, extension may be considered for extraordinary circumstances. Requests for extensions must be made in writing at the time of renewal and with the CEC submissions and forwarded to the NHICC Registrar.

## **44.0: INSURANCE REQUIREMENTS**

44.0.1: The NHICC will make available Directors and Officers insurance at its expense for the purposes of conducting NHICC business work associated with its "directors and officers".

44.0.2: Where required by law, association membership or by regulation and/or license, such registrants that practice must fully comply with the specified insurance requirements.

44.0.3: All other practicing inspectors are required to provide written disclosure to each and every client if they do not carry E & O insurance coverage for his/her inspections.

44.0.4: Where insurance coverage (example E&O Errors and Omission) is deemed mandatory, and/or required by law and/or by licensure or regulation the National Home Inspector (NHI) must conduct business under such a provision and provide a copy of their insurance policy to the

## National Home Inspector Certification Council Policy and Procedures Manual

NHICC upon renewal for record purpose.

44.0.5: Where insurance coverage (example E&O Errors and Omission) is deemed mandatory, and/or required by law and/or by licensure or regulation the National Home Inspector (NHI) must notify the NHICC in writing regarding cancellation or non-renewal of insurance.

### 45.0: REINSTATEMENT OF STATUS

#### PURPOSE

The purpose of this policy is to provide means for a NHICC National Home Inspector (NHI) to apply for reinstatement within a maximum 1-year lapse in registrant, registration fees.

45.0.1: Former National Home Inspectors (NHI) who have maintained continuous service for a minimum of one year may apply for reinstatement under the following guideline: after two years of documented official leave accepted by National Certification Council.

45.0.2: Former National Home Inspectors (NHI) granted reinstatement would not be required to re-qualify for reinstatement by retaking the required Test Inspections with Peer Review or completing the required number of inspections providing they have been inactive for less than two years.

45.0.3: The National Certification Council shall judge each reinstatement application on merit or extenuating circumstance documented by the former National Home Inspector (NHI) and may approve or deny the Request for Reinstatement as they reason appropriate.

45.0.4: All reinstatement applications and supporting documents will be treated as private and confidential.

45.0.5: Registrants requesting reinstatement must pay the current NHICC National Home Inspector (NHI) reinstatement fee.

### 46.0: ADVERTISING – OCCUPATIONAL TITLE

#### OVERVIEW

This policy sets out the use of the Occupational Title **National Home Inspector (NHI)** and **Canadian National Home Inspector (CNHI)**. Exclusive use of the Occupational Title **National Home Inspector** and/or **Canadian National Home Inspector** is a designation with right of use assigned to the National Admissions Board.

46.0.1: The National Admissions Board may confer the designation on those registrants acknowledged as meeting the full certification requirements of the NHICC National Certification Program. Such registrants must remain home and/or property inspectors in good standing and are residents of Canada.

46.0.2: The title and credentials granted indicate the certification of an individual, not of an organization or business. In addition, the certification marks must not be used in any manner which suggests that a certification is a degree.

## National Home Inspector Certification Council Policy and Procedures Manual

46.0.3: The full title is: “National Home Inspector”, and/or “Canadian National Home Inspector” along with the registration number, and it, may be abbreviated as NHI or respectively CNHI. **NOTE:** The NHI and CNHI replace the former NCH (National Certificate Holder) title.

46.0.4: When used with an inspector's name, the title or registration number must always follow the name and be the same or smaller font size as the name. Example: Bill Smith, National Home Inspector or Bill Smith, NHI00001 or Bill Smith, Registration # NHI00001.

46.0.5: The occupational title is not to be used in advertising without including the full name of the title holder and the certificate registration number. All questions regarding advertising which includes the title must be submitted to the NHICC Registrar for approval prior to use.

46.0.6: Anyone who wilfully misuses the occupational title which has been conferred on them will be subject to discipline by the Professional Practices Committee. Discipline may include, but is not limited to, suspension or withdrawal of the title, and include recovery of costs related to the enforcement.

46.0.7: The National Home Inspector (NHI) title is a separate certification title and may be associated to other home inspection association designations. This does not entitle the bearer to make reference to NHICC and/or use of the NHICC logo without maintaining annual renewal. One must be a registrant of NHICC, and remain in good standing, to make reference to NHICC in one's literature or advertising material.

46.0.8: Anyone that has not been conferred or misuses the occupational title will be deemed as infringing upon the proper use of the title. Registered letters to cease and desist will be issued to those individual(s).

46.0.9: Any National Home Inspector (NHI) in good standing who has retired from actively performing home inspections and who maintains any other requirements that the Registrar and National Admissions Board may require, can use the initials National Home Inspector (NHI) occupational title followed immediately with the notation of (Retired).

46.0.10: The National Admissions Board and where required NHICC legal counsel shall process allegations against non-registrants for infringement or misuse of the title, name, and/or misuse of other NHICC reference rights.

## 47.0: STANDARDS OF PRACTICE/ CODE OF ETHICS

### OVERVIEW

A key component of the National Certification Program is 'ethics and professional standards'. Ethics and professional standards provide the public with assurance that individuals who are within a National Certification Program will abide by a set of rules and be governed by standards of practice that are enforceable. This component of national certification is part of the CAN-P-9 (ISO) criteria.

The Standards of Practice and Code of Ethics are established to provide the minimum guidelines for maintaining Professional Practices. A Standard of Practice is designed to clearly describe and explain in simple terms the scope of work required of a home inspection. It serves



## National Home Inspector Certification Council Policy and Procedures Manual

a dual purpose to guide the home inspector in how to comprehensively and effectively conduct a home inspection, while also informing the consumer (client) of what or what not to expect from the home inspection.

47.0.1: All National Home Inspectors (NHI) and Provisionals are obligated to maintain and adhere to the Standards of Practice as the minimum benchmark for the performance of a home inspection.

47.0.2: Where no uniform provincial Standards of Practice exists, the ASHI Standards of Practice will be recognized and accepted as the minimum requirements for performance of a home inspection.

47.0.3: In jurisdictions where the Standard of Practice of a registrant/member is required to meet a recognized higher standard, the NHICC accepts the higher standard as the required applicable standard for a registrant. The bottom line being that a registrant must conduct all inspections to at least meet the above stated Standards of Practice.

47.0.4: The NHICC strongly believes in maintaining the integrity demanded of the home inspection profession and protection of the consumer of home inspection services. As such the objective of the National Admissions Board has committed itself to professional credibility and honesty to assure balancing consumer protection and ethical standards particularly in the current unregulated status of the Canadian home inspection industry.

47.0.5: Ethical obligations are specified in the Code of Ethics. The goal is to ensure that its registrants adhere to disciplined industry standards by informing the consumer of all facets of the home inspection transaction. All registrants are required to act as an unbiased, third party that provides quality and valuable services based on experience, training, education and professionalism.

## 48.0: CODE OF CONDUCT – CONFLICT OF INTEREST

### OVERVIEW

This policy sets out the use of the Code of Conduct and Conflict of Interest for all registrants. This policy sets the benchmark to assure that all registrants have a responsibility to report the results of the inspection in a strictly fair, impartial, and professional manner, avoiding conflicts of interest.

48.0.1: **The *Canada Corporations Act*** states that it is the duty of a director to declare an interest (whether direct or indirect) in a contract or proposed contract with the organization at a meeting of directors. The section contains specific requirements relating to timing and content of the declaration of interest and with limited exceptions, prohibits directors from voting on the contract or proposed contract in which the director is interested.

48.0.2: This policy is also intended to guide the NHICC and National Home Inspectors (NHI) and/or Canadian National Home Inspectors (CNHI) and Candidates in their conduct and in identifying and resolving issues of ethical conduct and conflict that may arise during the course of their work.

48.0.3: Any person that does not comply with the provisions of this policy may be disciplined as

## **National Home Inspector Certification Council Policy and Procedures Manual**

deemed appropriate. Civil action may be taken against an individual, outside entity or organization where failure to comply with the provisions of this policy results in loss or potential for damage to the NHICC.

48.0.4: A conflict of interest is any situation where an individual's private interests may be incompatible or in conflict with their responsibilities to objectively exercise their duties. Where a conflict of interest arises, it must be declared, and the director must not participate in any discussion or vote and, depending on the circumstances, the director may have to resign

48.0.5: A registrant in a position or that has influence, input or decision-making power over marks, academic interests, academic progress, academic status or other matters shall not become involved in a business or personal relationship with an applicant or training provider for the duration of the professional relationship or evaluative role. Where such exist the registrant is obligated to declare a "conflict of interest" and remove him/herself from any decision making on that person.

48.0.6: The National Admissions Board and/or Board/Council/Committee representative must disclose all material facts, financial or otherwise, in which he/she has direct or indirect interest in a contract or transaction being considered by the NHICC. The person with such interest shall not make a motion or vote on the contract or transaction.

48.0.7: A registrant with such interest may participate in the debate of such motion on the contract or transaction but shall leave the meeting during debate if so requested by a majority vote called by the National Admissions Board or the Board of Directors.

48.0.8: The representative having an interest shall take leave during the vote of the board on the motion for the contract or transaction, if requested to do so by a majority of the voting representatives.

48.0.9: Registrants who engage in personal relationships should be aware of their professional responsibilities and will be responsible for ensuring that the relationship does not raise concerns about preferential treatment, bias or conflict of interest.

48.0.10: Registrants shall not help any outside entities or organizations in any contract or business with the NHICC in any way that contravenes the provisions of NHICC policies.

48.0.11: Applying the same principles and processes identified in the above and in previous sections of this policy manual, registrants and representatives, involved in the privatization/contracting out of any area or function of the NHICC work and/or duties, or any proposed privatization/contracting out undertaking, should not personally benefit, or have any family affiliate or friend benefit, financially or materially, or gain or profit from the privatization/contracting out process.

## **49.0: TRAINING QUALITY & CONSISTENCY**

### **OVERVIEW**

This policy sets out the recognition of home inspection training courses and programs that form part of the background review process for certification. The goal of the review is to provide a

## **National Home Inspector Certification Council Policy and Procedures Manual**

reasonably reliable assessment tool that differentiates between training that provides learning outcomes that meets the National Occupational Standards for Home and Property Inspectors.

49.0.1: Any training course/program put forward for recognition for certification must comply with the national standards for the occupation. The NHICC provides a reference link to the National Occupational Standards for Home and Property Inspectors. The National Occupational Standards provides the training framework guidelines for course/program developers. The National Occupational Standards document provides a template and clear guidelines on the required learning outcomes and educational content for recognition of an accredited course/program.

49.0.2: The training provider is tasked with mapping the course/program content and learning outcomes by performing a comparative analysis with the National Occupational Standards. This must be completed prior to submitting their course or courses for review.

49.0.3: The education review process ensures that all course/program materials first and foremost meet the National Occupational Standards for Home and Property Inspectors in Canada.

49.0.4: All exams must be proctored to receive full credit by the National Admissions Board. Non-proctored exams are provided a lower value and are subject to certain conditions.

49.0.5: This review does not guarantee the quality of the actual instructor or trainer.

### **ADVISORY COUNCIL**

#### **OVERVIEW**

The role of the Advisory Council is to advise, assist, support, and advocate the technical/occupational education programs of the NHICC. The Advisory Council's role is not to "rubber stamp" what already exists, but to offer suggestions for improvements that will help the NHICC grow and expand.

The Advisory Council functions like a committee of the Board of Directors and has no legal responsibilities. The Advisory Council works toward a specific goal and its members have the skills and industry background to complement those of goals. .

Activities that Advisory Council's typically focus on consumer protection, advocacy, technical assistance, assessment of a program's impact and serving as a public advocate for the organization. One of the most common characteristics associated with an Advisory Council is their high-quality technical/ occupational education background and their close ties with government's, business, industry, and labor.

The Advisory Council is a structured way for individual citizens to share their opinions and perspectives, study issues, and develop recommendations in a focused, small group structure. The primary purpose of the Advisory Board is to provide judicious advice, from a citizen perspective, to the NHICC's elected policy-making body.

## PROFESSIONAL PRACTICES COMMITTEE

### OVERVIEW

The association or authority must have a mechanism by which it is able to review and take action related to actions by its members who violate the association or authority's standards of practice, standards of conduct/code of ethics, or where they have violated a provision in the Act or the Regulation as determined by Consumer Protection. This mechanism must ensure procedural fairness and appropriate sanctions where warranted.

The ethics of the NHICC and its registrants and contracting agents are paramount and must be upheld to maintain a positive public image and good name. Those who contravene the Code of Ethics, and/or do not adhere to the Standards of Practice, and/or advertise illegally will be disciplined. Complaints from the public or other registrants will be reviewed by the Professional Practices Committee.

Discipline of Applicants or Certificants may include deciding that someone is not eligible for a credential, taking action if a person is caught falsifying or doesn't provide accurate information on the application form, or, while a person holds credential, has a complaint brought alleging violation of the professional rules of conduct or the law in some way. Disciplinary action may include suspending their credential, censuring them, or revoking their credential.

An in person hearing is not generally necessary and a program can instead conduct a paper hearing. It is also important to ensure that those participating in the prosecutorial/investigative aspects of the process are kept separate from the adjudicative determinations. No one participating in the process should have a conflict of interest or special relationship to the matter, since that can be challenged and potentially cause judicial scrutiny of the decision.

The appeal must be to a different body or group than that which made the decision. The grounds for appeal is more limited, such as only overturning a decision if there were significant substantive or procedural errors made in the initial process.

### POSITION

This committee is a standalone committee whose function is to be independent of, and free from influence by the NHICC Board of Directors. Any decisions, procedures or protocols arrived at as a result of complaint investigations are binding at the sole discretion of this committee. The committee, through the Chair will report complaint statuses to the National Admissions Board at regular intervals. These reports to National Admissions Board are intended for information purposes only and not solicitations for opinions, decisions, approvals, considerations, or involvement in the duties and responsibilities of the Professional Practice Committee.

***NOTE:** For the purposes of this document, any person launching a complaint is identified as Complainant, and any person being the subject of a complaint is identified as Respondent. Any National Home Inspector (NHI) in the NHICC is identified as Registrant or NHI, and any home inspector not in the NHICC is identified as non-Registrant.*

For clarity, whether a satisfactory resolution related to a consumer complaint is achieved between a registrant/member and a consumer, the expectation would be that the NHICC PPC would investigate and if appropriate, make a formal decision of whether a breach of the Standards of Practice or Code of Ethics occurred in the situation presented in a complaint.

## **National Home Inspector Certification Council Policy and Procedures Manual**

This document is to be considered a living document and will be subject to amendments from time to time as unforeseen situations present themselves.

### **MANDATE**

The committee's mandate is focused on investigating complaints related to conduct and competence of Registrants, and other matters related to professional practices. This mandate does not include mediation of individual complaints, imposing settlements, or assisting in civil proceedings.

Except in limited circumstances, e.g. where the complaint does not relate to professional misconduct or incompetence or is frivolous or vexatious, the committee must consider any complaint received about the conduct of a registrant.

### **50.0: OBJECTIVES**

50.0.1: Ensure that Registrants in the NHICC meet their professional responsibilities and expediently respond to complaints.

50.0.2: Investigate complaints regarding the conduct and competence of Registrants.

50.0.3: Investigate misrepresentations of the National Home Inspectors Certification Council credentials and designations by non-Registrants.

50.0.4: Provide interpretations and guidelines related to business and professional practices, based on research and National Home Inspector (NHI) input.

### **50.1: RESPONSIBILITIES AND TASKS**

50.1.0: Responding to written complaints from the public concerning Registrants and Non-Registrants of the NHICC.

50.1.1: Responding to written complaints from Registrants concerning other Registrants within the NHICC.

50.1.2: Developing interpretations and policy change recommendations based on research and Registrant input.

50.1.3: Liaison with the NHICC Board of Directors and other committees.

50.1.4: Business, Professional Practices and Conduct.

50.1.5: Investigation of alternative dispute resolution options.

50.1.6: Recommending professional practice risk management procedures.

### **50.2: OPERATING PRINCIPLES / RULES for COMMITTEE MEMBERS**

## National Home Inspector Certification Council Policy and Procedures Manual

50.2.1: The Professional Practices Committee Chairperson and members shall be National Home Inspectors (NHI), approved/appointed by the NHICC Board of Directors and shall not be more than 10 in number from across Canada.

50.2.2: The Professional Practices Committee Chairperson shall have sole access to Registrant profiles and information for committee work only.

50.2.3: Every committee member must sign a confidentiality agreement. Refusal to sign will result in the removal of the member from the Committee.

50.2.4: All confidential information obtained by committee members shall forever be maintained as confidential, except where this information must be disclosed in a complaint resolution process and or subsequent appeal.

50.2.5: Committee members shall avoid communication outside of the Committee regarding individual complaints or Committee proceedings, except when sanctioned by the committee, or investigating a complaint.

50.2.6: All communication to parties to a complaint shall be in writing, signed by the Chairperson or a designate on behalf of the Committee. Verbal communications with any party shall be discouraged.

50.2.7: Committee members shall not participate in any aspect of a complaint process in which they are within arm's length of a Registrant who is the subject of, or have intimate knowledge of matters before the Professional Practices Committee. They may remain on the Committee.

50.2.8: Any Committee member who becomes a Respondent in a Hearing shall step down from the Committee until such time as resolution has been reached.

### 51.0: PROCEDURES FOR HANDLING COMPLAINTS

*NOTE: Where any member of the NHICC board or any of its committees or any registrant holding a position of responsibility within the NHICC becomes the subject of a complaint, that person shall vacate his/her held position until such times as the complaint has been resolved. Where resolution finds in favour of subject member/registrant, he/she shall immediately be re-installed to their former position and duties. Where resolution finds for the complainant the subject member/registrant shall not be permitted to return to their former or any position and duties for a period not to exceed three (3) years.*

*Forms are located in the Resource section under J-Professional Practices / Forms.*

51.0.1: Where the NHICC Registrar, any member of the Board of Directors, the Committee Chairperson, or any other member of the Committee receives enquiries as to the complaint process, the enquirer shall be directed to obtain a NHICC Complaint Form by either downloading it from the NHICC website, electronically delivered, or have one sent by regular mail. The NHICC Complaint Form shall include an explanation of the complaint procedures. Complainants will be asked to complete this form to initiate the complaint resolution process. (See PPC NHICC Complaint Form A)

51.0.2: Upon receipt of a written complaint concerning the conduct or professional practices of

## National Home Inspector Certification Council Policy and Procedures Manual

- a Registrant, the Committee Chairperson or a designate on behalf of the Committee will:
- a) send an acknowledgement letter to the Complainant by regular mail; (See PPC Form B)
  - b) assign a case file number;
  - c) initiate a Complaint Tracking Form; (See PPC Form C)
  - d) audit the Respondent's file for CEU/CRC compliance and prior complaints;
  - e) initiate a Sequence of Events form; and (See PPC Form D)
  - f) immediately upon receipt of a complaint, by way of registered mail, mail a copy of the complaint to the Registrant/non-Registrant against whom the complaint has been made (hereinafter called the "Respondent"). The Respondent, at the discretion of the Committee Chairperson, will be given not less than ten (10) and not more than thirty (30) calendar days to deliver a reply thereto in writing addressed to the Committee Chairperson (hereinafter called the "Reply"). Where the Committee is proceeding upon its own motion, the Committee Chairperson may in like manner, direct a designate to mail to the Respondent a brief statement of the conduct or infringement being investigated by the Committee and the foregoing provisions where the Reply shall be applicable and the matter shall thereafter proceed in all respects as a complaint by any other person concerning the conduct of an NHI. (See PPC Form E)

51.0.3: Where a Respondent is prohibited from addressing a Notice of the Committee due to advice from legal counsel in the event of impending legal action of which the Respondent is the subject, this restriction must be forwarded to the Committee Chairperson or designate.

