

# ISS - TRAINING & EDUCATION POLICY



## GENERAL OVERVIEW

Inspection Support Services (ISS) is committed to the provision of high quality education and training, and seeks to ensure an environment of academic integrity in both the learning and evaluation processes taking place through our courses. It is also committed to the establishment of an atmosphere of respect and appreciation for the rights and responsibilities of all those associated with ISS.

Law (Education Acts) mandates ISS and the community it serves to provide an educational environment that demonstrates professionalism and academic currency, values diversity, and respects the processes and traditions of learning. We are committed to promoting and supporting a workplace and learning environment where everyone can work and study together in an atmosphere free of harassing or demeaning treatment in which all individuals are treated with respect and dignity. We value each member of our community for her or his individual and unique talents, and applaud all efforts to enhance the quality of our lives. We recognize that each individual's effort is vital to achieving the goals of ISS. We strive to maintain a climate of mutual respect.

One of the goals of the educational process is to encourage collaboration and dialogue between instructors and students. You should monitor your progress in each of your courses and ask for feedback and help. The formal request is part of a process designed to ensure that you have access to a thorough, respectful, and impartial review of your concerns.

## WHAT TO EXPECT

Students will interact with other participants from different backgrounds and locations using chat functions, Skype, email, social media, and message boards. Student will be able to stay connected with member students and faculty, building personal networks along the way.

ISS online courses are managed by experienced faculty and an IT specialist that understand the needs of learners to advance in an online environment.

## RECOGNITION & ACCREDITATION

ISS course have been accredited for national recognition by the NHICC – “National Home Inspector Certification Council”. Additionally, courses have also been recognized by a number of home inspection associations such as PHPIC, and OntarioACHI as well as for education credits. Check with your preferred association for their specific requirements. Additionally the ISS-Home Inspector Training Program ISS999 has been pre-screened and acknowledged by the Ontario Ministry of Colleges, Training and Universities under the provisions of the *Private Career Colleges Act, 2005* and Regulations.

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## OFFICE HOURS

Typically the ISS Office hours are from 9 a.m. to 5 p.m. local time (eastern), Monday to Friday. We are not open on statutory holidays.

All online courses are typically accessible 24/7 via the Internet. Students can typically contact their course instructor via email.

## FACULTY & STAFF

- Harry Janssen, Instructor Retired –RHI, ACI, CET, NHI
- Claude Lawrenson, Instructor, ICE- Certification Consultant, DACUM Facilitator, Retired-RHI, ACI, NHI
- Ron Nokes, Instructor – Instructor, Director of Education, RHI, CET
- Wayne Debly, IT Specialist
- Sheila Nokes, Administrative

## ENGLISH LANGUAGE PROFICIENCY

Since the main language of instruction is English, success in ISS training courses depends on the students' level of English language proficiency.

## COMPUTER SKILLS

Many of the courses available through ISS are online (through internet web-based learning). Students are expected to have a reasonable level of understanding on how to use a computer, open a web browser and access online course notes. In addition, students must be capable of sending and also receiving emails to assure proper electronic communication that is expected for participating in online learning activities. Participants also require a basic understanding of using word processing software for submission of assignments.

Our direct instruction component requires basic knowledge and understanding of how to use Skype and chat style software for face-to-face instruction.

## INFORMATION TECHNOLOGY

As a part of the institutional infrastructure ISS acquires, develops, and maintains computers, computer systems, proprietary courseware (**Moodle**) and ISP networks. These computer resources are intended for training-related purposes, including direct and indirect support of instruction, research, and service missions; of ISS administrative functions; of education activities; and of the free exchange of ideas among members of ISS between the training community and the wider local, federal, and world communities.

ISS “may” temporarily suspend or block access to an account, prior to the initiation or completion of an investigation, when it reasonably appears necessary to do so in order to protect the integrity, security, or functionality of ISS Education system or other computing resources, or to protect ISS from liability.

ISS “may” also refer suspected violations of applicable law to appropriate law enforcement agencies.

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Users who violate this policy may be subject to disciplinary action, and may be denied further access to ISS training computing resources. Disciplinary action may vary depending on the violation, up to and including suspension, discontinuation of service or expulsion from ISS training.

