

National Home Inspector Certification Council

Quality Control Processes

Quality control consists largely of insuring *conformance* to maintaining a consistent standard for the NHICC National Exam and the Test Inspection with Peer Review (TIPR) process. Quality control typically involves insuring compliance with upholding the minimum standard mandatory to receive a pass grade thus ensuring that the performance of the candidate meets the established industry standard. The minimum standards are contained in the specifications described in the NHICC Policy. For the purpose of insuring compliance, all exams are reviewed to assure compliance by the Chief Examiner and National Admissions Board. As an example the Chief Examiner does not directly participate in the Test Inspection with Peer Review process. Additionally, statistical data is collected on the pass/fail rates and records on report compliance and used as the basis for tracking the potential weakness in the examination process.

The foundation for a successful quality control program is the quality control maintained by the Examiner Team to assure that the process, procedures and all materials submitted for review and acceptance of the candidate conform to the examination requirements. Similarly all exam information is protected works of the NHICC. Likewise all exams must be proctored by a pre-approved exam invigilator.

To accomplish this, the Chief Examiner is required to receive, oversee and review all exam reports and submit recommendations to the NHICC Certification Council for ratification. The final review process requires that all "Test Inspections" submissions by the Examiners have their written inspection report and digital images of the significant defects that are determined to be benchmarks for that specific "test" house. This information is critical since it is established as the largest percentage (75%) value that determines if the candidate passes or fails.

Likewise, with the National Exam the questions are based on compliance with relevance and mapping to the National Occupational Standards. The other significant control in the TIPR process is the submission of their home inspection report by the candidate that is assessed against a well known "Standard of Practice". A detailed analysis checklist is utilized to assess compliant reporting – see appendix W: Standards Compliance Checklist.

Total quality control is difficult to apply, particular with respect to the unique nature of each "test" house, and the variability in the number of significant defects that are found in a particular house opposed to another "test" house. Nevertheless, a commitment to improved quality even without endorsing the goal of zero defects in quality can be realized in dealing with the variations that do exist, that are beyond the control of Examiners.

To assure fairness an appeal process is available to those candidates that believe that the TIPR and/or Exam process assessment was unfair.

Note: The NHICC has agreements with ASHI to publish and use their Standards of Practice & Code of Ethics.

References are made to:

The Test Inspection with Peer Review (TIPR) Process

Chief Examiner – Summary Evaluation Score Sheet

ASHI SOP & PARALLEL INSPECTION STANDARDS COMPLIANCE CHECKLIST

National Home Inspector Certification Council

National Certification Program
Chief Examiners Report – Form 5

CHIEF EXAMINER - SUMMARY EVALUATION SCORE SHEET

PARTICIPANT NAME:

EXAMINER:

EXAMINER:

Date:

Location:

NOTE: Based on your participation in the TIPR Process, including your oral examination the following scores are noted for your information.

NOTE: 80% score for item #1 is mandatory to “pass” the TIPR

ITEM: List of Key Skills	Value %	Score %	Pass YES	NO
1. Summary of significant defects <i>Must score 80% or better to pass TIPR</i>	75			
2. Communication skills <i>Fluency (2) and clarity (2)</i> <i>Ability to inspire confidence (2)</i> <i>Ability to accurately convey facts (2)</i> <i>Talks to people – face-to face contact (2)</i>	10			
3. Technical Reporting to SOP	15			
TOTAL	100			

EXAMINER(s) - COMMENTS:

RECOMMENDATIONS FOR SELF-IMPROVEMENTS: (FEEDBACK)

May 15, 2011