51.0.4: After the time limit for the Reply to a complaint, the Chairperson of the Committee shall appoint three Committee members to conduct a Preliminary Review (hereinafter called the "Review Subcommittee").

51.0.5: Where-ever possible the three Committee members selected to conduct a review will not know the Respondent nor will they live in the same market area as the Respondent.

51.0.6: Where a Committee member selected to participate in a review is acquainted with, resides in the same market area, or has knowledge of any aspects of the complaint he/she shall declare a conflict of interest and advise the Committee Chairperson accordingly and remove himself/herself from the complaint process.

51.0.7: Each Committee member selected to participate in a review shall receive by registered mail a copy of the Complaint, the Respondent's Reply and a Request for Complaint Review notice. (See PPC Form F).

51.0.8: The Committee members selected to review a Complaint will have a thirty (30) calendar day period to review a Complaint and return their recommendations to the Committee Chairperson. They shall determine if the complaint:

51.0.9: Has merit; In this case they will determine if there is enough evidence to complete their review and make recommendations.

51.0.10: Should be dismissed; In this case they will determine whether the complaint has no merit or cannot be substantiated after reviewing all submitted evidence. A copy of the decision including any recommendations shall be forwarded to all parties by the Committee Chairperson or designate and a copy of the decision shall be forwarded to the NHICC Registrar to be placed in the Registrant's file.

## National Home Inspector Certification Council Policy and Procedures Manual

51.0.11: Requires more information from the Complainant or the Respondent to evaluate whether the complaint should go to a hearing or be dismissed. In this case, the request for clarification or more information shall be made in writing. Further a response will be required within a prescribed period of time. (See PPC Form G).

51.0.12: Should go to a hearing. In this case both parties to the complaint shall be notified in writing by the Committee Chairperson or designate and delivered by Registered Mail of the committee's recommendation and the date of the hearing.

**Note:** *The Committee may at its sole discretion (such as if the Respondent has a number of complaints) appoint an expert to visit the property, document and photograph the conditions and answer specific questions posed by the committee for a case proceeding to a hearing or if more information is required.*

51.0.13: The following questions should be addressed when determining whether a complaint should proceed to a hearing or should be dismissed:

- a) Has the Complainant notified the Respondent in a timely manner, provided access and an opportunity for the Respondent to investigate and resolve the complaint (preferably before litigation, unless immediate mitigation is warranted)?
- b) Has the Complainant provided sufficient evidence to substantiate the written complaint? In the case of a complaint about a missed problem during an inspection, have photos or other evidence been provided to substantiate that the alleged condition both existed and should have been obvious at time of inspection. (The onus is on the complainant to substantiate the complaint).
- c) Has the Respondent responded to the Complainant in a timely and appropriate manner?
- d) Has the Respondent substantiated his/her version of events with an accounting of the events concerning the complaint and other documents such as the written report, photos, etc?
- e) Does the conduct of the Respondent appear to have been appropriate for the situation? In the case of a complaint arising from an inspection, was the inspection contract, methodology, reported observations and recommendations, warnings of adverse conditions, communications with various parties, etc. judged appropriate for the situation.
- f) Does there appear to be any significant gaps in the Respondent's technical competence, or problems with his/her conduct that resulted in this complaint, and would result in reoccurrence?

51.0.14: The Committee Chairperson shall advise the Complainant and Respondent of the above determination and provide reasons (based on any or all the above questions) since any decision of the Committee may become the subject of an appeal.

51.0.15: The complaint progress will be tracked using PPC Form C. Response letters will follow format of PPC Form D.

51.0.16: Committee members appointed to participate in a Hearing may include members who participated in the Preliminary Review.

51.0.17: The Committee may at any time, after receiving a Complaint upon its own motion and its own discretion, determine that no further action be taken in respect of such complaint.

51.0.18: Civil or criminal litigation shall not bar action by the Committee; the Committee may



## National Home Inspector Certification Council Policy and Procedures Manual

proceed or may stay the ethics process during the course of litigation. Delay in conducting the investigation by the Committee during the pendency of civil or criminal proceedings shall not constitute waiver of jurisdiction.

51.0.19: Disciplinary proceedings or action by another body or tribunal shall not bar action by the Committee; the Committee may proceed or may stay the ethics process during the course of such proceedings. Delay in conducting the investigation by the Committee during the pendency of such proceedings shall not constitute a waiver of jurisdiction. Where the Committee learns that disciplinary action by another authorized tribunal has been stayed, such stay shall neither require nor preclude action by the Committee. When another body or tribunal has investigated the same allegations and found no merit to the allegations, the Committee may, in its discretion, decide not to open a matter or, if a matter has already been opened, the Committee may close the matter.

51.0.20: The Chair may decide not to open on their own accord or show cause case when a provincial or local board or similar entity has taken disciplinary action against an NHICC member if the action is either not final or the member has not completed all directives, probation, or other requirements and if the behavior at issue is not likely to result in expulsion from the Association. If this decision is made, the member will be notified that the matter is under the scrutiny of the Committee, that the member will be monitored until completion of actions required by the provincial or local board or similar entity, that failure to complete the action may result in further action by the Committee, and that completion of such requirements may result in the Committee taking no further action.

51.0.21: The Committee may at any time refer a matter to another recognized tribunal for appropriate action. If a case is referred to another tribunal, the Committee may retain jurisdiction and consider the matter independently under these Rules and Procedures.

## 52.0: HEARING PROCEDURE

*Note: All hearings wherever possible will be conducted by means of conference call.*

52.0.1: Where the recommendations of the Review Subcommittee call for a Hearing, the Chairperson of the Committee shall determine the date for the hearing of the complaint. Both the Complainant and the Respondent shall be notified by Registered Mail from the Committee Chairperson or designate at least thirty (30) calendar days prior to the fixed date. This Notice of Complaint Hearing shall include date and time. (Reference PPC Form H)

In this case both the Complainant and the Respondent are required to respond to the Committee Chairperson within fifteen (15) calendar days before the fixed date for the hearing of their intentions to participate and of those witnesses or representatives who have knowledge of the matter and who will be on hand. Witnesses can be family members, friends, legal counsel, or any other person(s) with knowledge of the matter. Principal parties to a complaint must participate in a hearing. Failure to advise the Committee Chairperson and participate may result in costs of the investigation and subsequent hearing being passed onto the parties for recovery as well as the possibilities of further disciplinary actions imposed against the Respondent.

52.0.2: At a time prior to the date and time fixed for the hearing but after the completion of the complaint review, the Committee Chairperson shall appoint two (2) Review Subcommittee members to, Chair and Co-chair the hearing.

## National Home Inspector Certification Council Policy and Procedures Manual

52.0.3: On the date and time fixed for the Hearing, committee members who reviewed the complaint and recommended a hearing shall conduct the hearing. The Committee Chairperson or designate shall sit as witness to the proceedings.

52.0.4: On the date fixed for the Hearing and at the appointed time of commencement, the committee Hearing Subcommittee Chair shall:

- a) call the Hearing to order;
- b) introduce the Hearing Subcommittee.

52.0.5: The Hearing Subcommittee Co-Chair shall explain the Rules of Order for the hearing to the parties involved and read a summary of the complaint into the minutes.

52.0.6: The Hearing Subcommittee shall proceed with hearing the complaint in such manner as in its discretion deems advisable and shall have all the powers of an arbitrator or arbitrators under the **Arbitration Act, 1991, S.O. 1991, Chap. 17**. Without in any way limiting the generality of the power so conferred on the Committee, it shall have authority to summon before it for such hearing, any Registrant of the NHICC or any director of the Board of Directors and to require of any such person the production of any documents and records as the Committee may require. In the conduct of such hearing the Committee may:

- a) adjourn the Hearing from time to time
- b) proceed in such manner as it may deem proper without being bound by rules of evidence or other legal rules, provided that it shall consider the best evidence available
- c) receive evidence under oath.

52.0.7: The parties to the hearing shall be entitled to call as witnesses, any person or persons who have knowledge of the facts touching on the matters in question whether that person is a Registrant in the NHICC or not.

52.0.8: The parties to a complaint may be accompanied by a representative, legal or otherwise.

52.0.9: The Hearing Subcommittee shall proceed with hearing the complaint and the particulars concerning any infringements or other improper alleged conduct.

52.0.10: The Complainant will have the first opportunity to give testimony in support of their complaint without interruption.

52.0.11: The Respondent will follow with testimony in defense of the allegations made in the complaint without interruption.

52.0.12: The Hearing Subcommittee will then proceed with a question and answer period addressing both the Complainant and Respondent.

52.0.13: The Complainant will have an opportunity to submit any closing comments without interruption.

52.0.14: The Respondent will also have an opportunity to submit any closing comments without interruption.

52.0.15: The Hearing Subcommittee Chair will adjourn the Hearing.

## National Home Inspector Certification Council Policy and Procedures Manual

52.0.16: The Hearing Subcommittee will recap and discuss the evidence and testimony amongst themselves after adjournment.

### 53.0: HEARING DECISION

53.0.1: The decision of the majority of the Hearing Subcommittee members at the hearing shall constitute a decision of the Committee and such decision shall:

- a) be in writing to the Committee Chairperson;
- b) be signed by the members of the Hearing Subcommittee conducting the hearing;
- c) determine whether the Respondent was accountable of the conduct referred in the complaint;
- d) recommend to the Committee Chairperson suitable disciplinary action to be imposed.

53.0.2: The decision may contain the reasons for the decision and may contain a dissenting opinion but such dissenting opinion shall not indicate what member or members of the Hearing Subcommittee dissent from the majority decision thereof. (See PPC Form J)

53.0.3: The decision of each member of the Hearing Subcommittee and recommendations for disciplinary action shall be forwarded to the Committee Chairperson within seven (7) calendar days of the date of the hearing.

53.0.4: The Committee Chairperson shall advise the NHICC Board of Directors of these recommendations.

### 54.0: Disciplinary Action

54.0.1: The failure of the Respondent or his/her representative to reply to the Notice of Complaint, Notice of Complaint Hearing, any other notice or request, and or participate before the Hearing Subcommittee, may at the Hearing Subcommittee's discretion, have a recommendation of a further complaint filed against the Respondent, a recommendation of a fine equal to a calculated cost recovery of the complaint investigation process, or both and in addition to any findings that would warrant disciplinary action.

54.0.2: The failure of the Complainant to reply to a Notice of Complaint Hearing and or to attend may not prohibit the hearing taking place, but may influence the outcome of the hearing. Further, at the Hearing Subcommittee's discretion the Complainant may be requested to reimburse the NHICC for costs relating to the complaint investigation and hearing.

54.0.3: Where a decision of the Hearing Subcommittee has been reached, one or more of the following actions may be recommended:

- a) dismiss the complaint;
- b) imposing upon the Respondent any one of the following penalties:
- c) a reprimand;
- d) a fine, not to exceed \$2500.00 plus applicable taxes made payable to the NHICC;
- e) a suspension of the Respondent's designation for a specified period of time with retention of Registrant status.
- f) expulsion from the NHICC and permanent loss of designation.
- g) require the Respondent to complete remedial training relevant to the conduct complained of as a condition of continuance as an NHI within the NHICC, or in the event

## National Home Inspector Certification Council Policy and Procedures Manual

the Respondent has been suspended, as a condition of reinstatement in the NHICC.

- h) order that the name of the Respondent and the Hearing Subcommittee's decision be published if the Respondent does not comply with or appeal the recommendation(s) within the time prescribed for satisfying remedial recommendations or lodging a Notice of Appeal as hereinafter provided, or if appealed, provided that the decision is not reversed by the Appeals Committee.

54.0.4: Notices of the Hearing Subcommittee's decision(s) and recommended disciplinary actions shall be forwarded to the Committee Chairperson within seven (7) calendar days of the date of the hearing.

54.0.5: The Chairperson of the Professional Practices Committee, upon receiving the recommendation(s) of the Hearing Subcommittee shall within seven (7) days, forward these to the Board of Directors for record purposes.

54.0.6: The Chairperson of the Professional Practices Committee shall within seven (7) calendar days of notify the parties to the complaint by way of registered mail, of the Complaints Committee's decisions.

54.0.7: Any decision of the Hearing Subcommittee, which does not become subject to an appeal as herein provided, shall be deemed to take effect immediately and any NHI affected thereby shall comply forthwith.

54.0.8: The Board of Directors of the NHICC may expel, without the benefit of another hearing and at the recommendation of the Chair of the Professional Practices Committee, any NHI who fails to comply with any decision of the Hearing Subcommittee.

54.0.9: Notices of all decisions shall be forwarded to the Committee Chairperson and NHICC Registrar for placement in the NHI's files relating to disciplinary decisions.

### **55.0: APPEALS**

55.0.1: An Appeals Committee shall be a subcommittee of the NHICC Professional Practices Committee or Board of Directors or a combination of the two.

55.0.2: Members of this Appeals Committee shall be NHIs and who are not involved in or with the normal functions of complaint reviews and hearings.

55.0.3: The Chairperson of the Appeals Committee shall be appointed by the NHICC.

55.0.4: The operation of the decision of the Hearing Subcommittee shall be stayed until after the time for lodging an appeal as hereinafter provided has lapsed, and if an appeal be filed, until such time as the same has been finally determined. At such time the Chairperson of the Appeals Committee shall notify the Chairperson of the Complaints Committee, the NHICC Registrar and all parties to the appeal of such decision.

55.0.5: An appeal arising from the decision of the Hearing Subcommittee may be lodged by the Respondent or by the Complainant with the Appeals Committee by notice in writing, delivered to the NHICC Registrar by registered mail within fifteen (15) calendar days after receiving the Complaint Committee's decision.

## **National Home Inspector Certification Council Policy and Procedures Manual**

55.0.6: An appeal may be from any finding the Respondent was guilty or not guilty of, from any penalty imposed, or both.

55.0.7: If an appeal is lodged by either the Complainant or the Respondent, the Notice of Appeal must be accompanied by a non-refundable payment of Three Hundred (\$300.00) Dollars to cover basic costs, made payable to the NHICC and received as required in item 55.0.5.

55.0.8: The Notice of Appeal shall contain a statement of the grounds for the appeal.

55.0.9: Any decision of the Appeals Committee shall be deemed to take effect immediately and any NHI affected thereby shall comply forthwith.

55.0.10: Any NHI who fails to comply with any decision of the Appeals Committee may be subject to expulsion from the NHICC and loss of designation at the next subsequent meeting of the Board of Directors.

### **56.0: NOTICES & CORRESPONDENCE**

56.0.1: Any notice or other material mailed to any NHI shall be conclusively deemed to have been received by seven (7) calendar days after the same is mailed to him/her by prepaid registered mail, addressed to him/her at the address as recorded by the NHICC.

56.0.2: The Professional Practices Committee Chairperson shall by his/her own motion trace any notice or other material forwarded to any NHI by prepaid registered mail by means of Canada Post tracking service to confirm the receiving of such notice.

56.0.3: Any NHI who is the subject of a complaint and who fails to acknowledge and or respond to Notice of Complaint, Notice of Complaint Hearing, Notice to Cease and Desist or any other form of communication will forfeit any right to an appeal as a result of decisions rendered by any subsequent Hearing Subcommittee of the Complaints Committee.

56.0.4: Where an NHI who is subject to a complaint has been requested to be present before a Hearing Subcommittee, fails to participate either in person or by representative without cause on the date and time fixed for that hearing, that NHI shall forfeit their right to an appeal should he/she object to the decision of the Hearing Subcommittee.

### **57.0: QUORUM**

57.0.1: A quorum of a Hearing Subcommittee for a Hearing shall be a minimum of three (3) to a maximum of five (5) members of the Professional Practices Committee and the Hearing Subcommittee and shall always consist of an odd number.

57.0.2: A quorum of an Appeals Committee for an Appeal Hearing shall be a minimum of three (3) to a maximum of five (5) members of either the Professional Practices Committee, NHICC Board of Directors or both who are not involved with the normal functions of complaint investigations and hearings.

### **58.0: INTELLECTUAL PROPERTY**

## National Home Inspector Certification Council Policy and Procedures Manual

58.0.1: Every member of the Professional Practices Committee shall be provided with access to a current copy of:

- a) the NHICC (ASHI) Standards of Practice
- b) the NHICC (ASHI) Code of Ethics
- c) the Policies and Procedures Manual
- d) the National Occupation Standards

58.0.2: All complaint documents in the possession of a Committee Member who ceases to be a Committee Member, are the intellectual property of the NHICC and the Professional Practices Committee, and are to be returned to the Committee Chairperson within seven (7) calendar days of termination.

58.0.3: Failure of a member to return intellectual property to the Professional Practices Committee Chairperson within the time specified may result in that member being subject to the disciplinary process.

### 59.0: TERMINATION of COMMITTEE MEMBER

59.0.1: Any member of the Professional Practices Committee may terminate his/her place within the Committee at any time.

59.0.2: Where a Member of the Committee is found to be not participating in the operations of the complaint resolution process, he/she will be asked to step down by the Chairperson of the Committee.

## GENERAL ADMINISTRATIVE REQUIREMENTS

### OVERVIEW

Autonomy in the management and administration of the National Home Inspector Certification Council protects certification and its programs from undue influence. Autonomy is required in order for the National Certification Program to serve stakeholder interests, the public, and those of consumers.

### 60.0: GENERAL ADMINISTRATION

60.0.1: **Reasons for Adoption.** - The reasons for adopting this Policy and Procedures Manual include:

- a) Efficiency of having all ongoing board policies in one place
- b) Ability to quickly orient new board members and committee members to current policies
- c) Elimination of redundant or conflicting policies over time
- d) Ease of reviewing current policy when considering new issues
- e) Providing clear, proactive policies to guide the Cor-Officers, Board of Directors, committees and staff

60.0.2: **Consistency.** - Each policy in this document is expected to be consistent with the law, the articles of incorporation, and the bylaws, all of which have precedence over these board policies. Except for time-limited or procedural-only board decisions (approving minutes, electing an officer, etc.), which are recorded in regular board minutes, all standing policies shall be

## National Home Inspector Certification Council Policy and Procedures Manual

included or referred to in this document.

60.0.3: **Transition.** - Whether adopted part by part or as a complete document, as soon as some version of the Policy and Procedures Manual is voted on as the “one voice” of the board, those policies are deemed to supersede any past policy that might be found in old minutes unless a prior board resolution or contract obligates the organization with regard to a specific matter. If any actual or apparent conflict arises between the Policy and Procedures Manual and other policies or board resolutions, the matter shall be resolved by the chair or by the entire board as may be appropriate.

60.0.4: **Changes.** - These policies are meant to be reviewed continuously and are frequently reviewed and refined. The President helps the board formulate new language in the Policy and Procedures Manual by distributing proposed changes in advance. When language is recommended for deletion, it is shown in ~~strike-through~~ format. Proposed new language is underlined. Each section with a proposed change can be preceded by the # sign to help readers quickly locate proposed changes. Any change must be approved by at least two-thirds of the board. Proposed changes may be submitted by any board member. In most cases, proposed changes shall be referred to and reviewed by the appropriate committee before being presented to the board for action. Whenever changes are adopted, a new document should be printed, dated, and quickly made available to the board and staff. The previous version should be kept on an electronic data format by the secretary for future reference if needed.