ISS Education employs various measures to protect the security of its computing resources and of their users' accounts. Users should be aware, however, that ISS cannot guarantee such security. Users should therefore engage in "safe computing" practices by establishing appropriate access restrictions for their accounts, guarding their passwords, and changing them regularly.

Users should also be aware that their use of ISS computing resources is not guaranteed to be private. While ISS does not routinely monitor individual usage of its computing resources, the normal operation and maintenance of ISS computing resources require the backup and caching of data and communications, the logging of activity, the monitoring of general usage patterns, and other such activities that are necessary for the provision of service. ISS may also specifically monitor the activity and accounts of individual users of ISS computing resources, including individual login sessions and communications.

## ELIGIBILITY

1. You must be 19 years of age or older, or have a Secondary School Diploma or equivalent.
2. Documentation can include transcripts, grade reports, course outline, testimonials, job descriptions, performance appraisals, awards and work samples.

## COURSE ACCESS

Access to an online course is based on registering and paying for the course (enrolling) through ISS - PayPal. **Course start dates begin on a quarterly semester based system – January, April, July and October.** The weekly schedule for the course begins the first full week of the month. **Students that have paid for the full package will be able to access the next level of courses 2 weeks prior to the official next semester start date. Example: after completing ISS100, access to ISS101 & ISS102.**

The ISS Administrator will assign the student a **"User name"** and a **"password"**. Students must sign in using their unique ID or email address and their own password each time they want to access their course. Once properly logged in the student will be viewing the program/course login page.

The course instructor announces the time and date of the Webinars. Photo identification is required for webinar and examination sessions. Additionally, it is important that students provide a Skype connection (invite) to the instructor to assure access and communication exchanges between the student and instructor.

## WEBINARS

**Web-based training is a way of delivering one of ISS traditional "classroom" courses via the Internet. These "online" versions of ISS's traditional instructor-led programs are segmented into weekly modules and followed up with an instructor-led session called "webinars". These are intended to provide the course participant with direct contact and presentations of course materials.**

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The “webinars” are outlined and scheduled in each course syllabus. Typically these “webinars” are held in the evening hours similar to college evening continuing education courses. Typically any webinar may be scheduled for a maximum of 2 hours per week.

Attendance of these scheduled webinars is **mandatory for acceptance in British Columbia** (Direct Instruction) for approved education and training to attain licensing. The attendance of participants is recorded for each and every webinar session. Participants must participate in all webinar sessions to receive credit. Furthermore in the grading systems credit points are awarded for webinar attendance and participation. If you must miss one of the sessions, you will be required to attend a mandatory makeup session, which can be arranged with your instructor.

## **PROTECTING COURSEWORK & DATA**

While ISS has taken great care to support its learning network and prevent failures, students are responsible for backing up their files on a regular basis to minimize loss of work. The loss of files is not a valid reason to hand in an assignment late and not an appropriate reason for lack of preparation for a test or exam.

Instructors will identify the way in which assignments are to be submitted: via email, upload to your course, or hard copy. Students who submit assignments via email or through email must retain a printed and disk copy in the event their work is lost or misplaced during electronic transmission.

## **ACADEMIC REQUIREMENTS FOR INSTRUCTORS**

The work of ISS teaching faculty is directed to the educational well being of the students. It is incumbent on teaching faculty to ensure that their subject expertise, as well as their knowledge and skills as professional teachers, is current and relevant to student needs, the program goals, and the appropriate course outcomes. Course outcomes will not vary from those of courses being offered in a traditional mode.

Instructors will:

- Mark (grade) all tests and assignments promptly and provide explanations of grades and feedback to students in an appropriate manner
- Return graded student assignments in a timely fashion
- Keep a record of student grades.

Records of marks are to be kept for a minimum of three years and, if destroyed, must be disposed of in accordance with the Freedom of Information and Protection of Privacy Act.

Instructors will:

- Demonstrate courtesy, respect, patience, and a willingness to help in their interactions with students in either context
- Demonstrate the spirit of professionalism by encouraging students to approach them outside the classroom to clarify issues of concern and by providing reasonable assistance with course work at a time that is agreed upon by both parties

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- Strive actively to resolve conflict between themselves and any student and should make an effort to resolve conflict between students;
- Meet and/or correspond with the student and maintain an open, non-confrontational attitude while attempting to resolve the problem at hand.

