Inspection Support Services Inc.

www.inspectsupport.com

Getting Started

Welcome to the (Inspection Support Services Inc.) ISS – Home Inspector Training Program. This program is offered in what is known as a *"web-based blended learning environment"*. This is a combination of learning modalities involving both face-to-face webinars along with access to web-based course notes and reference documents available online. The "direct learning" provides an opportunity for both the course participant and instructor to interact with the course materials with activities such as webinars, discussions and chats through an often used and freely available program with Skype. Skype is software that enables the world's conversations. Each online course typically starts the beginning of the month in order to have the opportunity to work with other participants in a group or buddy system setting.

Course Schedules: Please keep in mind, that once you are officially enrolled you have *10 weeks for a 40-hour course, and 14 weeks for an 80-hour course*. Participants must also take personal responsibility and initiative to stay on schedule. Your instructor will help keep you on schedule, but ultimately your learning depends largely on following the **"Course Schedule"** found in the course syllabus. The course syllabus is our learning contract it outlines what our obligations are in the course.

You are expected to complete a proctored exam at the end of each course and the results are factored into your overall grade. Typically the final week of your course includes your *"proctored exam"*, which constitutes 50% of your course grade.

Recommended Background: To be successful, it is helpful if you have a related background in construction, architecture, and engineering or a building construction trade, etc. However it is not mandatory.

Where to Start: Where you start is not critical. We have structured the courses in a 2 semester based system.

Program/Course Access: You will receive your access package *"including password and user ID"* before the first week of the course semester, of course following registration and payment.

Web-based Issues: We strongly recommend that you install a current copy of an **anti- virus** software package prior to the start of the course. Inspection Support Services Inc. and our ISP will not be responsible for any virus related, or unrelated loss of data or computer files. It is the student's responsibility to take precautions in an online environment.

Help: To facilitate the learning process you will find a discussion area there is an *"Open Discussion Forum"* in your course to post or answer or share some of the questions and comments you may have. You will find that once you have logged into the course, you may post comments, discussions or questions through the communication tools available in the course.

Course Site: As noted earlier, shortly after you have registered you will be sent an email which notes your *"username & password"*. Once you connect to your Internet Service Provider (ISP), open Internet browser and go to: http://108.175.10.18

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You will start the course by accessing ISS Moodle web page noted above. Follow the step-by-step instructions in the email with your course ID and password. If you have any problems please contact us. info@inspectsupport.com

Texts: Typically textbooks (actual online notes) are provided within your course. However there may be references to other non-mandatory reference texts such as "Building Codes" or other 3rd Party text references for further information. Wherever possible your course references are readily available documents such as through CMHC and other web-based sources, including our Online Reference Centre.

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

Contacts: If you are having trouble getting started or if after accessing the course you are still having difficulty or need clarification on the course, layout, and etc. contact clawrens@mnsi.net

If you do not receive a response within 48 hours we have often found that by having groups of participant's that your questions may also be answered by classmates or by forwarding your concern to info@inspectsupport.com

Please specify, *"What your concern is"*, to give us direction on how to best respond to your question or concern.

<u>Note</u>: We are usually not technically able to fix or address your personal computer based problems.

Posts and other Assigned Work: The instructors do not monitor the course 24/7. However, please note that generally most of the time responses may vary within 24 to 48 hours, except for holidays or weekends where responses may exceed the average turn-around time of 48 hours. **BTW:** The office is hours are typically Mon. – Friday from 9-4:30PM based on Eastern Time.

Feedback: At the completion of each course you will be asked to complete a survey regarding your learning experience. Completion is not mandatory, but helpful for "tweaking" our courses.

We sincerely hope that you will benefit from the program/courses and that it meets all of your inspection education needs. Feel free contact us if you encounter any problems.

Sincerely,
Your ISS – Home Inspector Training Program Team
Instructors: Claude Lawrenson, Ron Nokes or Harry Janssen