60.0.5: **Specificity.** - Each new policy will be drafted to fit in the appropriate place within the Policy and Procedures Manual. Conceptually, policies should be drafted from the “outside in,” i.e., the broadest policy statement should be presented first, then the next broadest, etc., down to the level of detail that the board finds appropriate for board action and below which management is afforded discretion as to how it implements the policies.

60.0.6: **Maintenance of Policies.** - The secretary shall ensure that the recording and publishing of all standing policies are correctly maintained. The President or the Presidents designee shall maintain the policies file and provide updated copies to the board whenever the policies change, or upon request.

60.0.7: **Orientation.** - Prior to election, each nominee shall be provided with access to the Policy and Procedures Manual along with adequate briefings on the role of the board, officers, and staff and an overview of programs, plans, and finances. Soon after election, each new board member will be given more comprehensive orientation material and training.

60.0.8: **Advisory Groups, Councils, and Task Forces.** - To increase its knowledge base and depth of available expertise, the board supports the use of groups, councils, and task forces of qualified advisers. The term “task force” refers to any group appointed by the NHICC Certification Council or the committee chair to assist him or her in carrying out various time-limited goals and responsibilities. Although the chair or the Certification Council may form a task force, he or she shall notify the board of its formation, purpose, and membership within 10 days of its formation.

### 61.0: VOLUNTEERS & ADVISORS

61.0.1: Volunteers and/or advisors may be appointed from time to time to assist in the function and operation of the NHICC National Certification Program. This includes well respected people known within related home inspection associations.

61.0.2: Chairs of any NHICC Board/Council/Committee must be occupied by a National Home Inspector (NHI) except for public members.

### 62.0: ADA / HUMAN RIGHTS ACT:

62.0.1: **Procedures for ADA Compliance:** The American with Disabilities Act is a wide-ranging civil rights law that prohibits, under certain circumstances, discrimination based on disability. It affords similar protections against discrimination to Americans with disabilities as the Civil Rights Act of 1964, which made discrimination based on race, religion, sex, national origin, and other characteristics illegal. Within this context, "Canadians" are protected under a very comparable law entitled "The Human Rights Act" and provincially legislated disability acts. It is often referred as the Human Rights Code. The Act prohibits discrimination based on a number of characteristics, called "grounds".

62.0.2: **Human Rights Code:** The Governance Overview specifically notes and addresses these issues and other issues related to providing compliance - "In common with all other individuals in Canada, registrants enjoy rights under the Human Rights Code, the Charter of Rights and Freedoms and the Freedom of Information and Protection of Privacy Act."

### 63.0: EXPENSE REIMBURSEMENT

63.0.1: All reasonable expenses incurred on behalf of the NHICC by a Board/Council/Committee representative will be reimbursed subject to the following requirements.

63.0.2: Expenses of more than \$50 for any one item must be approved by the NCC Treasurer or the NCC Chair prior to purchase.

63.0.3: All expenses must be presented to the NHICC Treasurer not more than 60 days after the expense was incurred. Expense requests submitted after 60 days, without prior approval, will be considered, but not necessarily accepted.

63.0.4: All expenses must be invoiced and supported with original receipts or a description of the item, if no receipt is available. Meal expense limits are posted on the Expense Reimbursement Form. Receipts are not required for expenses which are less than the maximum payable.

63.0.5: Expenses submitted must include the representative's name, phone number, date of the submission, and the expense period with each item separately noted. Taxes (where applicable) must be itemized and totalled individually.

### 64.0: TRAVEL EXPENSES

64.0.1 The NHICC will reimburse for costs incurred for attending Board Meetings or other



## National Home Inspector Certification Council Policy and Procedures Manual

approved activities in the performance of NHICC business.

- a) Transportation:
  - 1. Mileages on personal vehicles will be paid based on the Federal Government Travel Allowance per kilometre
  - 2. All taxi, bus, ferry and plane flight cost will be reimbursed at the amount of supplied original invoice.
- b) Accommodations and Meals:
  - 1. Accommodations will be reimbursed at the amount of supplied original invoice with a restriction of 2 night accommodations per meeting day but checking in not more than 1 day before a meeting day or checking out 1 day past a meeting day;
  - 2. Meals during the time involved in NHICC Business will be reimbursed at the National approved rate. This rate will be displayed on the Expense Claim Form. Meals supplied by and/ or supplemented by any other organization will not be reimbursed in the claim.
- c) Incidentals:
  - 1. A claim for incidentals can be made for each trip in excess of 12 hours;
  - 2. Incidentals can be claimed once for each 24 hour period or part thereof;
  - 3. Rate for incidentals will be the National rate and will be displayed on the Expense Claim Form.
- d) Other Expenses:
  - 1. Other expenses must be reasonable and may be reimbursed. Such other expenses must be approved by the NHICC.

### 65.0: MEDIA & COMMUNICATIONS

65.0.1: The various efforts to represent the organization to the public (media, public relations, fund-raising, new member recruitment, etc.) shall be integrated sufficiently that the organization's brand/positioning in the external world is positive and effective. People from the media or any other communication inquiry should be directed to contact the NHICC Office and/or be directed to the NHICC Website for information.

65.0.2: The NHICC Chair or an approved designate will assign the appropriate personnel to speak to the media depending upon the subject matter of the circumstances.

65.0.3: Any current representative of the National Home Inspector Certification Council or its related Boards/Councils and Committees may make reference to the positions they hold with the National Home Inspector Certification Council in their resume.

65.0.4: Past (former) representatives of the NHICC or its related Boards/ Councils and Committees may advertise and/or refer to their position as "former representative" along with their respective position. This includes but is not limited to, yellow page advertising, brochures and company business cards.

65.0.5: The NHICC has designated the communication positions of "Historian" and "Ombudsman" as complimentary functions serving the needs of the National Certification Program.

65.0.6: In order to assure exchanges of information between respective affiliate associations holding "administrative" agreements to their Board of Directors. The information documents will be distributed for communication purposes to their Administrator or President.

## National Home Inspector Certification Council Policy and Procedures Manual

65.0.7: In addition, to assure the communication and sharing of information in the best interest to the public and to other home inspectors in Canada, periodic communiqués or press releases may be issued that are not deemed confidential information or detrimental to the business of the NHICC. These include release of documents such as this policy, and news and/or update media release documents related the National Certification Program.

65.0.8: The NHICC will provide an Annual Newsletter providing an overview of the accomplishments of the NHICC. The newsletter is issued to all candidates, registrants, advisors, stakeholders and other home inspectors. The newsletter will be also posted on the NHICC website.

65.0.9: The NHICC publishes a Directory of Certified “National Home Inspectors” online through its website at [www.nationalhomeinspector.org](http://www.nationalhomeinspector.org) The Directory is updated weekly and is available to anyone wishing to check on the certification of an individual. The certification status may also be verified via telephone a NHICC staff member, or by request through email.

### 66.0: MAILING LIST

66.0.1: From time to time, the NHICC receives requests to use or purchase of the NHICC mailing lists and its data base. The NHICC may use the mailing list to supply information and contracted services to others. The NHICC will not sell or release the mailing list or data base.

66.0.2: The NHICC has the right to refuse to participate in mail requests deemed to be inappropriate, or where the amount of data requested is not reasonable, or until such requests can be reviewed by the NCC.

66.0.3: A written request must be specific and approved releases will require full details regarding only that specific information – purposed for the release. Compliance with these requests will be on an “as soon as possible” basis, but will not supersede daily office operations.

66.0.4: The NCC will honour reasonable requests from anyone included on a list to be excluded from any list or data base which is sold or released.

66.0.5: Pricing for such approved mailings will be determined by the NCC.

66.0.6: The use of the NHICC mailing list will not imply an official endorsement of a product or service by the NHICC.

### 67.0: FREEDOM of INFORMATION and PRIVACY ACT

*Related Policies: Freedom of Information and Protection of Privacy Act:*

67.0.1: Representatives shall not divulge “confidential” information received through their position or office that is not available to the general public unless prior authorization is given for its release.

67.0.2: Only authorized personnel within the National Admissions Board have access to the information contained in the applicant and “registrant” database and files in the Office of the Registrar.

## **National Home Inspector Certification Council Policy and Procedures Manual**

67.0.3: The protection of privacy as specified under the “Act” is a basic responsibility of all “registrants” of the NHICC and its constituents, volunteers and its people. As such, all persons must sign a confidentiality agreement to assure the privacy of information that may be charged with reviewing of personal information and personal files and records in various stages of the National Certification Program process.

67.0.4: There is an obligation upon all individuals when dealing with personal information, files and records to assure that such information is handled and secured in a proper manner, particularly with regard to “personal information” defined as recorded information about an identifiable individual.

67.0.5: Any individual requesting information will be required to submit his or her request for such information in writing on the appropriate form to the Administrator/Registrar.

67.0.6: Upon receipt of a request for information, the Administrator or Chair of the National Admissions Board will determine whether:

- a) the information request falls under the Privacy Act;
- b) if the National Admissions Board, or Administrator has the information requested;
- c) if it does not have the information requested.

67.0.7: If the information requested falls under The Privacy Act and if the information is available for release, depending on the nature of the request, the Administrator/Registrar along with the National Admissions Board will consult with the appropriate Board/Council and/or Committee and will determine the level of access granted.

67.0.8: Response to a request for access to information under the Act is normally required within 60 days from receipt of the written request, and a fee may be charged for the retrieval and/or copying of information released.

## **68.0: WEBSITE**

### **PURPOSE**

The following Policies and Procedures are all related to activities of the NHICC Website. The NHICC webmaster and volunteers develops and manages Internet presence to ensure it advances the society, serves the members’ needs and reflects advances in design and technology. These Policies and Procedures are to be reviewed and updated annually or as needed.

### **POLICY:**

68.0.1: Web site content should be chosen to provide support and services to NHICC members, to attract potential members, and to develop and support public awareness of NHICC in a manner consistent with NHICC’s mission.

68.0.2: Posted items and information articles may be published on the NHICC website or other NHICC National communication vehicles if the topic is deemed to be of interest to the general membership and/or public interest.

## **National Home Inspector Certification Council Policy and Procedures Manual**

68.0.3: The “Find an Inspector” search mechanism will list all registrants that have indicated their approval of posting their name, status and location.

### **69.0 ALLEGATIONS AGAINST NON- MEMBERS**

69.0.1 The NHICC administration and where required, legal counsel shall process allegations against non-NHICC members for infringement or misuse of the name, acronym, logo or exploitation of other NHICC rights.

69.0.2 Complaints about Outside Contracted Party - Any person in the membership who has a complaint about an outside contracted party should do the following:

- a) Notify the President in writing, with a copy to the Vice-President and Legal Counsel. However if the complaint is against Legal Counsel, then Legal Counsel will not receive a copy.
- b) If the President deems this a relatively serious matter, forward the complaint to the Vice-President and the appropriate committee chair for follow up.
- c) Complaints of a less serious nature should be forwarded by the President to the appropriate committee or the Executive Director if an administrative member is the subject of the complaint.
- d) Nothing in this policy precludes action by the President or the Board of Directors in response to such a complaint.

## **RESOURCES**

**Overview:** *This section is intended to elaborate further detail on policies and procedures regarding the key components of the National Certification Program.*

### **NHICC Essential Documents – Standard Forms**

The following provides a list of essential documents that are referenced as resources. Some of these documents are subject to change due to annual review, renewals and updates. Portions of these are covered in the policy portion of this manual.

- (A) Candidate Handbook
- (B) Standards of Practice & Code of Ethics
- (C) Application for Background Review
- (D) Fee Structure
- (E) Registrant Renewal Form & Policy
- (F) Continuing Education Form & Policy
- (G) Mentoring Form & Policy
- (H) National Exam Criteria & Policy
- (I) Test Inspection with Peer Review Forms & Policy
- (J) Professional Practices Forms
- (K) Examiner Training Program
- (L) Governance Structure
- (M) Authority to Certify
- (N) NHICC Logos

## **A - CANDIDATE HANDBOOK**

### **INTRODUCTION**

The Candidate Handbook is a separate document intended to provide an overview of the NHICC National Certification Program. It is reviewed and updated from time to time.

The full document is available online on the NHICC website at:

[http://www.nationalhomeinspector.org/E\\_CandidateHB14.pdf](http://www.nationalhomeinspector.org/E_CandidateHB14.pdf)

## B – STANDARDS OF PRACTICE & CODE OF ETHICS

### 1. INTRODUCTION

The American Society of Home Inspectors®, Inc. (ASHI®) is a not-for-profit professional society established in 1976. Membership in ASHI is voluntary and its members are private home *inspectors*. ASHI's objectives include promotion of excellence within the profession and continual improvement of its members' *inspection* services to the public.

### 2. PURPOSE AND SCOPE

**2.1** The purpose of this document is to establish a minimum standard (Standard) for *home inspections* performed by home *inspectors* who subscribe to this Standard. *Home inspections* performed using this Standard are intended to provide the client with information about the condition of inspected *systems* and *components* at the time of the *home inspection*.

#### **2.2 The *inspector* shall:**

**A.** *inspect readily accessible, visually observable, installed systems and components* listed in this Standard.

**B.** provide the client with a written report, using a format and medium selected by the *inspector*, that states:

1. those *systems* and *components* inspected that, in the professional judgment of the inspector, are not functioning properly, significantly deficient, *unsafe*, or are near the end of their service lives,
2. recommendations to correct, or monitor for future correction, the deficiencies reported in 2.2.B.1, or items needing *further evaluation* (Per Exclusion 13.2.A.5 the *inspector* is NOT required to determine methods, materials, or costs of corrections.),
3. reasoning or explanation as to the nature of the deficiencies reported in 2.2.B.1, that are not self-evident,
4. those *systems* and *components* designated for inspection in this Standard that were present at the time of the *home inspection* but were not inspected and the reason(s) they were not inspected.

**C.** adhere to the ASHI® Code of Ethics for the Home Inspection Profession.

#### **2.3 This Standard is not intended to limit the *inspector* from:**

**A.** including other services or *systems* and *components* in addition to those required in Section 2.2.A.

**B.** designing or specifying repairs, provided the *inspector* is appropriately qualified and willing to do so.

**C.** excluding *systems* and *components* from the *inspection* if requested or agreed to by the client.

### 3. STRUCTURAL COMPONENTS

#### **3.1 The *inspector* shall:**

**A.** *inspect structural components* including the foundation and framing.

**B.** *describe:*

1. the methods used to *inspect under-floor crawlspaces* and attics.
2. the foundation.
3. the floor structure.
4. the wall structure.
5. the ceiling structure.
6. the roof structure.

#### **3.2 The *inspector* is NOT required to:**

**A.** provide engineering or architectural services or analysis.

## National Home Inspector Certification Council Policy and Procedures Manual

- B. offer an opinion about the adequacy of structural *systems* and *components*.
- C. enter *under-floor crawlspace* areas that have less than 24 inches of vertical clearance between *components* and the ground or that have an access opening smaller than 16 inches by 24 inches.
- D. traverse attic load-bearing *components* that are concealed by insulation or by other materials.

### 4. EXTERIOR

#### 4.1 The *inspector* shall:

- A. *inspect*:
  1. *wall coverings*, flashing, and trim.
  2. exterior doors.
  3. attached and adjacent decks, balconies, stoops, steps, porches, and their associated railings.
  4. eaves, soffits, and fascias where accessible from the ground level.
  5. vegetation, grading, surface drainage, and retaining walls that are likely to adversely affect the building.
  6. adjacent and entryway walkways, patios, and driveways.
- B. *describe wall coverings*.

#### 4.2 The *inspector* is NOT required to *inspect*:

- A. screening, shutters, awnings, and similar seasonal accessories.
- B. fences, boundary walls, and similar structures.
- C. geological and soil conditions.
- D. *recreational facilities*.
- E. outbuildings other than garages and carports.
- F. seawalls, break-walls, and docks.
- G. erosion control and earth stabilization measures.

### 5. ROOFING

#### 5.1 The *inspector* shall:

- A. *inspect*:
  1. roofing materials.
  2. *roof drainage systems*.
  3. flashing.
  4. skylights, chimneys, and roof penetrations.
- B. *describe*:
  1. roofing materials.
  2. methods used to *inspect* the roofing.

#### 5.2 The *inspector* is NOT required to *inspect*:

- A. antennae.
- B. interiors of vent *systems*, flues, and chimneys that are not *readily accessible*.
- C. other *installed* accessories.

### 6. PLUMBING

#### 6.1 The *inspector* shall:

- A. *inspect*:
  1. interior water supply and distribution *systems* including fixtures and faucets.
  2. interior drain, waste, and vent *systems* including fixtures.
  3. water heating equipment and hot water supply *systems*.
  4. vent *systems*, flues, and chimneys.
  5. fuel storage and fuel distribution *systems*.



6. sewage ejectors, sump pumps, and related piping.

**B. describe:**

1. interior water supply, drain, waste, and vent piping materials.
2. water heating equipment including energy source(s).
3. location of main water and fuel shut-off valves.

**6.2 The *inspector* is NOT required to:**

**A. inspect:**

1. clothes washing machine connections.
2. interiors of vent *systems*, flues, and chimneys that are not *readily accessible*.
3. wells, well pumps, and water storage related equipment.
4. water conditioning *systems*.
5. solar, geothermal, and other renewable energy water heating *systems*.
6. manual and automatic fire extinguishing and sprinkler *systems* and landscape irrigation *systems*.
7. septic and other sewage disposal *systems*.

**B. determine:**

1. whether water supply and sewage disposal are public or private.
2. water quality.
3. the adequacy of combustion air *components*.

**C. measure water supply flow and pressure, and well water quantity.**

**D. fill shower pans and fixtures to test for leaks.**

**7. ELECTRICAL**

**7.1 The *inspector* shall:**

**A. inspect:**

1. service drop.
2. service entrance conductors, cables, and raceways.
3. service equipment and main disconnects.
4. service grounding.
5. interior *components* of service panels and subpanels.
6. conductors.
7. overcurrent protection devices.
8. a *representative number* of *installed* lighting fixtures, switches, and receptacles.
9. ground fault circuit interrupters and arc fault circuit interrupters.

**B. describe:**

1. amperage rating of the service.
2. location of main disconnect(s) and subpanels.
3. presence or absence of smoke alarms and carbon monoxide alarms.
4. the predominant branch circuit *wiring method*.

**7.2 The *inspector* is NOT required to:**

**A. inspect:**

1. remote control devices.
2. or test smoke and carbon monoxide alarms, security *systems*, and other signaling and warning devices.
3. low voltage wiring *systems* and *components*.
4. ancillary wiring *systems* and *components* not a part of the primary electrical power distribution *system*.
5. solar, geothermal, wind, and other renewable energy *systems*.

**B. measure amperage, voltage, and impedance.**

**C. determine the age and type of smoke alarms and carbon monoxide alarms.**

## 8. HEATING

### 8.1 The *inspector* shall:

A. open *readily openable access panels*.

B. *inspect*:

1. *installed* heating equipment.
2. *vent systems*, flues, and chimneys.
3. *distribution systems*.

C. *describe*:

1. energy source(s).
2. *heating systems*.

### 8.2 The *inspector* is NOT required to:

A. *inspect*:

1. interiors of *vent systems*, flues, and chimneys that are not *readily accessible*.
2. heat exchangers.
3. humidifiers and dehumidifiers.
4. electric air cleaning and sanitizing devices.
5. solar, geothermal, and other renewable energy heating *systems*.
6. heat-recovery and similar whole-house mechanical ventilation *systems*.