There shall be a process for obtaining learner feedback on their experiences with instruction and the course. This feedback shall be obtained for each course and for each instructor during each semester. The purpose of obtaining feedback from our learners is to permit us to engage in ongoing quality improvements in our instructional activities and our course development. Access to this data will also help in the identification of professional development directions and learning opportunities.

## **ACADEMIC FREEDOM**

Instructors are entitled to the exercise of academic freedom. In exercising such freedom, there is a responsibility to adhere to the law as it pertains to Human Rights and Hate Propaganda as defined under the Criminal Code of Canada, any other relevant legislation, the code of conduct for instructors and to respect the academic freedom of all others.

## **ACADEMIC REQUIREMENTS FOR STUDENTS**

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending class, participating in the scheduled live discussions, completing assigned work, and complying with respecting copyright works. Students are expected to attend and participate in all scheduled learning activities. Students are advised that unless they participate in course activities, it is unlikely that they will be able to progress satisfactorily. Attendance, in itself, is not used in determining grades. Grades are determined primarily by academic performance. Students must recognize, however, that academic performance sometimes entails presence and participation.

## **STUDENT RIGHTS & RESPONSIBILITIES**

In common with all other individuals in Canada, students enjoy rights under the *Human Rights Code*, the *Canadian Charter of Rights and Freedoms* and the *Freedom of Information and Protection of Privacy Act*. Students have and may exercise their general rights as citizens, subject to the rules, regulations and discipline of ISS. They also have the right to the enjoyment of a safe learning environment and fair treatment in accordance with the rules, regulations and discipline of ISS. From time to time, ISS may make changes to the list of rights/privileges, at which point the document will be taken through the normal approval procedure.

ISS recognizes that the privilege of pursuing an education includes the responsibility of all members of the education community to maintain high standards of conduct. ISS shall treat students as adults who are capable of and responsible for conducting their affairs with courtesy and proper regard for the rights of others. ISS expects that students will conduct themselves honorably and maturely in pursuit of their academic goals and, at the least, in accordance with federal, provincial and municipal laws and with ISS rules and regulations.

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A record of any penalty, or other documentation, that has been issued as a result of dishonorable conduct and/or academic misconduct by a student may form part of the student's record. When an offence occurs, the following penalties may be issued.

1. **Official Warning.** A notice to the student, orally or in writing, that the student has violated a specific section of the Code and that continuation or repetition of such violation will be cause for further disciplinary action.
2. **Reprimand.** A written letter of reprimand, to the student, for a specific breach of the Code that will serve as notice for more severe disciplinary action if there is another breach of the Code.
3. **Probation.** In addition to a warning or reprimand, a student may be placed on probation for a stated period with specific conditions, a breach of which may result in suspension or dismissal.
4. **Restitution.** In all cases, restitution may be ordered in addition to other penalties where the misconduct involves damage to or misappropriation of property of ISS or others. Restitution may be by way of personal service in order to repair or otherwise compensate for physical damage. If the student is ordered to provide restitution, ISS may withhold grades, transcripts, certificates and diplomas, and may refuse subsequent registration until all terms of the restitution have been satisfied.
5. **Exclusion.** This involves immediate exclusion from a particular part of ISS, (i.e. classes, labs, rooms, or buildings, or online access) or part of a program of study for a specific period of time.
6. **Revocation/Withholding a Credential and/or Academic Credit.** These penalties may be invoked in instances of non-payment of a fee or other monies due ISS, failure to provide full restitution if applicable, etc.
7. **Suspension.** This involves suspension from ISS courses for a stated period. The suspension may include conditions that must be met before the suspension is lifted. In cases of gross misconduct that is considered likely to continue, ISS shall have the right to suspend a student until an investigation into the behaviour has been conducted. The Senior Administrators of ISS will decide matters of this level of severity.
8. **Full Suspension.** This involves suspension from ISS courses and/or classes/labs or instruction, and other specified privileges or activities for a definite period of time not to exceed one year.
9. **Dismissal.** This involves the permanent dismissal of the student from ISS courses. The penalty may contain provisions for a specific period of time and readmission as specified by ISS.

### **Academic misconduct includes, but is not limited to, the following:**

1. **Plagiarism:** the act of copying, reproducing or paraphrasing, in whole or in part, someone else's published or unpublished material (from any source, including the Internet) and representing these works or ideas as one's own. Plagiarism applies to all forms of work presented or submitted for academic evaluation including, but not limited to, any written work, computer programming, music, drawings, designs, dance, photography, and other artistic and technical works.
2. **Cheating (Unauthorized External Assistance):** receiving external assistance in relation to an examination, assignment, or any other academic exercise for credit, unless expressly permitted by the instructor.
3. **Unauthorized Collaboration:** working with others on graded coursework assigned for individual evaluation, including in-class and take-home examinations or assignments, unless expressly permitted by the instructor.

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4. **Misappropriation of Own Work:** submitting the same work, or a significant part thereof, which was submitted elsewhere or previously in another course or the same course (when repeating a course), unless permission is received in advance from the instructor; or, submitting the same work, or a significant part thereof, for two or more courses taken at the same time without the written permission, in advance, of all associated instructors.
5. **Falsifying Information:** misrepresenting or falsifying information for inclusion in any course work submitted for credit, or misrepresenting or falsifying information used to obtain advantage in academic standing.
6. **Attempting to Influence:** attempting to influence or change any academic evaluation, assignment or academic record for reasons having no relevance to academic achievement. This includes, but is not limited to, bribery and threats.
7. **Impersonation:** acting or attempting to act as a substitute for another (whether in person or electronically), or using or attempting to use a substitute (whether in person or electronically), in an academic evaluation or assignment.
8. **Facilitating Academic Misconduct:** facilitating any of the above-listed forms of academic misconduct.

While ISS reserves the right to impose penalties it deems necessary in cases of misconduct, a student has the right to be heard by the decision-maker before any final decision affecting the student is made. If disciplinary action is being considered against a student, the student shall be provided with full particulars of the alleged offence and any relevant documents so as to enable the student to fully answer to any allegations of misconduct. The student will further be advised of where and when to present his/her side of the matter.

1. **Academic Penalties:** faculty may impose an academic penalty following the determination of academic misconduct in relation to the submission/evaluation of course-related work.
2. **Official Warning.** A notice to the student, orally or in writing, that the student has violated or allegedly violated a specific section of the Code and that continuation or repetition of such violation will be cause for further disciplinary action.
3. **Resubmission of Assignment.** This involves either the same or an alternate assignment, with the grade assigned at the discretion of the faculty member.
4. **Mark Penalty:** A deduction of mark on the course evaluation requirement or admission test, up to and including a zero "0" on the assignment with no opportunity to resubmit the coursework requirement.
5. **Grade Penalty:** Grade deduction (drop in grade point) of the final grade in the course.
6. **Failing Grade.** Registration of an "F" grade in the course.

### ACCOMMODATION FOR RELIGIOUS OBSERVANCE

Every effort will be made to avoid scheduling in class or final examinations on days of special religious significance throughout the year. The list of religious holidays will be consistent with those in the Ontario Public Service religious holiday policy.

Students requiring an accommodation for a religious holiday should notify the course instructor if possible two weeks prior to the required accommodation by email to the instructor. It is the student's responsibility to contact the instructor to arrange the accommodation for a test, exam, or field work,



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work placement or any other academic situation that conflicts with a day or time period for religious observances of special significance to them.

## CURRICULUM PATTERN

**Prerequisite Course** - Certain courses are prerequisites for others and therefore, therefore, must be completed in a specific sequence. It is the student's responsibility to ensure that all prerequisites have been successfully completed in order to progress into the next course. As an example for Home Inspector Program training – ISS100 – Intro to Home Inspection is deemed a prerequisite course. The other courses are listed and may be taken in any sequence; however it is also “recommended” that ISS106 – Ethics & Reporting should be completed last.

Once ISS100 is successfully completed, it is recommended that no more than 3 courses should be taken at a time, since this requires a large commitment of time.

**NOTE:** In our experience most students would like to fast track their courses to speed up their completion. It is required that the 7 courses in the Home Inspection Program of study should be completed within a maximum of 2 year time frame. Exceptions for extenuating circumstances may be made based on a written submission asking for an extension from your course instructor.