B. determine:

1. heat supply adequacy and distribution balance.
2. the adequacy of combustion air *components*.

## 9. AIR CONDITIONING

### 9.1 The *inspector* shall:

A. open *readily openable access panels*.

B. *inspect*:

1. central and permanently *installed* cooling equipment.
2. *distribution systems*.

C. *describe*:

1. energy source(s).
2. *cooling systems*.

### 9.2 The *inspector* is NOT required to:

A. *inspect* electric air cleaning and sanitizing devices.

B. determine cooling supply adequacy and distribution balance.

C. *inspect* cooling units that are not permanently *installed* or that are *installed* in windows.

## 10. INTERIORS

### 10.1 The *inspector* shall *inspect*:

A. walls, ceilings, and floors.

B. steps, stairways, and railings.

C. countertops and a *representative number* of *installed* cabinets.

D. a *representative number* of doors and windows.

E. garage vehicle doors and garage vehicle door operators.

F. *installed* ovens, ranges, surface cooking appliances, microwave ovens, dishwashing machines, and food waste grinders by using *normal operating controls* to activate the primary function.

### 10.2 The *inspector* is NOT required to *inspect*:

A. paint, wallpaper, and other finish treatments.

B. floor coverings.

C. window treatments.

D. coatings on and the hermetic seals between panes of window glass.

E. central vacuum *systems*.

## National Home Inspector Certification Council Policy and Procedures Manual

F. *recreational facilities*.

G. *installed* and free-standing kitchen and laundry appliances not listed in Section 10.1.F.

H. appliance thermostats including their calibration, adequacy of heating elements, self cleaning oven cycles, indicator lights, door seals, timers, clocks, timed features, and other specialized features of the appliance.

I. operate, or confirm the operation of every control and feature of an inspected appliance.

### 11. INSULATION AND VENTILATION

#### 11.1 The *inspector* shall:

A. *inspect*:

1. insulation and vapor retarders in unfinished spaces.
2. ventilation of attics and foundation areas.
3. kitchen, bathroom, laundry, and similar exhaust *systems*.
4. clothes dryer exhaust *systems*.

B. *describe*:

1. insulation and vapor retarders in unfinished spaces.
2. absence of insulation in unfinished spaces at conditioned surfaces.

11.2 The *inspector* is NOT required to disturb insulation.

### 12. FIREPLACES AND FUEL-BURNING APPLIANCES

#### 12.1 The *inspector* shall:

A. *inspect*:

1. fuel-burning fireplaces, stoves, and fireplace inserts.
2. fuel-burning accessories *installed* in fireplaces.
3. chimneys and vent *systems*.

B. *describe systems and components* listed in 12.1.A 1 and 2.

12.2 The *inspector* is NOT required to:

A. *inspect*:

1. interiors of vent *systems*, flues, and chimneys that are not *readily accessible*.
2. fire screens and doors.
3. seals and gaskets.
4. automatic fuel feed devices.
5. mantles and fireplace surrounds.
6. combustion air *components* and to determine their adequacy.
7. heat distribution assists (gravity fed and fan assisted).
8. fuel-burning fireplaces and appliances located outside the *inspected* structures.

B. determine draft characteristics.

C. move fireplace inserts and stoves or firebox contents.

### 13. GENERAL LIMITATIONS AND EXCLUSIONS

#### 13.1 General limitations

A. The *inspector* is NOT required to perform actions, or to make determinations, or to make recommendations not specifically stated in this Standard.

B. *Inspections* performed using this Standard:

1. are not *technically exhaustive*.
2. are not required to identify and to report:
  - a. concealed conditions, latent defects, consequential damages, and
  - b. cosmetic imperfections that do not significantly affect a component's performance of its intended function.

## National Home Inspector Certification Council Policy and Procedures Manual

C. This Standard applies to buildings with four or fewer dwelling units and their attached and detached garages and carports.

D. This Standard shall not limit or prevent the inspector from meeting state statutes which license professional home inspection and home inspectors.

E. Redundancy in the description of the requirements, limitations, and exclusions regarding the scope of the *home inspection* is provided for emphasis only.

### 13.2 General exclusions

#### A. The *inspector* is NOT required to determine:

1. the condition of *systems* and *components* that are not *readily accessible*.
2. the remaining life expectancy of *systems* and *components*.
3. the strength, adequacy, effectiveness, and efficiency of *systems* and *components*.
4. the causes of conditions and deficiencies.
5. methods, materials, and costs of corrections.
6. future conditions including but not limited to failure of *systems* and *components*.
7. the suitability of the property for specialized uses.
8. compliance of *systems* and *components* with past and present requirements and guidelines (codes, regulations, laws, ordinances, specifications, installation and maintenance instructions, use and care guides, etc.).
9. the market value of the property and its marketability.
10. the advisability of purchasing the property.
11. the presence of plants, animals, and other life forms and substances that may be hazardous or harmful to humans including, but not limited to, wood destroying organisms, molds and mold-like substances.
12. the presence of environmental hazards including, but not limited to, allergens, toxins, carcinogens, electromagnetic radiation, noise, radioactive substances, and contaminants in building materials, soil, water, and air.
13. the effectiveness of *systems installed* and methods used to control or remove suspected hazardous plants, animals, and environmental hazards.
14. operating costs of *systems* and *components*.
15. acoustical properties of *systems* and *components*.
16. soil conditions relating to geotechnical or hydrologic specialties.
17. whether items, materials, conditions and *components* are subject to recall, controversy, litigation, product liability, and other adverse claims and conditions.

#### B. The *inspector* is NOT required to offer:

1. or to perform acts or services contrary to law or to government regulations.
2. or to perform architectural, *engineering*, contracting, or surveying services or to confirm or to evaluate such services performed by others.
3. or to perform trades or professional services other than *home inspection*.
4. warranties or guarantees.

#### C. The *inspector* is NOT required to operate:

1. *systems* and *components* that are *shut down* or otherwise inoperable.
2. *systems* and *components* that do not respond to *normal operating controls*.
3. shut-off valves and manual stop valves.
4. *automatic safety controls*.

#### D. The *inspector* is NOT required to enter:

1. areas that will, in the professional judgment of the *inspector*, likely be dangerous to the *inspector* or to other persons, or to damage the property or its *systems* and *components*.
2. *under-floor crawlspaces* and attics that are not *readily accessible*.

#### E. The *inspector* is NOT required to *inspect*:

1. underground items including, but not limited to, underground storage tanks and other underground indications of their presence, whether abandoned or active.

## National Home Inspector Certification Council Policy and Procedures Manual

2. items that are not *installed*.
3. *installed decorative* items.
4. items in areas that are not entered in accordance with 13.2.D.
5. detached structures other than garages and carports.
6. common elements and common areas in multi-unit housing, such as condominium properties and cooperative housing.
7. every occurrence of multiple similar *components*.
8. outdoor cooking appliances.

### F. The *inspector* is NOT required to:

1. perform procedures or operations that will, in the professional judgment of the *inspector*, likely be dangerous to the *inspector* or to other persons, or to damage the property or its *systems* or *components*.
2. *describe* or *report* on *systems* and *components* that are not included in this Standard and that were not *inspected*.
3. move personal property, furniture, equipment, plants, soil, snow, ice, and debris.
4. *dismantle systems* and *components*, except as explicitly required by this Standard.
5. reset, reprogram, or otherwise adjust devices, *systems*, and *components* affected by *inspection* required by this Standard.
6. ignite or extinguish fires, pilot lights, burners, and other open flames that require manual ignition.
7. probe surfaces that would be damaged or where no deterioration is visible or presumed to exist.

## 14. GLOSSARY OF ITALICIZED TERMS

**Automatic Safety Controls** Devices designed and *installed* to protect *systems* and *components* from *unsafe* conditions

**Component** A part of a *system*

**Decorative** Ornamental; not required for the proper operation of the essential *systems* and *components* of a home

**Describe** To identify (in writing) a *system* and *component* by its type or other distinguishing characteristics

**Dismantle** To take apart or remove *components*, devices, or pieces of equipment that would not be taken apart or removed by a homeowner in the course of normal maintenance

**Engineering** The application of scientific knowledge for the design, control, or use of building structures, equipment, or apparatus

**Further Evaluation** Examination and analysis by a qualified professional, tradesman, or service technician beyond that provided by a *home inspection*

**Home Inspection** The process by which an *inspector* visually examines the *readily accessible systems* and *components* of a home and *describes* those *systems* and *components* using this Standard

**Inspect** The process of examining *readily accessible systems* and *components* by (1) applying this Standard, and (2) operating *normal operating controls*, and (3) opening *readily openable access panels*

**Inspector** A person hired to examine *systems* and *components* of a building using this Standard

**Installed** Attached such that removal requires tools

**Normal Operating Controls** Devices such as thermostats, switches, and valves intended to be operated by the homeowner

**Readily Accessible** Available for visual inspection without requiring moving of personal property, dismantling, destructive measures, or actions that will likely involve risk to persons or property

## National Home Inspector Certification Council Policy and Procedures Manual

**Readily Openable Access Panel** A panel provided for homeowner inspection and maintenance that is *readily accessible*, within normal reach, can be removed by one person, and is not sealed in place

**Recreational Facilities** Spas, saunas, steam baths, swimming pools, exercise, entertainment, athletic, playground and other similar equipment, and associated accessories

**Representative Number** One *component* per room for multiple similar interior *components* such as windows and electric receptacles; one *component* on each side of the building for multiple similar exterior *components*

**Roof Drainage Systems** *Components* used to carry water off a roof and away from a building

**Shut Down** A state in which a *system* or *component* cannot be operated by *normal operating controls*

**Structural Component** A *component* that supports non-variable forces or weights (dead loads) and variable forces or weights (live loads)

**System** A combination of interacting or interdependent *components*, assembled to carry out one or more functions

**Technically Exhaustive** An investigation that involves dismantling, the extensive use of advanced techniques, measurements, instruments, testing, calculations, or other means

**Under-floor Crawlspace** The area within the confines of the foundation and between the ground and the underside of the floor

**Unsafe** A condition in a *readily accessible, installed system* or *component* that is judged by the *inspector* to be a significant risk of serious bodily injury during normal, day-to-day use; the risk may be due to damage, deterioration, improper installation, or a change in accepted residential construction practices

**Wall Covering** A protective or insulating layer fixed to the outside of a building such as: aluminum, brick, EIFS, stone, stucco, vinyl, and wood

**Wiring Method** Identification of electrical conductors or wires by their general type, such as non-metallic sheathed cable, armored cable, and knob and tube, etc.

## **CODE OF ETHICS**

Integrity, honesty, and objectivity are fundamental principles embodied by this Code, which sets forth obligations of ethical conduct for the home inspection profession. The Membership of ASHI has adopted this Code to provide high ethical standards to safeguard the public and the profession.

Inspectors shall comply with this Code, shall avoid association with any enterprise whose practices violate this Code, and shall strive to uphold, maintain, and improve the integrity, reputation, and practice of the home inspection profession.

### **1. Inspectors shall avoid conflicts of interest or activities that compromise, or appear to compromise, professional independence, objectivity, or inspection integrity.**

A. Inspectors shall not inspect properties for compensation in which they have, or expect to have, a financial interest.

B. Inspectors shall not inspect properties under contingent arrangements whereby any compensation or future referrals are dependent on reported findings or on the sale of a property.

C. Inspectors shall not directly or indirectly compensate realty agents, or other parties having a financial interest in closing or settlement of real estate transactions, for the referral of inspections or for inclusion on a list of recommended inspectors, preferred providers, or similar arrangements.

D. Inspectors shall not receive compensation for an inspection from more than one party unless agreed to by the client(s).

E. Inspectors shall not accept compensation, directly or indirectly, for recommending contractors, services, or products to inspection clients or other parties having an interest in inspected properties.

F. Inspectors shall not repair, replace, or upgrade, for compensation, systems or components covered by ASHI Standards of Practice, for one year after the inspection.

### **2. Inspectors shall act in good faith toward each client and other interested parties.**

A. Inspectors shall perform services and express opinions based on genuine conviction and only within their areas of education, training, or experience.

B. Inspectors shall be objective in their reporting and not knowingly understate or overstate the significance of reported conditions.

C. Inspectors shall not disclose inspection results or client information without client approval.

Inspectors, at their discretion, may disclose observed immediate safety hazards to occupants exposed to such hazards, when feasible.

### **3. Inspectors shall avoid activities that may harm the public, discredit themselves, or reduce public confidence in the profession.**

A. Advertising, marketing, and promotion of inspectors' services or qualifications shall not be fraudulent, false, deceptive, or misleading.

B. Inspectors shall report substantive and willful violations of this Code to the Society.

## C- APPLICATION FOR BACKGROUND REVIEW



# NHICC



NATIONAL HOME INSPECTOR CERTIFICATION COUNCIL  
APPLICATION FOR BACKGROUND REVIEW- 2012

### Application Instructions

This application package includes:

- 1 - Eight page Application Form
- 1 – Standards of Practice for the National Home Inspector Certification Council
- 1 – Code of Ethics for the National Home Inspector Certification Council

1. Please complete ALL sections of the application.
  - a. If you are a **National Home Inspector** or full member of an association that has an **Administrative Agreement** with the NHICC, please complete only Pages 1, 7, and 8.
  - b. If you had a previous **RHI, PHPI or NCH** designation, please complete Pages 1, 7 and 8 and we will contact you with further instructions, or download and complete the **Transfer Application**.
2. Provide as much detail as you can.
3. Attach copies of ALL relevant certificates and documents. **Incomplete applications will be returned.**
4. Please place your name, the date, and your initial in the bottom right corner of each page.
5. Return the Application to the address below.

If you have any questions about this Application, please contact

519-384-8040 or [info@nationalhomeinspector.org](mailto:info@nationalhomeinspector.org)

## National Home Inspector Certification Council NHICC

P.O. Box 22028, Windsor, ON N8N 5G6

519-384-8040 Fax: 1-519-383-0526

Email: [info@nationalhomeinspector.org](mailto:info@nationalhomeinspector.org)





**NHICC APPLICATION FOR BACKGROUND REVIEW**

**Applicant Contact Information**

Tracking Number
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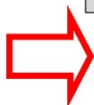
Applicant Name			
Mailing Address			
City			
Province			
Postal Code			
Telephone	Mobile:	Fax	
Best Email Address			
Website			

Please initial here if you consent to having the above information made available to the public on the NHICC Website.

**NO OTHER INFORMATION IN THIS APPLICATION PACKAGE WILL BE USED FOR ANY PURPOSE OUTSIDE OF NATIONAL CERTIFICATION.**

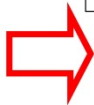
**Memberships & Designations**

Please list all Home and Property Inspection Association memberships that you currently hold...or have held in the past five years		Membership Type or Designation Held
1		
2		
3		
4		
5		



**\*\*\* Please attach photocopies of your current HPI association membership cards and certificates \*\*\***

Please list other any other designations or memberships you hold that are relevant to home and property inspection (for example - P.Eng, B. Arch, CET, RET, etc)	
Designation	Awarded by:



**\*\* Please attach photocopies of other membership cards and/or certificates \*\***

Applicant Name
Date
Initial

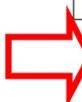


## Franchise Affiliations

If you work through a home and property inspection franchise, please provide contact information	
Franchise Name	
Contact Name	
Telephone	
Franchise Website	

## Degrees and Diplomas

Please provide details of all university DEGREES or college DIPLOMAS that you hold		
University or College	Degree or Diploma Earned	Year Completed

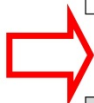


**\*\* Please attach photocopies of your degrees and diplomas \*\***

Please provide details of any uncompleted university or college programs		
University or College	Program	Year(s) you Attended

## Trade Tickets

Please provide details for all TRADE TICKETS that you hold		
Trade Ticket	Trade School attended	Year Completed



**\*\* Please attach photocopies of your trade tickets \*\***

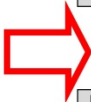
Please provide details for any uncompleted trade tickets		
Trade Program	Trade School attended	Year(s) you Attended

Applicant Name
Date
Initial



Formal Home and Property Inspection Training Courses

Please provide details of ALL Home and Property Inspection training courses you have taken and PASSED			
Course Name	Training Provider	Approximate Number of Training Hours	Year Completed
<b>APPROXIMATE TOTAL FORMAL TRAINING HOURS</b>			



**\*\* Please attach photocopies of course and/or program completion certificates \*\***

If any of above courses included a practical field training component, please provide details

Course Name	Training Provider	Approximate Number of PRACTICAL FIELD TRAINING Hours	Year Completed
<b>APPROXIMATE TOTAL FIELD TRAINING HOURS</b>			

Applicant Name
Date
Initial



## Other Home and Property Inspection Training Courses, Workshops, and Seminars

Please provide details of all Home and Property Inspection training workshops and seminars that you ATTENDED (including conference workshops)

Course Name, Workshop, or Seminar Name	Training Provider	Approximate Number of Training Hours	Year Completed
<b>APPROXIMATE TOTAL INFORMAL TRAINING HOURS</b>			



**\*\* Please attach photocopies of course and/or program completion certificates \*\***

### Informal Field Training

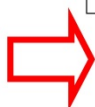
If you received field training in home and property inspection from a mentor, friend, or some other person or organization please provide us with details. Eg: Mentor's qualifications, etc.

Mentor or Organization Name	Where did this training take place ?	Approximate Number of Field Training Hours	Year Completed
<b>APPROXIMATE TOTAL INFORMAL FIELD TRAINING HOURS</b>			
			Applicant Name
			Date
			Initial



### Home and Property Inspection Examinations Taken & Passed

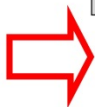
Please provide details of all Home and Property Inspection examinations you have taken and PASSED (Not including formal courses with exams listed on Page 3)			
Exam Name	Exam Method – Online, classroom, other	Year Taken	Your Exam Mark out of 100



**\*\* Please attach photocopies of exam completion certificates \*\***

### Home and Property Inspection Experience

What year did you start practicing as a home and property inspector (full time or part time)	
About how many home and property inspections do you perform in a typical year	
About how many home and property inspections have you performed in your career	



**\*\*\* If applicable, please attach a list of all or your last fifty inspection addresses with dates \***

### Compliance with 'Standards of Practice' for Home and Property Inspectors

Do you perform home and property inspections that comply with a 'Standard of Practice' for Home and Property Inspectors?	
If yes, which Standard of Practice?	

NOTE - In order to be accepted into the NHICC National Certification Program, applicants must agree to comply with the ASHI 'Standards of Practice' as adopted by the National Home Inspector Certification Council or an SOP deemed by the NHICC to be of at least equal rigor on all future inspections.

A Copy of the ASHI 'Standards of Practice' is available on the NHICC website.

<http://www.nationalhomeinspector.org/SOPtemplate.pdf>

Applicant Name
Date
Initial



## Compliance with National Occupational Standards

Are you familiar with the National Occupational Standards for Home and Property Inspectors? (published in 2001 and revised in 2008)	
---	--

**Note – a copy of the ‘National Occupational Standard’ can be downloaded from the NHICC website – [www.nationhomeinspector.org](http://www.nationhomeinspector.org)**

## Compliance with NHICC ‘Code of Ethics’

In order to be accepted into the NHICC Program, applicants must agree to comply with the NHICC Code of Ethics - which has been adopted by the National Home Inspection Certification Council:

### NHICC Code of Ethics

Honesty, justice, and courtesy form a moral philosophy which, associated with mutual interest among people, constitutes the foundation of ethics. Home and Property Inspectors should recognize such a standard, not in passive observance, but in a set of dynamic principles guiding their conduct. It is their duty to practice the profession according to this code of ethics.