## COURSE OUTLINES (SYLLABUS)

Students registered in each course receive or have access to a copy of the course outline at the start of the course. Alternatively a copy of the course outline is also available online at the ISS Education webpage. Course outlines provides a syllabus that is approved for one academic year by the relevant program. Courses are reviewed annually to assure current relevancy.

Course outlines state the following information:

- **Instruction Goals** – Provides a brief course description
- **Learning Outcomes** – Provides an outline of the skills acquired in the course
- **Course Content** – Provides an overview of the main topics covered in the course
- **Needs and Resources** – Provides a list of required background and materials, such as the textbook
- **Course Schedule** – Identifies the number of weeks and/or hours normally required to complete the course
- **Policies and Procedures** – Identifies the general conditions such as grading
- **Additional Information** – Identifies the timeframe for completion of the “Final Exam” for the course and any additional course requirements.

Students are expected to be knowledgeable of the content of the course outline and to discuss with the instructor any areas where clarification is required. Course outlines form the fundamental “learning contract” between the student and the instructor.

## FINAL EXAMS

Final Exams for online courses are only available after all segments (weekly/modules) of the course and assignments and applicable activities are completed. In addition, students taking online courses require



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that the “Proctor Information Forms” must be completed and approved by your ISS instructor. All final course exams must be “proctored”. **An ISS course instructor may proctor exams, where prior or extenuating circumstance arrangements have been fulfilled. It is not necessary to complete a proctor form where a student opts for an instructor facilitated proctor scheduled final exam.**

The final exam for each course is included in your program price; however be aware of the timelines to complete your exam, as well as the additional fees that may apply, as listed below. **Students must complete the exam within 3 weeks of the scheduled course completion. Additional cost for expediting written (paper based) exams applies to recover the cost for mailing; as well as fees that may be applied by your proctor. Base cost include for online exams only. Example: cost to expedite an exam by mail is approximately \$25 and may create an additional fee of \$50.**

Students are responsible for being present at examinations on the scheduled day and at the scheduled times and place with valid personal identification.

In order to minimize interruptions and misunderstandings during the examination the instructor prior to the exam will specify the specific requirements – such as whether course notes or any other aids and/or resources may be used for the exam.

Students are required to place their current driver’s license at the top of their tables before they begin to write the examination. Students who do not present appropriate identification may be asked to leave the examination room in order to have their status verified by an appropriate ISS official before they are permitted to write the examination.

Student Verification Process – The identification of student will be confirmed at time of the exam with either a driver’s license, passport and/or health card with identification photo.

**Grading Process** – 70% recommended minimum pass grade. However, some jurisdictions maintain 80% as their accepted pass grade for licensing. Check your provincial requirements.

**Rewrite Policy** – If the final exam grade is between 60 and 69% the student can rewrite the final exam for a fee of \$50.

## **EXAMINATIONS (TIME ON FILE)**

In accordance with the Freedom of Information and Protection of Privacy Act, examination papers on which a student has written his/her answers will be retained on file for a period of one year following the assignment of the final grade, after which time the said examination papers will be destroyed.

## **APPEALS**

The goal of ISS is to promote “academic success of the students” and that their academic records reflect their academic abilities and accomplishments. It is expected that instructors will make academic judgments that are objective, consistent and fair. In situations where students experience personal difficulties or unforeseen events that disrupt or impact their academic performance, it is expected that

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instructor will provide alternate arrangements to enable the students to meet the course/program requirements.

It is ISS's intention that all resolutions occur within an environment of integrity, partnership, fairness, respect, and commitment. Generally - All students are entitled to:

- Feedback on their academic standing during and at the end of every course they take
- A review of any grade within a course
- Appeal any final grade in a course based on the following -

**There are five grounds for the appeal of a grade, which are:**

***Prejudice; Medical; Compassionate; Course Management; and Procedural Error.***

*Where the student strongly believes that grading was unfair, or where a mistake is reasonably apparent in the grade calculation it is advised that the appeal process be considered. "Merit of Work" and "Recalculation" is academic considerations and is not considered grounds for a formal appeal. If you believe that an assignment, test or exam should be remarked (Merit of Work) or that there should be a reassessment of a grade based on a calculation error (Recalculation), you must have first made the request to the course instructor within ten (10) working days of the date when the graded work was returned. If the instructor did not agree to review the work or did not respond within five (5) working days, you may consult the ISS Administrator who should assist in resolving the issue and who may initiate a formal reassessment at the earliest possible opportunity.*

The reason for the appeal must be specific and contain a detailed explanation as to why the original grade was inappropriate, including any documentary evidence from course notes, textbooks, etc. Asserting that the work deserves more marks or disagreeing with the marks is not a sufficient claim for the reassessment.