As the keystone of professional conduct is integrity, Home and Property Inspectors will discharge their duties with fidelity to the public, their clients, and with fairness and impartiality to all. They should uphold the honor and dignity of their profession and avoid association with any enterprise of questionable character, or apparent conflict of interest.

- The Home and Property Inspector will express an opinion only when it is based on practical experience and honest conviction.
- The Home and Property Inspector will always act in good faith toward each client.
- The Home and Property Inspector will not disclose any information concerning the results of the inspection without the approval of the clients or their representatives.
- The Home and Property Inspector will not accept compensation, financial or otherwise, from more than one interested party for the same service without the consent of all interested parties.
- The Home and Property Inspector will not accept nor offer commissions or allowances, directly or indirectly, from other parties dealing with their client in connection with work for which the member is responsible.
- The Home and Property Inspector will promptly disclose to his or her client any interest in a business which may affect the client. The Home and Property Inspector will not allow an interest in any business to affect the quality of the results of their inspection work which they may be called upon to perform. The inspection work may not be used as a vehicle by the Home and Property Inspector to deliberately obtain work in another field.
- A Home and Property Inspector shall make every effort to uphold, maintain, and improve the professional integrity, reputation, and practice of the home inspection profession. She/He will report all such relevant information, including violations of this Code by other Home and Property Inspectors, to the National Home Inspector Certification Council for possible remedial action.

<i>Applicant Name</i>
Date
Initial



## Acknowledgment (Please read carefully)

I hereby state:

- That I have read and understand the *ASHI Standards of Practice and Code of Ethics*, and agree to follow and abide by these ( or the equivalent) and other policies and procedures of the NHICC.
- That I have read and I understand the National Occupational Standards for the home inspection profession in Canada, and agree to maintain and follow these standards.
- That I am not actively engaged in the business of real estate, as a real estate broker or salesperson. I will not sell, purchase or list real estate for third parties.
- That I will not repair for a fee any condition I find during inspections.
- That I understand that I cannot use the NHICC logo until my application for membership has been reviewed and I have been approved for certification with logo privileges in writing. I will honour and respect the Logo use policies as outlined in the NHICC bylaws.
- That for and in consideration of the benefits provided me by the National Home Inspector Certification Council ("NHICC"), I hereby waive, release and forever discharge the NHICC, its Board of Directors, officers, members, agents and employees, of and from suits, claims, cause of action, damages, losses or injuries that I shall or may have for any reason or cause including but not limited to those related to the implementation or enforcement of the ASHI Code of Ethics, Standards of Practice and/or any other activities.
- That certification is non-transferable and dues are non-refundable.

### Please Select Method of Payment

**FEES are listed on the following page and on webpage**

<http://www.nationalhomeinspector.org/NHICCFee12.pdf>

Cheque: Payable to the NHICC in the amount of \$\_\_\_\_\_. (\$50.00 RTD cheque fee)

Master Card     Visa

Card Number \_\_\_\_\_ Expires \_\_\_\_\_

Cardholder's Name \_\_\_\_\_

Cardholder's Signature \_\_\_\_\_

Applicant Name
Date
Initial



## Signatures

I, the Applicant, hereby warrant that all statements and claims made in this application are true and accurate. I understand that if any statement or claim I have made in this application is not true or accurate, then I may be removed from the NHICC Program.

I further agree to comply with NHICC 'Standards of Practice' (or equivalent) and NHICC 'Code of Ethics' for Home and Property Inspectors, and understand that non-compliance may be grounds for my removal from the NHICC Program.

I further agree that I will maintain Errors and Omissions Insurance if it is required by any relevant licensing or regulatory body and understand that non-compliance may be grounds for my removal from the NHICC Program.

I further state that I have not been convicted of a criminal offense within the past five years. (If you have, please contact the NHICC office for further consultation)

<b>Applicant Signature</b>	
<b>Applicant Name</b>	
<b>Date</b>	

<b>Witness Signature</b>	
<b>Witness Name</b>	
<b>Witness Address</b>	
<b>Witness Telephone Number</b>	

**Fees** ( Please include HST or GST if applicable)

- : New applicants require - Background review + NHICC Exam + one TIPR
  - Background Review only \$ 300.
  - Background Review + NHICC Exam \$ 425.
  - TIPR only \$ 350.
  - NHICC Exam only \$ 150.

Member of an association holding an Administrative Agreement with the NHICC – 10% discount on above or  
 Initial application, including background review, NHICC Exam & one TIPR \$ 585.00

Other Applicants: Initial application, including background review, NHICC Exam & one TIPR \$ 650.00

**Applicants please return this completed form with all attachments and payment to:**  
**National Home Inspector Certification Council**  
**P.O. Box 22028**  
**Windsor, ON**  
**N8N 5G6** **FAX: 519-383-0526**

*If you have any questions about this Application, please contact 1-519-384-8040*

Applicant Name	
Date	
Initial	



## **D-FEE STRUCTURE**

**The NHICC Fee structure** is based on providing a sensible, equitable and fair conduct for all home inspectors. It does not differentiate between affiliated or non-affiliated inspectors, association membership or lack thereof, because that could significantly penalize an applicant. There are 2 base rates.....either inspectors are members of an association with an “Administrative Contract” or not. The “Administrative Contract” provides a reduced administration rate for home inspection association members that have achieved such formal acknowledgment with the National Home Inspector Certification Council.

**Administrative Contract** – refers to a specific home inspection association and its’ members that are currently recognized under the “Contract” of the National Certification Program. Administrative Contracts must be renewed annually to remain in effect. All administrative contracts are based on terms set by the NHICC. Thirty (30) day notices for cancellation apply in cases of default or removal of the contract. Administrative contracts are issued to home inspection associations that can provide verification and audit of administrative assurance by our contract specialist. The process validates a high performance level criterion for the certification standard such as - Can-P-9 or the Institute of Credentialing Excellence. Approximate consultant fee varies depending on the complexity of the individual application (\$1000).

**The “certification and accreditation” confirmation** is decided by two distinct “Boards” representing independent home inspectors along with advisors to assure fairness and accountability in the certification and accreditation process.

### **APPLICATION FOR BACKGROUND REVIEW / CERTIFICATION**

Registration covers: (10% less on new applications from members of Associations with an Administration Contract)

1. Background Review
2. Validation of qualifications and education statements, etc.
3. Confirmation of experience statements
4. Report verification
5. Administration including file setup, communications, registration
  - New application: Background review + NHICC Exam + one TIPR \$650
  - Background Review only \$300
  - Background Review + NHICC Exam \$400
  - TIPR only \$350
  - NHICC Exam only \$100\*

### **Transfer / Renewal Fee – Current NHI or NCH <sup>1</sup>**

- 1) Transfer / Renewal Fee = \$150 (1 year renewal fee) <sup>2</sup>
- 2) Transfer / Renewal Fee = \$250 (2 year renewal fee) <sup>2</sup>

### **NHICC National Exam (*applies to all new applications after Dec. 31, 2011*) <sup>3</sup>**

- 1) Exam Fee \$100
- 2) Exam Retake Fee \$50

**Test Inspection Fee** - May be taken only after application for Background Review has been processed & the National Admissions Board has recommended the individual for a TIPR which must be completed SUCCESSFULLY before he/she can achieve NHI ‘designation’.

- 1) Appeal Fee TIPR (re: TIPR) = \$200

## National Home Inspector Certification Council Policy and Procedures Manual

- 2) Retake Fee TIPR = \$300
- 3) Rescheduling a TIPR without appropriate (7 day prior) notice = \$200

### Inspection Report Review Fee

2 Reports Review = \$35

#### Note:

<sup>1</sup> Applies only to current National Home Inspectors (NHI) or NCH's.

<sup>2</sup> After March 1, 2012, all NCH transferees must take NHICC Exam\* (The exam fee is waived)

<sup>3</sup> Applies also to all transfer applicants after March 1, 2012

**All fees are subject to change.**

E- REGISTRANT RENEWAL



# NHICC

NATIONAL HOME INSPECTOR CERTIFICATION COUNCIL  
APPLICATION FOR RENEWAL / TRANSFER – 2012

## Registrant Contact Information

Tracking or NCH/NHI Number
----------------------------

Registrant Name			
Mailing Address			
City			
Province			
Postal Code			
Telephone	Mobile:	Fax	
Best Email Address			
Website			

Please initial here if you consent to having the above information made available to the public on the NHICC Website.

**NO OTHER INFORMATION IN THIS APPLICATION PACKAGE WILL BE USED FOR ANY PURPOSE OUTSIDE OF NATIONAL CERTIFICATION.**

- **If transferring from NCH, please attach:**
  - Photocopies of your current HPI association membership cards and certificates
  - Photocopies of your NCH Certificate and your latest wallet card.

If you have any questions about this Application, please contact  
519-384-8040 or [info@nationalhomeinspector.org](mailto:info@nationalhomeinspector.org)

## National Home Inspector Certification Council NHICC

P.O. Box 22028, Windsor, ON N8N 5G6  
519-384-8040 Fax: 1-519-383-0526  
Email: [info@nationalhomeinspector.org](mailto:info@nationalhomeinspector.org)

Registrant Name
Date
Initial



## Acknowledgment (Please read carefully)

*I hereby state:*

- **That I am a National Certificate Holder or National Home Inspector in good standing.**
- **That I wish to have the NHICC administer my National Certification beginning immediately. I also understand that the NCH will be transferred to the NHI designation.**
- That I have read and understand the *ASHI Standards of Practice and Code of Ethics*, and agree to follow and abide by these and other policies and procedures of the NHICC.
- That I have read and I understand the National Occupational Standards for the home inspection profession in Canada, and agree to maintain and follow these standards.
- That I am not actively engaged in the business of real estate, as a real estate broker or salesperson. I will not sell, purchase or list real estate for third parties.
- That I will not repair for a fee any condition I find during inspections.
- That I will honour and respect the Logo use policies as outlined in the NHICC bylaws.
- That for and in consideration of the benefits provided me by the National Home Inspector Certification Council ("NHICC"), I hereby waive, release and forever discharge the NHICC, its Board of Directors, officers, members, agents and employees, of and from suits, claims, cause of action, damages, losses or injuries that I shall or may have for any reason or cause including but not limited to those related to the implementation or enforcement of the ASHI Code of Ethics, Standards of Practice and/or any other activities.
- That certification is non-transferable to another person or entity and dues are non-refundable.

### Please Select Method of Payment

Cheque; payable to the NHICC in the amount of \$\_\_\_\_\_. (\$50.00 charge for returned cheques)

Master Card     Visa

Card Number \_\_\_\_\_ Expires \_\_\_\_\_

Cardholder's Name \_\_\_\_\_

Cardholder's Signature \_\_\_\_\_

Cardholder's Billing Address \_\_\_\_\_

## Compliance with National Occupational Standards

Are you familiar with the National Occupational Standards for Home and Property Inspectors? (published in 2001 and revised in 2008)	
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**Note – a copy of the 'National Occupational Standard' can be downloaded from the NHICC website – [www.nationhomeinspector.org](http://www.nationhomeinspector.org)**

Registrant Name
Date
Initial

# National Home Inspector Certification Council Policy and Procedures Manual



## Signatures

I, the Applicant, hereby warrant that all statements and claims made in this application are true and accurate. I understand that if any statement or claim I have made in this renewal /transfer application is not true or accurate, then I may be removed from the NHICC Program.

I further agree to comply with NHICC 'Standards of Practice' and NHICC 'Code of Ethics' for Home and Property Inspectors, and understand that non-compliance may be grounds for my removal from the NHICC Program.

I further agree that I will maintain Errors and Omissions Insurance if it is required by any relevant licensing or regulatory body and understand that non-compliance may be grounds for my removal from the NHICC Program.

I further state that I have not been convicted of a criminal offense within the past five years. (If you have, please contact the NHICC office for further consultation)

<b>Registrant Signature</b>	
<b>Registrant Name</b>	
<b>Date</b>	

**Fees** (All payments must include 13% HST if applicable)

One year transfer / renewal expiring June 30, 2013 (\$ 150.00 + hst)	\$ 169.50
Two year transfer / renewal expiring June 30, 2014 (\$ 250.00 + hst)	\$ 282.50

**Registrants please return this completed form with all attachments and payment to:**

**National Home Inspector Certification Council  
P.O. Box 22028  
Windsor, ON  
N8N 5G6**

**Or FAX to 519-383-0526**

*If you have any questions about this form, please contact 1-519-384-8040*

Rev. 01/01/12

Registrant Name
Date
Initial

## **F-CONTINUING EDUCATION FORM & POLICY**

### **OVERVIEW**

The NHICC formally reviews and accepts a wide variety of home inspection “continuing education” programs, courses, workshops and seminars, beyond traditional training programs/courses.

### **CONTINUING EDUCATION DEFINED**

Continuing education is recognized education credits outside the regular academic instructional program which can include courses, workshops and seminars, offered over a short interval of time. Continuing education includes such diverse methods as independent study; webinar broadcast, videotape, online coursework, and other forms of distance learning; group discussion and study circles; conferences, seminars, and workshops; and full or part-time classroom study.

Primarily, one hour of approved education time that can be directly related to the home inspection National Occupational Standards specific tasks is equal to one (CEC) Continuing Education Credit. Some restrictions apply\* - for example, maximums are placed on certain related courses, such as radon, mold, and other environmental course offerings. However, if these education courses are offered and sponsored or co-sponsored by an Association with Administrative Agreement as an official function, the continuing education credit will be accepted. There is no limit on the number of hours that a course provides.

### **ACTIVITY & VALUE**

Learning outcomes are statements of what is expected that an education participant WILL BE ABLE TO DO as a result of a learning activity. The value assigned is based on 1 hour of credit for each approved 1 hour of education that is delivered, which relates to home and property and building inspection.

It is also increasingly important in continuing education to demonstrate the level and type of learning and validate the suitability of the activity related to home inspection. Having a reasonable method of measurement to prove the activity’s value to participants, organizations, and ultimately the NHI credentialed home inspector is an important tool to sustain and build ongoing requirements for the submission of useable Continuing Education Credits.

The subject matter being presented for the “continuing education” credit must be mapped to the tasks and/or subtasks included in the National Occupational Standards. The subject matter must relate to assisting home inspectors further their education and knowledge in a supportive role such as upgrading and mentoring. Subjects that may qualify are: all aspects of accounting, financial management, business applications of mathematics and statistics, building physics, building science, economics, business management, marketing, business and contract law, applicable building codes, ethics and technical communications, and report writing.

Credit for volunteer services work such as Habitat for Humanity has been added. This provides practical hands-on experience and knowledge that assists in community building partnerships.

## National Home Inspector Certification Council Policy and Procedures Manual

Provide a copy of your Continuing Education documentation for verification. No documentation = No Credit Provided. Please sign the document below. <u>Documentation Legend: C = Copy of Certificate, S = Submit Documentation</u>			
Type of Activity	CEC Value	Document	Your Claim
<b>Technical - Inspection Related</b>			
Education Course/Seminar/Workshop	1 per educational hour	C	
<b>Business - Inspection Related</b>			
Attendance at H.I. Association Meetings	1 per meeting	S	
Business Operation	1 per educational hour	C	
<b>Related Service - Inspections</b>			
Education Course	1 per educational hour	C	
<b>Volunteer &amp; Service - Inspection Related</b> Maximum of 10 hours credit applies*			
Author a Published Article/Paper on Inspection Issues	Maximum of 2 per paper *	S	
Author a Published Book on Inspection	Maximum of 5 per book*	S	
Council/BOD Representative (NCH) <i>Member</i>	1 per hour to maximum*	S	
Instructor/Speaker for an Approved Course	1 per hour to maximum*	C	
Habitat for Humanity	1 per hour to maximum*	S	
Mentoring novice inspectors	1 per inspection*	S	
Supervised inspections	1 per inspection *	S	
<b>Continuing Education Credits - Total Hours Claimed</b>			

**SIGNED STATEMENT FOR CEC & RENEWAL**

*I, the undersigned, hereby declare that the information contained in this renewal and CEC declaration is true and that I will use most recent editions of the Standards of Practice and Code of Ethics as a guideline to performing home inspections. Furthermore I acknowledge that failure to produce the required relevant documentation to support the above claim can jeopardize my "National Home Inspector" status. I further agree to hold the NHICC harmless in the event of a claim or professional practice proceeding arising out of the performance of service to clients. I authorize NHICC the authority to investigate and confirm the information declared by me in this application.*

Signed this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_

Signature: \_\_\_\_\_

Payment enclosed for this renewal (\$150.00) \$ \_\_\_\_\_

Charge my credit card on file with the NHICC the above amount

**NOTE: Enclose a copy of E&O Endorsement where required by "regulation".**

**Applicable Policy #41, 42 & 43**

## G- MENTORING FORMS & POLICY

### OVERVIEW

The mentor program was developed with the purpose of assisting applicants and candidates in the NHICC National Certification Program to obtain guidance and practical onsite home inspection experience by those qualified home inspectors recognized as meeting the detailed requirements listed below to take part in this program as mentors.

All membership applicants are required to provide proof of either 10 supervised home inspections, 50 hours of supervised practical training or an acceptable combination of both.

**MENTOR DEFINED:** A mentor is defined by the National Certification Program as “a trusted counselor, teacher or expert”. Mentors share their experiences and their knowledge regarding the occupational standards, experience and professionalism to improve a (mentee’s) candidate’s competence and confidence in completing a home inspection and **inspection report**.

**MENTOR CREDITS:** Supervised field work qualifies as credit toward the required number of inspections related to onsite inspection and field training hours towards field inspection requirements. Supervised field work will qualify for 1 CEC per inspection for the National Home Inspector supervising the inspection. A maximum of 10 CECs per year may be obtained by mentoring.

**Further details’ regarding mentoring is referenced in Policy # 38.**

### MATERIALS AVAILABLE

**Supervised Field Work Standards Compliance Checklist**

**Report Evaluation Checklist**

**Standards of Practice**

The ASHI Standards of Practice are used to determine the baseline performance criteria for this home inspection and the inspection report. It is recommended that the ASHI Standards of Practice be followed closely and a thorough understanding of the Glossary of Italicized terms as listed at the end of the Standards of Practice be studied and understood.

**Inspected, Described, and Reported** systems and components shall be included when they are “*readily accessible*” and “*installed*.”

- To *inspect* “**accessible**” and “**installed**” is ...“to examine readily accessible systems and components of a building in accordance with the ASHI® Standards of Practice, using normal operating controls and opening readily openable access panels.”
- **To describe is...** “To report a system or component by its type or other observed significant characteristics to distinguish it from other systems or components.”
- **To report is...**“to communicate in writing.”

Furthermore the Glossary defines:

- **Installed:** Attached such that removal requires tools.



## National Home Inspector Certification Council Policy and Procedures Manual

- **Report:** To communicate in writing.
- **Significantly Deficient:** Unsafe or not functioning.
- **Unsafe:** A condition in a readily accessible, installed system or component which is judged to be a significant risk of personal injury during normal day-to-day use. The risk may be due to damage, deterioration, improper installation or a change in accepted residential construction standards.

### SUPERVISED FIELD WORK STANDARDS COMPLIANCE CHECKLIST

Inspected by	
Property Address	
Date of Inspection	
Type of Inspection	
Client	

### ATTESTATION

This is to attest that the above named “candidate” was present with me and participated in the home inspection. This will affirm that I have personally reviewed his/her training inspection report in conformance with the attached Standards Compliance Checklist with the “candidate” and provided relevant feedback.

Mentors Name	
Date	
Candidates Name	
Comments	
Recommendations	

**NOTE:** COMPLETE THE FOLLOWING PAGES – Inspection Report Assessment & Communication Skills

**REPORT EVALUATION CHECKLIST**

Applicant Name: \_\_\_\_\_

Application Number: \_\_\_\_\_

Property Address: \_\_\_\_\_

**2.0 Purpose & Scope**

- \_\_\_\_\_ Inspection purpose and scope, limitations, exclusions include as part of the report or agreement.
- \_\_\_\_\_ Date Include on Report.
- \_\_\_\_\_ Inspector the legible name of the person performing the inspection.
- \_\_\_\_\_ Company address Include on Report.
- \_\_\_\_\_ Standards of Practice. It must be a statement in the report or agreement.

**4.0 Structural Components**

- \_\_\_\_\_ Foundation Observe and report on its **type** and condition. (Slab on grade, poured concrete, masonry, etc.)
- \_\_\_\_\_ Floors Observe and report on **type** and condition of all floor structure. (Framed, concrete, or not visible. This may be noted in the interior section.)
- \_\_\_\_\_ Walls Observe and report on **type** and condition of **visible** exterior wall structure. (Framed, masonry, etc. or not visible)
- \_\_\_\_\_ Roofs/Ceilings Observe and report on **type** and condition of **visible** roof and ceiling structure. (Truss system, conventional framing, etc.)
- \_\_\_\_\_ Underfloor crawl space Observe and report on condition of crawl space. \*
- \_\_\_\_\_ Observation method State how crawl space and attic was observed. (Not needed if dwelling has no crawl space or attic)

**5.0 Exterior**

- \_\_\_\_\_ Cladding Observe and report on **type** and condition of cladding. (Wall covering)
- \_\_\_\_\_ Flashing, trim Observe and report on condition of wall flashing and trim. \*
- \_\_\_\_\_ Entry doors Observe and report on operation of all exterior doors.
- \_\_\_\_\_ Windows Observe and report on condition.
- \_\_\_\_\_ Garage door opener Observe and describe for operation and safety reverse.
- \_\_\_\_\_ Decks, balconies and steps Observe and report on condition. \*
- \_\_\_\_\_ Porch, areaway, railings Observe and report on condition. \*
- \_\_\_\_\_ Eaves, soffits & fascia Observe and report on condition. \*
- \_\_\_\_\_ Vegetation Observe and report on any encroachment. (If no comment, assume that there was no encroachment)
- \_\_\_\_\_ Grading, drainage Observe and report on any adverse impact on the structure. (If no comment, assume there was no adverse impact on the structure)
- \_\_\_\_\_ Patio, walks, driveway Observe and report on condition and on any adverse impact on structure. (If no comment, assume there was no adverse impact on the structure)
- \_\_\_\_\_ Retaining walls Observe and report on condition and on any adverse impact on structure. (If no comment, assume there was no adverse impact on the structure)

**6.0 Roofing**

- \_\_\_\_\_ Roof coverings Observe and describe covering **type** and report on condition. (Shingle, tile, rolled composition, etc.)

## National Home Inspector Certification Council Policy and Procedures Manual

- \_\_\_\_\_ Drainage systems Observe and report on condition. \*
- \_\_\_\_\_ Flashings, Skylights, Chimneys, Penetrations Observe and report on condition. \*
- \_\_\_\_\_ Evidence of leaking Observe and report on evidence of leakage. \*
- \_\_\_\_\_ Method used to observe Describe method used to observe roof. (Viewed from ladder, fully viewed, viewed partially, etc.)

### 7.0 Plumbing

- \_\_\_\_\_ Dwelling supply/ distribution piping Observe and report on **type** of materials and condition. (Describe –metal or plastic, etc.)
- \_\_\_\_\_ Main water shut-off located.
- \_\_\_\_\_ Supports, insulation Observe and report on condition. \*
- \_\_\_\_\_ Fixtures, faucets Observe and report on condition and operation of all fixtures and faucets.
- \_\_\_\_\_ Functional flow Observe Functional Flow (volume not pressure) Describe method used to determine or have the term functional flow in the report.
- \_\_\_\_\_ Water supply leaks Observe and report on any evidence of leakage. \*
- \_\_\_\_\_ Cross Connections Observe and report on presence of. \*
- \_\_\_\_\_ Waste & vent piping Observe and report on condition and **type** of materials.
- \_\_\_\_\_ Drain leaks Observe and report on any evidence of leakage. \*
- \_\_\_\_\_ Functional drainage Observe Functional Drainage. Describe method used to determine or have the term functional drainage in the report.
- \_\_\_\_\_ Drainage pumps, sump pumps and related piping.
- \_\_\_\_\_ Water heater Observe and report on its **type** and condition. (Described - gas, solar, electric, etc.)
- \_\_\_\_\_ Fuel distribution piping & supports Observe and report on condition. \*
- \_\_\_\_\_ Fuel shut-off valves located.
- \_\_\_\_\_ Fuel storage and fuel distribution systems. \*
- \_\_\_\_\_ Safety controls (T&P valve) Observe and report on condition.
- \_\_\_\_\_ Flues & vents Observe and report on condition. (Only required if dwelling has a gas water heater)

### 8.0 Electrical

- \_\_\_\_\_ Service type Observe and report on its **type** and condition (overhead/underground)
- \_\_\_\_\_ Service drop condition.
- \_\_\_\_\_ Service conductor Observe and report on its **type** and condition. Or may say not visible.
- \_\_\_\_\_ Service ground Observe and report on condition. Or may say not visible.
- \_\_\_\_\_ Overcurrent protection devices Observe and report on condition.
- \_\_\_\_\_ Main & distribution panels Observe and report on **location** and condition. Location of sub-panels.
- \_\_\_\_\_ Amperage/ voltage Observe and describe.
- \_\_\_\_\_ Wiring methods.
- \_\_\_\_\_ Branch circuit conductor Observe and report on condition. (copper/aluminum)
- \_\_\_\_\_ Aluminum branch circuit wiring Observe presence and report on condition. \*
- \_\_\_\_\_ Compatibility Observe and report on condition. (Breakers oversized?) (If main panel is satisfactory, assume compatibility is also)
- \_\_\_\_\_ Lights, switches Observe and report on condition of representative number.
- \_\_\_\_\_ Receptacles, polarity, ground Observe and report on condition of representative number.
- \_\_\_\_\_ Ground fault and Arc fault Observe and report on condition of all existing GFCI 's & AFCI's.
- \_\_\_\_\_ Absence of smoke alarms.

# National Home Inspector Certification Council Policy and Procedures Manual

## 9.0 Heating

- \_\_\_\_\_ Heating equipment Observe and report on **type** and condition. (Heat pump, forced air gas, etc.)
- \_\_\_\_\_ Energy source Observe and report on type. (Gas or electric)
- \_\_\_\_\_ Operating controls (T-Stat) Observe and report on condition.
- \_\_\_\_\_ Safety controls Observe and report on condition.
- \_\_\_\_\_ Flues, vents & chimneys Observe and report on condition.
- \_\_\_\_\_ Solid fuel heating devices Observe and report on condition. (Pellet stoves, wood stoves, fireplace)
- \_\_\_\_\_ Distribution system Observe and report on **type** and condition. (Forced air, convection, radiator, ducts. Not required to describe materials)
- \_\_\_\_\_ Air filters Observe and report on condition.
- \_\_\_\_\_ Heat source (each room) Observe and report on condition. (Ducts and registers - comment are acceptable for observation of a heat source in each room)

## 10.0 Cooling

- \_\_\_\_\_ Cooling equipment Observe and report on **type** and condition. (Heat pump, air conditioner, or evaporative cooler)
- \_\_\_\_\_ Energy source Observe and report on **type**. (Gas or electric)
- \_\_\_\_\_ Operating controls (T-Stat) Observe and report on condition.
- \_\_\_\_\_ Distribution system Observe and report on **type** and condition. (Forced air, convection, radiator, ducts. Not required to describe materials)
- \_\_\_\_\_ Air filters Observe and report on condition.
- \_\_\_\_\_ Cooling source (each room) Observe and report on condition. (Ducts and registers comment are acceptable for observation of a cooling source in each room)

## 11.0 Interiors

- \_\_\_\_\_ Walls, ceilings, floors Observe and report on condition.
- \_\_\_\_\_ Steps, stairways & railings Observe and report on condition. \*
- \_\_\_\_\_ Balconies & railings Observe and report on condition. \*
- \_\_\_\_\_ Counters & cabinetry Observe and report on condition.
- \_\_\_\_\_ Doors Observe and report on condition.
- \_\_\_\_\_ Windows Observe and report on condition.
- \_\_\_\_\_ Separation walls & fire walls Observe between dwelling unit and an attached garage or another dwelling unit and report on condition.
- \_\_\_\_\_ Separation doors, fire doors Observe and report on condition at attached garages. \*
- \_\_\_\_\_ Garage doors and garage door operators. \*

## 12.0 Insulation, Ventilation

- \_\_\_\_\_ Insulation Observe and report **type** and condition. (Fiberglass, cellulose, etc.) (Not required to report on depth).
- \_\_\_\_\_ Vapour retarders in unfinished spaces.
- \_\_\_\_\_ Absence of insulation in unfinished spaces at conditioned surfaces.
- \_\_\_\_\_ Attic ventilation Observe and report on condition.
- \_\_\_\_\_ Underfloor crawl space ventilation Observe on report on condition. (When crawlspace is present)
- \_\_\_\_\_ Kitchen ventilation Observe and report on stove vent condition.
- \_\_\_\_\_ Bathroom ventilation Observe fan or window and report on condition.
- \_\_\_\_\_ Laundry ventilation Observe and report on condition. (Dryer venting and Room ventilation)Syste

## 13.0 Fireplaces & Solid Fuel Burning Appliances

- \_\_\_\_\_ System components.
- \_\_\_\_\_ Chimneys
- \_\_\_\_\_ Vent system and flues.

### **DISCLAIMER**

The guidelines and checklist are merely tools to assist the applicant and/or certified home inspector in preparing a home inspection report. They are not all inclusive of or a substitute for the "Standards of Professional Practice".

### **DEFINITIONS**

#### **Observe:**

The act of making a visual examination of a system or component and reporting on its condition

#### **Describe:**

Report in writing a system or component by its type, or other observed characteristics, to distinguish it from other components used for the same purpose.

**\* If not noted in report, assume it did not exist or is not a part of the dwelling.**

#### **Please Note:**

The purpose of an inspection report is to provide the client with a better understanding of the property conditions. The NHICC National Admissions Board has adopted the ASHI Standards of Professional Practice (available on the Board web site or upon request) to set the guidelines for reporting that will provide this understanding.

As defined in the Standards, "observe" is the act of making a visual examination of a system or component and reporting on its condition. Therefore, all items observed should be referenced in a home inspection report.

Each submitted report will be evaluated for compliance with the following criteria:

1. Observation and description of observed systems and components
2. Explanation of adverse conditions and recommendations for remedies (such as "review by qualified professional, service by qualified professional, correction by qualified professional")

The above criteria will apply to all systems and components that are applicable to the property inspected.

Please note that your mentor and/or supervising qualified home inspector are also responsible for seeing that your reports meet the minimum standards for home inspections.

Further details' regarding report verification is referenced in Policy # 24.

**SAMPLE - REPORT OF TEST INSPECTION & PEER REVIEW –  
Report #0000**

CANDIDATE: (Name)

DATE OF TIPR: (Date)

**Field Review completed by AB & CD**

The comments reported are briefly described below.

1. Report failed to identify the important “significant” deficiencies. – The home inspection report verification and peer review scored 50% versus the mandatory 80% minimum acceptance score weighted against the “must find defects”.
2. Report failed to provide the “client” with a clear understanding of the property conditions.
3. Candidate did not report on several important issues and furthermore did not make adequate recommendations to the client.

**Recommendations for Improvement of Candidate:**

1. Consistency and coordination of information between field notes and inspection report.
2. Electrical - significant safety concerns and hazards present in the home necessities to be addressed that impact the occupants.
3. Review of SOP terms of reference for “significantly deficient” and “unsafe” conditions.
4. Review enclosed list of “must find” deficiencies.

NOTE: Please review your report, against the established must find conditions. You may opt to retake your TIPR, or alternatively appeal where there are grounds for such a claim. Review policy # 37.

Report by: Head Inspector, Chief Examiner

Dated: January 8, 20XX

Included with the report is a copy of the following from: G-Mentoring Form -Policy

**REPORT EVALUATION CHECKLIST**

Applicant Name: \_\_\_\_\_

Application Number: \_\_\_\_\_

Property Address: \_\_\_\_\_

**H- NATIONAL EXAM CRITERIA**

**OVERVIEW**

The NHICC National Exam for the National Certification Program is based on meeting the following:

## National Home Inspector Certification Council Policy and Procedures Manual

1. **Objective** – prepared as a multiple choice exam style for home inspection based on questions with a 4 multiple choice responses per question. All questions are pertinent to the key skills (importance, frequency and criticality) identified in the National Occupational Standards.
2. **Question Database** – There are approximately 500 questions to start in the database categorized by specific residential building systems and related subsystems. In addition questions include Standards of Practice and Code of Ethics issues. Potentially 5 similar/related questions apply to every domain that would be released on the exam taken by the examinee.
3. **Questions and Answers** – The exam questions are worded so that there is only a single correct answer.
4. **Defect Recognition** - at least 4 questions will be presented that assess defect recognition and reporting skills.
5. **Recommended Exam Program Design** – Identification of the learning objectives and relationship to the National Occupation Standards that need to be included in the exam.

**Core areas include:** performance based knowledge and skills from the National Occupational Standards. Blocks are defined as a general area of competence.

1. Block A: Manages Inspection Process (Communication and Obligations)
2. Block B: Exteriors – (Building Exterior and Adjacent Property)
3. Block C: Interiors – (Building Interior)
4. Block D: Heating & Air Conditioning – (Building HVAC Systems)
5. Block E: Plumbing – (Building Plumbing Systems)
6. Block F: Electrical – (Building Electrical Systems)

**Exam Structure:** is based on surveys for “Importance and Criticality” weighting ratings. These were obtained from sources such as the National Home Inspectors Exam and from the NOS that provide the following guidelines for determining the delineation for number and domain of questions on the exam.

Domain (Duties and Tasks)	Block	Weighting	% on Exam	# of questions
Inspection Methods	A	10	10	10
Building Systems	B, C, D, E, F	60	60	60
Reporting	A	10	10	10
Professional Practice & Ethics	A	50	50	50
Communication (Defect Recognition)	A	20	20	4

**NOTE:** The exam results will also be used as a diagnostic tool to identify and develop a training plan using a gap report. Included with the results of the exam will be a report identifying any knowledge/skill gaps, together with the options and/or recommendations to assist in bridging any gaps.

## National Home Inspector Certification Council Policy and Procedures Manual

**Scheduling Exams:** the applicant must contact the NHICC – Registrar to register prior to the date and time an applicant wants to take the exam. Applicants are required to complete a Background Review Application Form. There is no guarantee of a set time or date for the exam until all of the required forms are properly completed.

**ALL** Exams must be **proctored**. Further details' regarding exam criteria is referenced in Policy # 37.

Further information may be obtained on the NHICC Exam Coursesite -

<HTTPS://WWW.COURSESITES.COM/WEBAPPS/PORTAL/FRAMESET.JSP>



## I-TEST INSPECTION WITH PEER REVIEW

### RATIONALE

This skill-based practical exam known as the TIPR assesses a home inspectors expertise and practical knowledge, thus validating competency in conducting a representative home inspection. This includes the examination of three distinct skill sets noted below.

In the case of a selection procedure for measuring knowledge, the knowledge being measured is operationally defined as that body of learned information which is used in regular day-to-day home inspection practice, and is a necessary prerequisite for observable aspects of work skills essential to the occupation. A home inspector can typically acquire the knowledge and skills needed to successfully complete the TIPR exam through on-the-job experience, recommended training courses, and/or through a solid understanding of home inspection reference materials.

All applicants will be tested in the following skill sets:

1. Inspection knowledge and skills: The National Occupational Standards identifies the tasks that practitioners must actually perform in the workplace.
2. Reporting: Both oral and written reporting skills are the tangible evidence (finished products) of the results of a home inspection. Applicants are encouraged to utilize their own reporting system for the submission of the written inspection report.
3. Standards of Practice: Applicants are benchmarked against the ASHI Home Inspection Standards of Practice and Code of Ethics.

### TIPR OVERVIEW

The Test Inspection and Peer Review (**TIPR**) process is open to all home inspectors in Canada. The purpose is to test, validate and improve inspection and communication skills and assure confidence in the essential services provided to consumers. Home inspectors seeking National Home Inspector designation are required to fulfill the TIPR requirements in order to advance in the National Certification Program. There are three distinct categories in the review process. (See graphic TIPR Flow Chart image)

1. **Onsite Inspection**: This is a realistic home inspection. In the test inspection component the applicant is given time to inspect a pre-selected house as if he/she were working for a fee paying client. The applicant independently conducts the inspection of the peer review house at the specified start time. The methodology of the inspection and use of inspection tools or aids are left to the choice of the applicant.
2. **Peer Review**: After inspecting the house the applicant presents the inspection findings to a peer review panel. The applicant is expected to identify all the "significant" major deficiencies and demonstrate sound technical knowledge and communication skills. The Examiner(s) will ask questions and test the participant's communication skills on the home inspection completed.
3. **Inspection Report Review**: The applicant is required to provide substantiation of their inspection reporting skills through completion and submission of a documented inspection report. Applicants are free to use any report system for this submission. The

## National Home Inspector Certification Council Policy and Procedures Manual

report may be handed over to the Examiners or mailed within 24 hours of completion to the NHICC Registrar.

**Note:** The home will be pre-inspected by a panel of qualified home inspector Examiners prior to the applicant reviews. This establishes a defined level of mandatory “significant” deficiencies and “must find conditions” to assure quality for benchmarking purposes for the inspection review process.

**Scheduling Exams** To schedule and pay for a TIPR exam the applicant must contact the NHICC Registrar to register prior to when an applicant wants to take the exam. Applicants are required to complete a Background Review Application Form and review by National Admissions Board.

There is no guarantee of a set time or date for the TIPR Exam until all of the required forms are properly completed. Typically TIPR’s are conducted in an area when there are sufficient numbers to accommodate a full day of examinations.

**Rescheduling an Exam** If you have a scheduled a date and time for your examination, and you need to reschedule the TIPR the applicant must contact the Chief Examiner and/or Deputy Examiner at least two weeks prior to the examination. No refunds are offered after the above two week rescheduling date.

**Conflict of Interest** The TIPR program is conducted as an open and fair process. If a “conflict of interest” arises the applicant may request another Examiner to conduct to review. Likewise, an Examiner also is required to declare when or if a conflict arises in the TIPR process.

**Exam Results** Most questions about scores or exam results cannot be answered on the date of the TIPR exam. Applicants will be advised of their successful or non-successful status based on the TIPR evaluation by your on-site Examiner by the Chief Examiner. Typically Examiners’ are unable to tell applicants the final results of their score over the telephone or by email. However, they will help an applicant get that information if it is not released in a timely manner.

### Changes Effective April 2010

**Provide a TIPR A (Alternative - one on one)** is intended for those applicants known and proven to be at a distinct disadvantage due to distance (over 500 km from the closest TIPR site) such as a practitioner operating in a remote region.