Students should consider the following to help determine whether a formal review should be pursued:

- Have you attended class regularly or at least met the minimum participation requirements established by the Policies and Procedures of the instructor? If not, why not?
- Have you completed assignments, projects, and other activities set out by the instructor for evaluation on time and in accordance with the Code of Student Conduct: Academic? If not, why not?
- What are the circumstances that have affected your ability to fulfill the course requirements and how they have affected your performance?

Students must provide relevant documentation to support their reasons – such as a doctor's note. It is, therefore, to the students' advantage to include all pertinent documentation at the time of submission.

Appeals may be launched no later than 10 days after final release of the final grade for the course. Appeals that are not initiated or pursued by the student within the timeframes specified will be deemed to have lapsed.

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The Appeals Committee should not have had any prior involvement in the appeal. A member of the hearing panel, a student or an instructor member must disclose any conflict of interest prior to the appeals hearing. That member will be replaced with a suitable alternative.

All students, instructors, support members, and administrators are expected to be aware of these policies and to adhere to them in resolving concerns (in the order and timeframe specified) falling within their scope. Every attempt should be made to first resolve the issues with the individual who made the initial decision (e.g., faculty member). All ISS staff and instructors are expected to create and maintain an equitable and respectful teaching and learning environment.

ISS does not provide a specific grade appeal form, however the following key elements must be provided with the appeal and forwarded by email to Inspection Support Services Inc. at: [info@inspectsupport.com](mailto:info@inspectsupport.com) indicate subject as Appeal

1. Student Name
2. Course Name
3. Instructor
4. What is being appealed
5. Grade received
6. Required documents and/or rationale to support the claim for the appeal.

### **REASSESSMENT OF WORK**

At any time during the course semester, students who believe that a written assignment, test, or exam has not been appropriately graded either on the basis of “merit of work or an error in calculation” may request a review by their instructor. The student must also consider the “Appeals” policy noted above.

Students may approach the instructor informally to attempt to resolve the issues at any time. If the issues are not resolved, students may request a formal review.

The reason for the review must be specific and contain a detailed explanation as to why the original grade was inappropriate, including any documentary evidence from course notes, textbooks, etc. Asserting that the work deserves more marks or disagreeing with the marks is not sufficient support for the reassessment. Assignments and practical field supervised activities and past due submissions do not lend themselves to re-evaluation.

### **ATTENDANCE & PARTICIPATION**

Students are expected to attend and participate in all scheduled learning activities. Students are advised that unless they participate in course activities, it is unlikely that they will be able to progress satisfactorily.

Attendance is compulsory where required by external licensing, accrediting or sponsoring bodies.

Attendance, in itself, is not used in determining grades. Grades are determined solely by academic performance. Students must recognize, however, that academic performance sometimes entails

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presence and participation, especially in cases where absence may adversely affect the achievement of other students, e.g. oral presentations, group activities, etc. In all such cases, course outlines will specify the required involvement.

## **WITHDRAWAL & REFUNDS**

Typically partial refunds will be made up to and including the first two classes (after 48 hours of course access) except for those courses, which are 20 hours, or less. No refund will be made for applications received after the second official class regardless of the number of classes, which the student has attended. The following deductions are made to refunds: a non-refundable administration charge (25%) plus a pro-rated deduction according to the number of official classes held.

Students in courses of 20 hours or less will NOT be eligible for a refund unless they withdraw prior to the start of the first class.

Lack of participation in a scheduled course does not constitute a valid reason for a refund. Full refunds will be made to students enrolled in courses that were cancelled by ISS.