### Changes Effective April 2014

**Provide a TIPR B (Alternative – tele-inspection)** is intended for those pre-approved applicants known and proven to be at a distinct disadvantage due to distance (over 500 km from the closest TIPR site) such as a practitioner operating in a remote region.

### TIPR - Questions and Appeals

- 1. Rescheduling a TIPR** If an applicant has a scheduled date and time for the TIPR, and there is a need to reschedule the TIPR, the applicant must contact the Chief Examiner/Deputy Examiner at least two calendar weeks prior to the TIPR. Any cancellations after this date is subject to a fee of \$150 that is charged for rescheduling a TIPR without due notice to compensate the examiners work.

## National Home Inspector Certification Council Policy and Procedures Manual

2. **TIPR Results** Most questions about scores regarding TIPR results cannot be answered on the date of the TIPR. Applicants will NOT be advised of their TIPR status based on the TIPR evaluation by your on-site Examiner; that information is released by the Chief Examiner. Final results will not be released until all documents are received and reviewed verified.
3. **TIPR Retakes** If an applicant does not pass their TIPR exam; the applicant another effort may be scheduled. A fee of \$300 is required to be relisted for a TIPR retake.
4. **TIPR Appeal** If an applicant believes that the results of the exam are not valid; the applicant may file an appeal with the TIPR Chief Examiner or Registrar.
  1. An appeal must be in writing.
  2. The applicant's signature must be on the letter of appeal.
  3. The applicant must mail, fax or email it - (with signature).
  4. The applicant must provide complete documentation and required fee clearly identifying their grounds to substantiate the appeal.
5. **TIPR Appeal** An appeal is defined as a written petition requesting a review and a re-evaluation of a specific TIPR. An appeal must be made with 15 business days after completing a scheduled TIPR or receipt of the score on the TIPR exam.
6. **Appeal Process** An appeal process is noted in #7 below for an applicant to submit an appeal of the TIPR results. An appeal fee is sent to the National Certification Program National Registrar. The appeal documents must provide evidence to support the appeal claim. The appeal must be sent to the Chief Examiner or Registrar. The Chief Examiner will primarily evaluate the grounds for an appeal and where necessary implement the process to address those verifiable issues documented.
7. **Appeal Process Steps**
  1. The applicant submits a notice of appeal to the National Certification Program Office. Appeals must be accompanied by an appeal fee that may or may not be refundable, depending upon the outcomes and findings and to reduce potential for frivolousness or abuse of the process.
  2. The TIPR Chief Examiner will accept and evaluate the merits for the appeal.
  3. The Chief Examiner checks the appeal for completeness, documentation and filing fee payment. The Chief Examiner acknowledges receipt of the appeal by the appellant within 15 business days of its delivery, advising that the appeal is under review. If the appeal form is not filled out completely it is returned to applicant for completion and re-submittal. Failure to resubmit within 20 business days is grounds for closing the file.
  4. The appeal is logged and forwarded to the 3 alternate TIPR Examiners for review. Based upon the nature of the appeal and the findings the Chief Examiner will submit a response back to the appellant or, begin an In-Committee analysis (if warranted).
  5. Responses to an appeal that can be resolved immediately will be responded to within 20 business days of receiving written appeal.

## **National Home Inspector Certification Council Policy and Procedures Manual**

6. A response (and the timing) for an appeal requiring In-Committee analysis or other detailed analysis are dependent upon the complexity and evaluation findings.
7. There are no further rights for an additional appeal after findings are released, except to retake a TIPR.
8. Address for Appeals

NHICC Head Office/Siege Social  
P.O. Box 22028  
Windsor ON, N8N 5G6

Further details' regarding test inspections is referenced in Policy # 37.

## J-PROFESSIONAL PRACTICES / FORMS

### OVERVIEW

When a complaint is received at the NHICC, the complaint is forwarded to the appropriate Professional Practices Chair and/or President (in the case of absence); the Chair must do one of the following:

1. Verify that the complaint is against a member (registrant) of the NHICC;
2. Dismiss the complaint if it is not within the jurisdiction of the NHICC, cannot be substantiated, is frivolous or vexatious, constitutes an abuse of process, or does not contain allegations that if proven would amount to professional misconduct, incompetence, incapacity or conduct unbecoming, or would merit a counsel or a caution;
3. Informally resolve the complaint if it can be satisfactorily resolved consistent with the objects of Code of Ethics and/or Standards of Practice of the NHICC;
4. Authorize the resignation or appropriate action of the member at the request of the member;
5. Refer the matter to the Professional Practices Committee if the member meets the criteria for such referral; or
6. Send the complaint to an investigator or review committee for investigation.

### JURISDICTION & ABUSE OF PROCESS

**Note:** If you have a complaint or concern about a specific Home Inspector you “must” initially discuss your concerns directly with the Home Inspector first, as this is usually the quickest way to resolve issues. In addition, please be aware the complaints process may take weeks or even several months depending on the complexity and severity of the complaint.

The NHICC does not have the authority to handle complaints against a Home Inspector where the issue is outside of its’ “direct” authority. A case in point: a Home Inspector that holds membership in other associations to which the Home Inspector belongs, or where the matter is before the courts is an issue that requires care, caution and fairness in permitting the process to be resolved.

*As a general principle, it is considered to be an abuse of process in our judicial and administrative law systems for a party who has been unsuccessful in a proceeding in one forum, to attempt to re-litigate the same facts in order to seek the same relief in a different forum. The legal maxim "res judicata" (which, roughly translated, means "the matter has already been decided") applies to this situation. Source: Section 45.1 of the Human Rights Code*

### AMMENDED – COMPLAINT HANDLING & DISPUTE RESOLUTION PROCESS

Complaints may be completed on the NHICC Standard Complaint Form or by detailed information as listed below in the key data elements.

Regardless of the nature of the complaint, all issues falling within an NHICC’s mandate is recorded in a complaint tracking system. The NHICC will include all written, verbal and electronic complaints in their system. The complaint tracking system will require the complainant to complete and provide the following key data elements for the file record:

1. Consumer Name

## National Home Inspector Certification Council Policy and Procedures Manual

2. Consumer Home Phone
3. Consumer Email address
4. Consumer Street Address
5. Consumer City, Province Fax
6. Consumer Postal Code
7. Business Name
8. Home inspector Name
9. Home inspector licence #
10. Home inspector Phone
11. Home inspector Email Address
12. Home inspector Street Address
13. Home inspector City, Province Fax
14. Home inspector Postal Code
15. Home inspector Website
16. Description of product or service purchased
17. Date of home inspection
18. Was a contract provided?
19. Was a report provided?
20. Copy of the report provided to the NHICC
21. Amount of contract / purchase
22. Brief description of the problem encountered
23. The outcome sought?
24. The nature of any alleged infraction including any potential parallel civil or criminal actions.

### REVIEW OF THE COMPLAINT

The initial review of complaint will document answers to the following questions:

1. Is the nature of the complaint/allegation clear?
2. Is more information required from the complainant?
3. Is the nature of the complaint/allegation a violation of the NHICC's Standards of Practice?
4. Is the nature of the complaint/allegation a violation of the NHICC's Code of Ethics?
5. Is the allegation/complaint outside the jurisdiction of the NHICC? And if so, why?
6. Should the complaint/allegation be reported to a different association and/or authority?
7. Is the home inspector aware of the complaint/allegation?

### ACCEPTANCE OR DISMISSAL

All complaints are assigned a unique file number and identifier. A decision to accept or dismiss the complaint will only be made when all relevant information is received by the NHICC.

The following specific criteria will also be considered to further assist in determining whether to accept or dismiss a consumer complaint.

1. The age of the complaint information
2. The reliability of the information
3. The practicality of the investigation
4. The gravity of the allegation

All decisions to dismiss consumer complaints will be in provided written electronic format and

## **National Home Inspector Certification Council Policy and Procedures Manual**

communicated to the complainant and home inspector. All decisions to dismiss consumer complaints will be independently reviewed by the NHICC Professional Practice Committee or designate for completeness and correctness.

### **INVESTIGATION**

The NHICC Professional Practice Committee investigators have the authority to act independently of any other NHICC process. Investigators are trained in basic interview skills and investigative report writing.

1. All complaints accepted are assigned to investigator(s) in a timely manner;
2. All activity related to the investigation will be documented by the investigator(s) in the complaint tracking system;
3. All items and information gathered during the investigation will be copied into the complaint tracking system and archived for security;
4. All final investigative reports will be in writing and available to both the home inspector and to the complainant;
5. Where an investigation is concluded with no further action, the reasons for this decision will be documented and communicated to both the home inspector and the complainant.

### **Hearings and Imposition of Administrative Sanctions including Discipline or Membership Suspension/Cancellation**

The NHICC advocates principles of administrative fairness and natural justice require all decision making bodies to be free from bias and have the authority to act on the matter(s) before them. The NHICC adheres to a clearly defined governance authority matrix that details who is empowered to investigate consumer complaints and conduct hearings into breaches of the Standards of Practice or Code of Ethics for the NHICC.

Consumer Protection requires that designated associations and authorities do the following while conducting hearings that lead to some form of sanction:

1. All investigative reports will be forwarded to the appropriate decision maker when completed;
2. Prior to taking an action, a decision maker will release the investigative report to the home inspector so they may know the case against them and have an opportunity to respond to the information in the report;
3. Hearings may be conducted in person or through written and/or electronic submissions;
4. Following the hearing process, the decision maker will produce written reasons and conclusions including any sanctions which are then provided to the home inspector and to the complainant;
5. All decisions will include information related to the NHICC appeal process and its requirements;
6. All appeals will be heard by an independent decision maker committee and follow the same criteria for written reasons and documentation as required in the original investigative/decision making process;
7. Any sanction or other penalty imposed by the NHICC on a home inspector will be documented and reviewed prior to the hearing and complaint file completion.

### **MONTHLY REPORTING**

## National Home Inspector Certification Council Policy and Procedures Manual

At the end of each month, the NHICC will specifically provide Consumer Protection BC with a report detailing the current status of all complaints received either directly from consumers, or referred from Consumer Protection BC. This report will be in summary form, preferably in an MS Excel or related format, that details the information for each complaint received including:

1. The complaint number (and associated Consumer Protection BC file number if assigned from CPBC);
2. The consumer name;
3. The business and home inspector names;
4. The date the complaint was opened;
5. The date the complaint was last reviewed;
6. The date the complaint was closed (if applicable);
7. A summary of the complaint;
8. The outcome of the complaint including any disciplinary action, hearings etc.

This updated process will also be performed as part of internal review process to ensure that all possible violations of the legislation or breach of practice standards, contractual obligations or code of ethics, once detected, is managed in accordance with the association complaint handling system. This provides clarity on the nature, number, response and outcome of each incident that occurs.

Ultimately, the data gathered through this updated development of complaint handling work processes enables Consumer Protection BC and the NHICC to more clearly understand the issues affecting consumers in the marketplace, and how the NHICC is working to resolve these issues as fairly and effectively as possible.



**NHICC COMPLAINT FORM - A**

**To the Professional Practice Committee:**

The complaint tracking system will require the complainant to complete and provide the following key data elements for the file record:

1. Consumer Name:
2. Consumer Home Phone:
3. Consumer Email address:
4. Consumer Street Address:
5. Consumer City, Province Fax:
6. Consumer Postal Code:
7. Business Name :
8. Home inspector Name:
9. Home inspector licence # (if applicable)
10. Home inspector Phone:
11. Home inspector Email Address:
12. Home inspector Street Address:
13. Home inspector City, Province Fax:
14. Home inspector Postal Code:
15. Home inspector Website:
16. Description of product or service purchased:
17. Date of home inspection:
18. Was a contract provided?
19. Was a report provided?
20. Copy of the report provided to the NHICC:
21. Amount of contract / purchase:
22. Brief description of the problem encountered:

## National Home Inspector Certification Council Policy and Procedures Manual

23. The outcome sought?

24. The nature of any alleged infraction including any potential parallel civil or criminal actions.

**I/we declare** that to the best of my/our knowledge and belief, my/our allegations in this complaint are true.

Are the circumstances giving rise to this ethics complaint involved in civil or criminal litigation or in any proceeding before any other governance body to which the named defendant is similarly charged?

**Please respond** with either Yes or No:

Have you filed, or do you intend to file, a similar or related complaint with another Association(s) of Home Inspectors?

**Please respond** with either Yes or No:

If so, name of other association(s): \_\_\_\_\_ Date(s) filed:  
\_\_\_\_\_

**Note that it is up to the complainant to provide “documentation”** and valid evidence to substantiate proof of the complaint. Complaints cannot be handled without documentation to review, validate or prove reasonable grounds for determining the merits of the complaint.

(Continued below)



## National Home Inspector Certification Council Policy and Procedures Manual

Further pages or additional documentation must be included with this complaint. Please list additional documents provided:

Furthermore, I understand that should the "Committee" dismiss this complaint in part or in total, that I have twenty (20) days from receipt of the dismissal notice to appeal the dismissal to an independent review by committee. Appeals must be accompanied by a fee of \$300 that may or may not be refundable, depending upon the outcomes and findings.

### COMPLAINANT(S):

\_\_\_\_\_  
Type/Print Phone Signature

\_\_\_\_\_  
Type/Print Phone Signature

—

\_\_\_\_\_  
Type/Print Phone Signature

\_\_\_\_\_  
Address

Best means of contacting you: \_\_\_\_\_

### Mail or email this complaint to NHICC:

NHICC Head Office/Siege Social  
P.O. Box 22028  
Windsor ON, N8N 5G6

Email: [PPC@nationalhomeinspector.org](mailto:PPC@nationalhomeinspector.org)

Further details' regarding professional practices is referenced in Policy # 50 through # 59 and in the reference documents below.

### Launching a Complaint

The criterion for filing a complaint with the NHICC is structured in such a manner that facilitates fairness, respect and expediency, throughout the resolution process. Following the prescribed steps to a successful submission, investigation and resolution of a matter is required. Complaints may be filed by either the general public or National Certificate Holder (NCH) registered with the NHICC practicing home inspectors from all regions of Canada.

### Face to Face Resolution

- 1) Before a complaint is filed with the NHICC every attempt **MUST** be exercised by the Complainant to find resolution of the matter with the inspector involved.
- 2) Keep records of communications including dates and times of attempts to resolve issues.
- 3) The Inspector has an obligation to the client to assist in reaching a resolution and is expected to exercise that obligation in a timely manner.

### When Face to Face Resolution Fails

When all attempts to resolve an issue have been unsuccessful, filing a complaint with the NHICC is likely the last resort. The NHICC's mandate focuses on investigating complaints related to conduct and competence of NCH inspectors, and other matters related to professional practices. This mandate does not include mediation of individual complaints, imposing settlements, or assisting in civil proceedings.

The following steps are to be adhered to in order to initiate an investigation into a matter:

- 1) Download the complaint form ([form link](#)).
- 2) Carefully read and understand the form before it is filled out.
- 3) Fill out the form as instructed providing all the necessary evidence to support your claim(s). Remember, it is your responsibility to provide all pertinent evidence to initiate the investigation and expedite a resolution.
- 4) Submit all documentation as instructed. Faxed evidence will be accepted under certain circumstances. Emailed evidence will also be accepted.

### Periodic Notifications

The NHICC acknowledges complaints as they are received. Once received, periodic notices are sent to you as a courtesy throughout the resolution process in an effort to keep you up to date with the progress.

**PPC Form B  
Professional Practices Committee**

Tel:

Email:

**ACKNOWLEDGEMENT OF COMPLAINT**

Date \_\_\_\_\_

Mr./Mrs./Ms. \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Dear \_\_\_\_\_

The National Home Inspectors Certification Council Professional Practices Committee acknowledges the receipt of your Complaint Form dated \_\_\_\_\_ against \_\_\_\_\_. Thank you for bringing this to our attention.

Please be advised the investigation process may take a few months to complete. You will be kept informed from time to time on our progress.

Should our findings deem a Hearing is warranted you will be advised and requested to attend to support your evidence. (Hearings may be held electronically to facilitate cost and distance considerations.)

Sincerely

Professional Practices Committee Chair

cc. PPC Committee files

**PPC FORM C**  
**Professional Practices Committee**

**COMPLAINT TRACKING FORM**

**File Number**

**PPC FORM D**  
**Professional Practices Committee**

**SEQUENCE OF EVENTS**

**File Number**

DATE

ACTION

DUE DATE



**PPC FORM E**  
**Professional Practices Committee**

Tel:

Email:

**NOTICE OF COMPLAINT**  
**WITHOUT PREDUDICE**

Sent by Registered Mail

Date \_\_\_\_\_

Mr./Mrs./Ms. \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Dear \_\_\_\_\_.

By way of this letter, I must inform you that a complaint has been filed against you with the Professional Practices Committee.

Please be aware that the mandate of the Committee is to investigate and enforce violations of the industry recognized Standards of Practice and Code of Ethics, as set out in the National Home Inspectors Certification Council Policies & Procedures Manual, or any other conduct unbecoming to a participant in the NHICC National Certification Program.

For the Committee to remain unbiased as well as respect your privacy and that of your company, the process works as follows:

- (i) The complaint is received directly by me as the Chair of the Committee.
- (ii) I assign a file number.
- (iii) The Complainant is sent an Acknowledgement of Complaint letter.
- (iv) I forward you a copy of the complaint requesting that you respond with all supporting documentation, including a copy of the full report, photos, and accountings of the situation that would be beneficial to your case within a specified time frame.
- (v) I forward a copy of the complaint and all submitted documentation to each of three (3) Discipline Committee members (Review Sub-committee) who do not reside in your area, requesting, within a specified time frame, a review and recommendation as to what action should be taken as per Discipline Committee protocol.
- (vi) Once informed of the Review Sub-committee's recommendations I am required to inform you and the complainant of these, as well as inserting the same into your file.

Should the Review Sub-committee's recommendation result in the call for a hearing, you will be required to attend as per Discipline Committee protocol at your expense.

## **National Home Inspector Certification Council Policy and Procedures Manual**

As per the NHICC Policies & Procedures Manual, you shall have not less than ten (10) and not more than thirty (30) calendar days, or by date \_\_\_\_\_, to deliver a reply thereto in writing, addressed to the Committee. The reply must include the requested information as outlined that would assist in completing our investigation.

Should the Committee not receive the required information as requested within the specified time frame noted in this NOTICE OF COMPLAINT, we will proceed with the investigation with the evidence at hand. Any decisions arrived at without your co-operation is binding and you will not have the availability of the appeals process.

Please give the enclosed complaint your immediate attention.

It is in your very best interest to co-operate fully with the Professional Practices Committee.

Sincerely

PPC Chair

CC: PPC Committee files

**PPC FORM F**  
**Professional Practices Committee**

Tel:

Email:

**REQUEST FOR REVIEW**

Date \_\_\_\_\_

File Number \_\_\_\_\_

Larry, Moe, & Curly,

Please review the enclosed file, then return the entire package to me by (date) \_\_\_\_\_ using the addressed envelope and Postal Registration enclosed. I ask that you write your recommendations on the reverse of this request, date and sign it, and include it with the return.

In the interim I would ask that you email me your recommendations.

It is imperative that the file be returned as instructed, by the due date to avoid the reproduction of the file and unnecessary delays in the resolution process. To facilitate an expedient refund of postal costs, include the original postal receipt in the return.

Chair of a potential hearing will be assigned at a pre-hearing review meeting.