If a student is eligible for a refund, a cheque will be sent to the student approximately 4 weeks after the official withdrawal is received.

## **DISCRIMINATION AND HARASSMENT**

Issues of discrimination or harassment and ISS response to them demonstrate the instructor's and ISS Inc. as endorsement of and compliance with Ontario's Human Rights Code. The ISS Policy binds all members of the Community – students, instructors, support staff, and administrators – to a common set of objectives, standards, and procedures. It demonstrates ISS determination to address and rectify issues relating to human rights wherever they arise.

## **FEEDBACK**

In the course of carrying out its educational mandate, ISS and its course instructors and facilitators strive to ensure ongoing quality improvement in academic programming, the delivery and content of curriculum, the methodologies of teaching and the diversity of learning supports. As part of that process of continuous quality improvement, it is important to obtain feedback from our learners with respect to their experiences with the instruction and delivery of the curriculum as well as feedback on the various academic courses. Typically feedback will be requested at the completion of each course.

## **THE ISS LEARNING COMMUNITY**

The graduates of ISS-Home Inspector Training Program will have demonstrated that they possess the knowledge, skills and abilities that will enable them to acquire or enhance meaningful employment and provide a foundation for life-long learning. A practical component of mentoring is recommended.

In a learning-centered environment, the ISS education program graduate will have reliably demonstrated the ability to:

1. Meet the entry-level vocational skill requirements within an occupational cluster;
2. Exhibit the essential generic skills required for adaptation in a changing workplace;

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3. Respond to the societal demands for lifelong learning and informed citizenship.

### **CERTIFICATE OF COMPLETION**

A student's eligibility for completion of a Home Inspection Program Certificate will be assessed against the program requirements in effect in the year of the first enrolment in, or re-admission to, the program. The version of the program requirements becomes an integral part of the student's record at initial registration in the program.

To attain a "Certificate of Completion" signifies –"to successfully meet all ISS requirements related to academic course work, and other requirements – such as meeting the National Occupational Standards or performance standards, as determined as a result of a formal completion eligibility assessment from a "program" of study". Any student who fulfills the requirements for an approved program of instruction shall be designated a "graduate" upon certification by the ISS Registrar. This title will appear on the student's transcript.

The name appearing on the Certificate will be the one under which the student was registered at the time of graduation and corresponds to the student record. Both the Certificate of Completion and Transcript will indicate the province of the student.

It is equally important to note that such certification is not a guarantee of performance of work beyond having successfully completed the actual academic learning outcomes specified in program/course outlines.

### **LONGEVITY**

The policy herein specified is a living document that is subject to review, revision and change.

### **UPDATES:**

October 17, 2016 – PLAR (Page 3 & 4)

October 17, 2016 – Course Access (Page 4) – Photo Identification

May 11, 2017 – **Revisions noted in red text.** Intake (Semester base intakes), webinars (clarification), exam limits, and program completion sunset date.

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## WHO CAN PROCTOR YOUR EXAM?

**A RESPONSIBLE PROFESSIONAL MUST SUPERVISE THE HOME INSPECTION CERTIFICATION EXAM.**

**It is the Candidate's responsibility** to find a suitable Proctor to supervise the exam. Your ISS Instructor prior to writing/taking the exam must approve the Proctor. The ideal setting for the proctored exam is to seek a "test centre" such as at a local community college or library in your area.

**An examination Proctor** is a responsible individual who is **NOT a relative, close friend, coach, or direct supervisor of the Candidate**. If your workplace has a training program then one of the trainers can serve as a Proctor as long as that person is not a close friend, relative, coach, or direct supervisor.

**Suggested contacts** for Proctors include a local high school teacher, college instructor, school superintendent, school principal, education counsellor, public librarian and education officer. If your workplace has a training department or training centre you can take the test there. If there is a Human Resource (HR) department at your workplace (and you do not work for HR) you can ask someone in HR to administer the exam for you.

Many people will agree to act as Proctor for no charge but the candidate should be prepared to pay for a prospective Proctor if it is required. It is the Candidate's responsibility to pay for or find another Proctor.

**PLEASE** make sure you get the following information from your Proctor, as you will be required to fill out the Online Proctor Form.