Regards

PPC Chair

**PPC FORM G**  
**Professional Practices Committee**

Tel:

Email:

**INFORMATION REQUEST**  
(To Complainant or Respondent)

Date

Mr./Ms./Mrs. \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Dear Mr./Ms./Mrs. \_\_\_\_\_

The National Home Inspectors Certification Council Professional Practices Committee has reviewed your complaint dated \_\_\_\_\_, concerning \_\_\_\_\_ and an inspection performed on \_\_\_\_\_.

The Professional Practices Committee is of the view that more information is needed to evaluate your complaint.

Kindly forward a copy of all documentation including a copy of the inspection report, copy of photos of the inspection if available, and any other document that would support your claim, to the Committee within 20 days.

If the requested information is not forthcoming within the prescribed time the Committee will not be in a position to conduct an objective investigation into your complaint and the file will be closed.

Sincerely,

Professional Practices Committee Chair

Cc: PPC Committee files

**PPC FORM H**  
**Professional Practices Committee**

Tel:

Email:

**NOTICE OF COMPLAINT HEARING**

**Sent by Registered Mail**

Date \_\_\_\_\_

Mr./ Mrs./ Ms. \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Re: Complaint by \_\_\_\_\_ File Number \_\_\_\_\_

Dear \_\_\_\_\_

Please be advised that the Professional Practices Committee has completed its review of the matter brought to our attention by \_\_\_\_\_.

A recommendation for a hearing has been submitted by the review sub-committee pursuant to the NHICC Professional Practices Committee Policies & Procedures Manual which states:

**52.0: HEARING PROCEDURE**

**Note:** *All hearings wherever possible will be conducted by means of conference call.*

52.0.1: Where the recommendations of the Review Subcommittee call for a Hearing, the Chairperson of the Committee shall determine the date for the hearing of the complaint. Both the Complainant and the Respondent shall be notified by Registered Mail from the Committee Chairperson or designate at least thirty (30) calendar days prior to the fixed date. This Notice of Complaint Hearing shall include date and time.

In this case both the Complainant and the Respondent are required to respond to the Committee Chairperson within fifteen (15) calendar days before the fixed date for the hearing of their intentions to participate and of those witnesses or representatives who have knowledge of the matter and who will be on hand. Witnesses can be family members, friends, legal counsel, or any other person(s) with knowledge of the matter. Principal parties to a complaint must participate in a hearing. Failure to advise the Committee Chairperson and participate may result in costs of the investigation and subsequent hearing being passed onto the parties for recovery as well as the possibilities of further disciplinary actions imposed against the Respondent.

52.0.2: At a time prior to the date and time fixed for the hearing but after the completion of the complaint review, the Committee Chairperson shall appoint two (2) Review Subcommittee members to, Chair and Co-chair the hearing.

## National Home Inspector Certification Council Policy and Procedures Manual

52.0.3: On the date and time fixed for the Hearing, committee members who reviewed the complaint and recommended a hearing shall conduct the hearing. The Committee Chairperson or designate shall sit as witness to the proceedings.

52.0.4: On the date fixed for the Hearing and at the appointed time of commencement, the committee Hearing Subcommittee Chair shall:

- a) call the Hearing to order;
- b) introduce the Hearing Subcommittee.

52.0.5: The Hearing Subcommittee Co-Chair shall explain the Rules of Order for the hearing to the parties involved and read a summary of the complaint into the minutes.

52.0.6: The Hearing Subcommittee shall proceed with hearing the complaint in such manner as in its discretion deems advisable and shall have all the powers of an arbitrator or arbitrators under the Arbitration Act, 1991, S.O. 1991, Chap. 17. Without in any way limiting the generality of the power so conferred on the Committee, it shall have authority to summon before it for such hearing, any Registrant of the NHICC or any director of the Board of Directors and to require of any such person the production of any documents and records as the Committee may require. In the conduct of such hearing the Committee may:

- a. adjourn the Hearing from time to time
- b. proceed in such manner as it may deem proper without being bound by rules of evidence or other legal rules, provided that it shall consider the best evidence available
- c. receive evidence under oath.

52.0.7: The parties to the hearing shall be entitled to call as witnesses, any person or persons who have knowledge of the facts touching on the matters in question whether that person is a Registrant in the NHICC or not.

52.0.8: The parties to a complaint may be accompanied by a representative, legal or otherwise.

52.0.9: The Hearing Subcommittee shall proceed with hearing the complaint and the particulars concerning any infringements or other improper alleged conduct.

52.0.10: The Complainant will have the first opportunity to give testimony in support of their complaint without interruption.

52.0.11: The Respondent will follow with testimony in defense of the allegations made in the complaint without interruption.

52.0.12: The Hearing Subcommittee will then proceed with a question and answer period addressing both the Complainant and Respondent.

52.0.13: The Complainant will have an opportunity to submit any closing comments without interruption.

52.0.14: The Respondent will also have an opportunity to submit any closing comments without interruption.

## National Home Inspector Certification Council Policy and Procedures Manual

52.0.15: The Hearing Subcommittee Chair will adjourn the Hearing.

52.0.16: The Hearing Subcommittee will recap and discuss the evidence and testimony amongst themselves after adjournment.

The hearing of this matter has been scheduled date \_\_\_\_\_ at \_\_\_\_\_ time \_\_\_\_\_ by way of teleconference at \_\_\_\_\_.

**You are required to confirm your attendance in writing accompanied by a list of any witnesses or persons who may have knowledge of the matter, and whom you plan to have attend the hearing. This must be received by the Committee no later than 15 days prior to the hearing date. Failure to do so will result in your inability to include these witnesses or persons during your hearing.**

Failure to satisfy these requirements and or attend personally, or by you or your representative, will result in the Committee making a determination in your absence. Further should you choose to be absent without notifying the Committee you will be invoiced for all costs associated with the investigation and hearing of this complaint, and, you will have forfeited your right to any appeal.

Sincerely

Professional Practices Committee Chair

Cc: PPC Committee files

**PPC FORM I**  
**Professional Practices Committee**

Tel:

Email:

**NOTICE of COMPLAINT HEARING**

**Sent by Registered Mail**

Date \_\_\_\_\_

Mr./ Mrs./ Ms. \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Complaint against \_\_\_\_\_ File Number \_\_\_\_\_

Dear \_\_\_\_\_

The Professional Practices Committee would like to thank you for bringing your concerns to our attention.

Please be advised a hearing has been fixed for date \_\_\_\_\_ , time \_\_\_\_\_ by teleconference at number \_\_\_\_\_

You are required to attend/participate to support your claims against \_\_\_\_\_. You are also required to notify the Committee of your intentions and provide us with a list of witnesses who have knowledge of the matter fifteen (15) days prior to the hearing date.

Should you choose or fail to advise the Committee of your intentions and are absent from the hearing proceedings, you will be invoiced for all costs of the investigation.

As per National Home Inspectors Certification Council protocols our goal is to determine whether or not the inspector's performance and conduct during the inspection met the industry recognized Standards of Practice and Code of Ethics. After the hearing the Committee will render its decision of which both you and \_\_\_\_\_ will be informed within thirty (30) days of the hearing date.

Sincerely,

Professional Practices Committee Chair

Cc: PPC Committee files



**PPC FORM J**  
**Professional Practices Committee**

Tel:

Email:

**NOTICE OF COMPLAINT DISMISSAL**

Date \_\_\_\_\_

Mr./ Mrs./ Ms. \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

RE: Complaint against/by \_\_\_\_\_ File Number \_\_\_\_\_

Dear \_\_\_\_\_,

The Professional Practices Committee has completed the investigation of the complaint launched against you by \_\_\_\_\_ and a subsequent hearing held \_\_\_\_\_ to which you were present/absent.

The Committee carefully considered all the evidence submitted by the parties to this matter and concluded \_\_\_\_\_ had performed the requested inspection, documented his findings, and presented you with his report as required and in accordance with industry recognized Standards of Practice and Code of Ethics.

This Notice will serve to advise you this matter has been dismissed.

Sincerely,

Professional Practices Committee Chair

Cc. PPC Committee files

PPC FORM K
Professional Practices Committee

Tel:

Email:

NOTICE OF DISCIPLINARY ACTION
WITHOUT PREJUDICE

Sent by REGISTERED MAIL

Date \_\_\_\_\_

Mr./ Mrs./ Ms. \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_
\_\_\_\_\_

Re: Complaint by \_\_\_\_\_ File Number \_\_\_\_\_

Dear \_\_\_\_\_

On \_\_\_\_\_ you were in attendance to a hearing regarding a complaint launched against you by \_\_\_\_\_.

This Notice is to advise you of the Discipline Committee's decision as a result of our investigation into the complaint and subsequent hearing. The Discipline Committee has deemed that

\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_

You are hereby required to \_\_\_\_\_

\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_

Should you fail to comply with these requirements further disciplinary actions may be imposed upon you which could include fines up to \$2500.00 or expulsion from the NHICC and loss of designation.

Be advised there is an appeal process available to you as afforded in the Policies & Procedures Manual, should you not accept these decisions. Should you choose to appeal, you must make application to the Registrar accompanied by a cheque made payable to the NNICC in the amount of \$300.00 within ten (10) days of receiving this Notice or by \_\_\_\_\_.

Sincerely
Professional Practices Committee Chair
Cc. PPC Committee files

**PPC FORM L  
Professional Practices Committee**

Tel:

Email:

**NOTICE OF DISCIPLINARY ACTION**

Date\_\_\_\_\_

Mr./ Mrs./ Ms.\_\_\_\_\_

Address\_\_\_\_\_

\_\_\_\_\_

Re: Complaint against\_\_\_\_\_ File Number\_\_\_\_\_

Dear\_\_\_\_\_

After thoroughly investigating your complaint against \_\_\_\_\_ and subsequent hearing the Discipline Committee has reached the following conclusions:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

In accordance with Article 54.0.3 and 54.0.4 of the Policies & Procedures of the Professional Practices Committee which states:

54.0.3: Where a decision of the Hearing Subcommittee has been reached, one or more of the following actions may be recommended:

- a) dismiss the complaint;
- b) imposing upon the Respondent any one of the following penalties:
- c) a reprimand;
- d) a fine, not to exceed \$2500.00 plus applicable taxes made payable to the NHICC;
- e) a suspension of the Respondent's designation for a specified period of time with retention of Registrant status.
- f) expulsion from the NHICC and permanent loss of designation.
- g) require the Respondent to complete remedial training relevant to the conduct complained of as a condition of continuance as an NHI within the NHICC, or in the event the Respondent has been suspended, as a condition of reinstatement in the NHICC.
- h) order that the name of the Respondent and the Hearing Subcommittee's decision be published if the Respondent does not comply with or appeal the recommendation(s) within the time prescribed for satisfying remedial recommendations or lodging a Notice of Appeal as hereinafter provided, or if appealed, provided that the decision is not reversed by the Appeals Committee.

## National Home Inspector Certification Council Policy and Procedures Manual

54.0.4: Notices of the Hearing Subcommittee's decision(s) and recommended disciplinary actions shall be forwarded to the Committee Chairperson within seven (7) calendar days of the date of the hearing.

The Discipline Committee has determined the following disciplinary actions appropriate:

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Again the Professional Practices Committee would like to thank you for bringing this matter to our attention.

Sincerely

Professional Practices Committee Chair

Cc. PPC Committee files

## **K-EXAMINER TRAINING**

### **OVERVIEW**

This training program is an in-house training event primarily intended to assure proper training, quality control and “reasonable” consistency in the testing/examination process. Examiners are ideally those NHI’s with the following profile:

- 5 years or more of home inspection experience,
  - NHI in good standing,
  - have the ability and skill to objectively evaluate TIPR participants,
  - complete mandatory Examiner Training,
  - fulfill the responsibilities required to complete a TIPR
  - maintain confidentiality and fairness.
1. The goal of this policy is to promote quality and consistency in the Training Program for the Training of Examiners for the Test Inspection with Peer Review (TIPR) process.
  2. Review of examiner training course material will be carried out by Chief Examiner and/or assigned Examiners on an annual basis to assure that the training and information remains current and relevant.
  3. The Chief Examiner will be responsible for the delivery and ongoing training of additional (new) Examiners, where deemed required.
  4. The approved course materials are offered by online electronic format and must be completed in the training program of the new Examiners; in order to maintain uniformity and consistency in the delivery of the TIPR Program and process.
  5. The new Examiner(s) must also complete a full day of supervised field training (during the TIPR process of individual applicants being examined for the onsite inspection and review) in order to complete the required practical examiner training program.
  6. Names of the new examiners having successfully completed the Examiner Training Program must be submitted for submission for final authorization by the National Admissions Board and for updating to the Examiners list.
  7. All TIPR examination documents remain the property of the NHICC.

NOTE: The course training material is available online at:

[HTTPS://WWW.COURSESITES.COM/WEBAPPS/PORTAL/FRAMESET.JSP](https://www.coursesites.com/webapps/portal/frameSet.jsp)

**L-GOVERNANCE STRUCTURE**

**GOVERNANCE OATH OF OFFICE**

I, \_\_\_\_\_ as an individual representing the National Home Inspector Certification Council solemnly declare that, in carrying out my duties will:

1. Exercise the powers of my position and fulfil my responsibilities in good faith and in the best interest of the Corporation.
2. Exercise these responsibilities, at all times, with due diligence, care and skill in a reasonable and prudent manner.
3. Respect and support the Corporation's by-laws, policies Code of Conduct, and decisions of the Board.
4. Keep confidential all information That I learn about clients, personnel, bargaining and any other matters specifically determined by board motion to be matters of confidence including matters dealt with as private matters of the Board.
5. Conduct myself in a spirit of collegiality and respect for the collective decisions of the Board and subordinate my personal interests to the best of the Corporation.
6. Immediately declare any personal conflict of interest that may come to my attention.
7. Immediately resign my position in the event that I or my colleagues have concluded that I have breached my "Oath of Office".

Signature:

Date:

## **M: AUTHORITY TO CERTIFY REVIEW & PROCESS**

### **Applications for Certification**

All applications are generally received by the NHICC office and tracked (filed) by the Registrar. All applications are sent to the Chair of the National Admissions Board (NAB) and reviewed to determine the proper placement of the applicant in the NHICC National Certification Program. The certification body (NAB) shall have final responsibility for granting, maintaining, extending, suspending and withdrawing certification.

### **Mission Statement of the NHICC National Admissions Board**

The NHICC National Certification Program is dedicated to enhancing and promoting the profession of property inspections by providing the premier credentials for the profession. The Certification Program accomplishes this mission by recognizing standards for entry level, advanced and specialized professional practices; by approving fair, valid and reliable examination processes by which professionals can demonstrate their knowledge and skill; granting certification to those who meet the program's requirements; and communicating the value of these credentials to consumers and other stakeholders.

### **NHICC External Relations Actions**

First and foremost, certification offered by the NHICC is not a self-bestowed title. It is a validation by an unaffiliated third party of the process, currently recognized by provincial regulation in British Columbia and Alberta, as well as Quebec.

As a responsible certification body, the NHICC has had its certification program evaluated to date by two provincial bodies that license/regulate home inspectors. The NHICC – NHI is recognized in both British Columbia and Alberta, currently the only two provinces requiring licensing. Acquiring this form of true accreditation affords NHICC and its qualifying members the ability to put solid backing, meaning and reliability into the term certified.

In addition, the NHICC successfully completed an audit required to assure compliance with Consumer Protection BC (British Columbia).

As the NHICC board development evolved, particularly in relation to pursuing further independent accreditation status, it found a need and benefit to having representatives of



## National Home Inspector Certification Council Policy and Procedures Manual

consumers, public advocates or persons serving as sounding boards for their professional counterparts included as members. Public interest and participation are now considered vital ingredients in the democratic process of creating and maintaining the programs of a responsible organization. As such the NHICC maintains public members to review and uphold a valid an open certification process.

Having public input in our certification program demonstrates NHICC's commitment to integrity and excellence in the home inspection profession.

**The “authority to certify” comes from policy #13.0.7 & 13.0.8 in which it states:**

The NAB will be responsible for making review, recommendation and decisions for certifying that individuals have met the admission and certification requirements of the NHICC National Certification Program.

*The scope of work of the NAB will include: verifying that individuals who apply for status in the National Certification Program have a combination of general education and experience; review home inspection specific training and home inspection experience that meets the requirements of the National Certification Program; verify that individuals who apply for status in the National Certification Program comply with the Code of Conduct and Standards of Practice for Home and Property Inspectors.*

Any reported violations of the Standards of Practice or Code of Ethics fall under the review and/or investigation by the Professional Practices Committee.

The eligibility requirements for certification (education, experience, exams, ethics, and standards) as listed in the Candidate Handbook & Certification Requirements do not provide for exceptions or waivers. The NHICC policies and procedures specify that ALL requirements must be satisfied.

**The National Admissions Board operates on the following:**

### **NHICC CERTIFICATION CHECKLIST**

#### **1. Responsibility for certification decisions**

The certification body shall have final responsibility for granting, maintaining, extending, suspending and withdrawing certification.

#### **2. Organizational structure and stakeholder involvement**

The certification body shall be impartial; it shall not be financially dependent on single operations that are subject to its certification in any way that compromises its impartiality.

#### **3. Management of impartiality**

The certification body shall identify, analyze and document the possibilities for conflicts of interest arising from its provision of certification, including any conflicts arising from its relationships.

Rules and procedures shall be established to prevent or minimize threat of conflicts of interest. In particular, the certification body shall:

- a. Require personnel, committee and board members to declare existing or prior association with an operation subject to certification. Where such an association

## **National Home Inspector Certification Council Policy and Procedures Manual**

threatens impartiality, the certification body shall exclude the person concerned from work, discussion and decisions at all stages of the certification process related to the potential conflict of interest;

b. Follow defined rules for appointing and operating committees involved in certification activities to ensure that decisions taken are not influenced by any commercial, financial and/or other interest.

### **4. Quality Management**

The certification body shall address and document all applicable procedures, either in a manual or in associated documents, in order to ensure uniform and consistent application.

a. The certification body shall define, document and implement a quality management system in accordance with the relevant elements of these requirements so as to impart confidence in its ability to perform certification. The quality management system shall be effective and appropriate for the type, range and volume of work performed.

b. The management shall ensure that the quality management system is understood, implemented and maintained at all levels of the organization.

### **5. Maintaining and managing records**

The certification body shall maintain a system of records (either electronic or paper documents) to demonstrate that the certification procedures have been effectively fulfilled, particularly with respect to application forms, evaluation or re-evaluation reports, and other documents relating to granting, maintaining, renewing, extending, suspending or withdrawing certification.

a. The records shall be identified, managed and disposed of in such a way as to ensure the integrity of the process and the confidentiality of the information.

b. Operator records shall be up to date and contain all relevant information, including inspection reports and certification history.

c. Records shall also be kept on exceptions granted, appeals and subsequent actions.

d. Records shall be kept for at least five years, or as required by law, in order to be able to demonstrate how certification procedures have been applied.

### **6. Internal audit and management review**

The certification body shall demonstrate that it seeks and achieves continuous quality improvement.

It shall perform management reviews and internal audits according to the type, range and volume of certification performed.

### **7. Appeals and complaints**

The certification body shall have in place policies and procedures for the resolution of complaints and appeals received from operators or other parties about the handling of certification or any other related matters. In particular, the certification body shall:

a. Take appropriate subsequent action to resolve complaints and appeals; and

b. Document the action taken and its effect.

## N-NHICC LOGOS

NHI - National Home Inspector and/or CNCII



Review logo use privileges listed under Policy # 46 Advertising-Occupational Title.

## PROPOSED NEW LOGO