- First and Last Name of Proctor\*
- The Proctor's job title/position
- Proctor's E-mail address and Phone Number
- Name of the place of Business
- Mailing Address (department, room number, street address, city, province, and postal code)

## REQUESTING YOUR EXAM

After you have set up a Proctor, and when you are ready to take a proctored exam, contact your Inspection Support Services Instructor and complete the request an exam form on the next two (2) pages of this document. **E-mail is the best way to contact us.** [info@inspectsupport.com](mailto:info@inspectsupport.com)

## DETAILS OF THE EXAM

Exams vary depending on the course. Typically it is a closed book exam, primarily multiple choice style questions along with several defect recognition photos to test your knowledge of construction and inspection observation and reporting skills.

You should schedule your exam as soon as you are near ready to complete your course and you must have pre-arranged an approved Proctor.

## **ISS - TRAINING & EDUCATION POLICY**

In order to successfully pass the national exam a passing score of 70% or greater is required. Alberta Home Inspector regulations require 80% or better.

Where a paper-based exam is allowed, the “Proctor” for the integrity of the examination must guarantee special conditions. After you have taken the exam the Proctor must e-mail the exam to the ISS (ASAP) after the exam is completed. ISS will confirm when they have received it.

If the exam does not arrive via e-mail or if it is in an incompatible format then the Proctor must contact ISS.

**It is the Proctor's responsibility to return mail the test material.**



# ISS - TRAINING & EDUCATION POLICY

***THIS PAGE & THE NEXT MUST BE COMPLETED & SUBMITTED TO ISS***

## STUDENT INFORMATION

Candidate Name: \_\_\_\_\_

Proctored - Home Inspection Course Exam Course Name: \_\_\_\_\_

Exam Date & Time\*: \_\_\_\_\_

Proctor's Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

Street Address: \_\_\_\_\_

*(No P.O. Boxes please)*

City/Prov-State/Code-Zip: \_\_\_\_\_

Relationship to Student: \_\_\_\_\_

*(e.g., manager, training director)*

## TERMS OF AGREEMENT:

**By signing this agreement both the Candidate and the Proctor agree to adhere to the following conditions:**

1. Under no circumstances should the Exam Questionnaire be copied or retained in any form.
2. The Candidate is allowed a maximum of \_\_\_ minutes (\_\_\_ hours) to complete the Exam.
3. The Candidate may not refer to any reference materials, books, manuals, notes, etc. during the Exam.
4. The Proctor may not help the Candidate interpret exam questions or provide any assistance after the exam has started, other than proper supervision of the exam.
5. The Exam must be given in a quiet location where the Candidate will not be distracted or interrupted.
6. The Candidate is permitted to washroom breaks, if required.
7. The Candidate may bring an alcohol free beverage, if permitted in the exam centre.

***NOTE: ISS reserves the right\* to accept or reject any Proctor.***

**Inspection Support Services Inc.  
Upper Canada Postal Outlet  
PO Box 21529  
Newmarket ON, Canada L3Y 8J1**

# ISS - TRAINING & EDUCATION POLICY

## PROCTOR ACCEPTANCE FORM

*I agree to serve as Proctor for the examination of the Candidate listed below. An Examination Proctor is a responsible individual who is NOT a relative, close friend, coach, or direct supervisor of the Candidate. I officially state that I am not connected to the Candidate as noted above and have read and do understand the required terms and conditions of the stated agreement, which includes the Terms of Agreement noted on the previous page.*

Candidate Name: \_\_\_\_\_

**Proctor: (please print)**

Name: \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ Postal Code \_\_\_\_\_

Contact Phone Number \_\_\_\_\_

Email Contact \_\_\_\_\_

**Educational and Work Background: (Note below)**

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The exam is a timed, closed book exam \_\_ hours in length and must be administered in one sitting. It is also imperative that you are able to be present for the entire exam. The exam cannot be started or given to the Candidate prior to the scheduled start time. The exam start time is time must be observed.

**The exam must not be duplicated or copied under any circumstances.**

**Note for all exams:**

Failure to abide by all proctoring procedures could result in an invalid exam for the Candidate.

I have briefly explained what is expected of a Proctor and certify that the Candidate listed above is not related to me.

**Proctor Signature** \_\_\_\_\_ **Date** \_\_\_\_\_