

NATIONAL OCCUPATIONAL STANDARD

Professional Home and Property Inspector

June 2008

This occupational standard has been developed by industry professionals and describes the skills, knowledge and abilities required to perform the duties of a Professional Home and Property Inspector in Canada. Occupational standards can be used for a variety of purposes, including: acting as the basis for training; curriculum development; accreditation of training programs; recruitment; performance improvement; career development; and the certification of practitioners.

For copies of this standard, information on their development or to provide feedback and suggest changes, please contact:

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The National Certification Authority appreciates the time that the working group took from their busy schedules to provide a vision for the future. Without their co-operation, the revisions to the National Occupational Standard could not have been completed.

The objective of the working group was:

To update the 2001 National Occupational Standards to reflect current realities of the profession and to provide additional guidance on performance standards, learning requirements and personal attributes leading to success.

The National Certification Authority also thanks Ken Ruest and the Canada Mortgage and Housing Corporation (CMHC) for their continued moral and financial support for this project, and for the Home and Property Inspection profession.

Guide to the National Occupational Standard

Development of the National Occupational Standard

This National Occupational Standard was developed and validated by industry professionals with extensive knowledge and experience in all aspects of the home and property inspection occupation.

In 2001, research was conducted to develop the first National Occupational Standard for Professional Home and Property Inspectors. Since that document was published, the industry has evolved, including an increase in the amount of “green” construction, as well as a movement of some practitioners into non traditional areas of practice such as pre-delivery inspection of new construction. In addition, a national certification program for home and property inspectors has been developed. Certifications available through the National Certification Program are based on the National Occupational Standard, and a number of relevant training courses and programs have been mapped against the Standard and accredited.

Uses of the National Occupational Standard

The National Occupational Standard for Professional Home and Property Inspectors may be used to consider the following activities:

- Develop or revise basic and advanced training programs;
- Establish or improve certification or credentialing programs;
- Establish or improve accreditation programs for institutions delivering training programs;
- Develop criteria for prior learning assessment and recognition (PLAR);
- Provide guidance to employers for recruiting, selecting, training and retaining qualified employees.

Development Methodology

The baseline for developing this revised National Occupational Standard was the 2001 National Occupational Standard for Professional Home and Property Inspectors. In order to develop these competencies into an occupational standard, input was required from experienced industry practitioners.

In February 2008, an Occupational Analysis workshop was conducted in Ottawa to review and update the standards. A working group of highly experienced Home and Property Inspectors from across Canada was brought together to review and update the National Occupational Standard document, utilizing the classic Canadian Vocational Association (CVA) DACUM methodology. During the workshop, the practitioners were guided through a structured process for developing a five level DACUM analysis.

From March to May 2008, the ‘draft’ revised National Occupational Standard was validated (using a survey tool) by home and property inspectors from across Canada, including members of associations not affiliated with the Canadian Association of Home and Property Inspectors (CAHPI).

The overall intent of the survey was to make sure that the revised NOS for Professional Home and Property Inspectors is an accurate snapshot of what home and property inspectors actually DO.

As of mid May 2008, 147 completed 'Validation' surveys were received and reviewed. Some of the information provided in the completed surveys is included in this document. More detailed information can be reviewed in a detailed report available through CAHPI.

Validation Survey information was reviewed in THREE demographic groups, as follows:

- ALL Participants (147 in total)
- Participants who were National Certificate Holders (53 in total)
- Participants with ten or more years experience as a home and property inspector (51 in total, including 29 National Certificate Holders)

2008 NOS Validation Survey – Number of Survey Participants by Province

British Columbia	37
Alberta	20
Saskatchewan	1
Manitoba	5
Ontario	55
Quebec	12
New Brunswick	5
Prince Edward Island	1
Nova Scotia	11
Newfoundland and Labrador	1
Nunavut	0
Northwest Territory	0
Yukon	0

Note – several survey participants work in more than one Province

Average Years of Experience of Survey Participants

All Survey Participants – 9 years

Survey Participants who are also National Certificate Holders – 11 years

Survey Participants with 10 or more years of Experience – 16 years

Survey participants were asked to rate the IMPORTANCE of each task in the draft revised National Occupational Standard, and the FREQUENCY that each task was performed.

Survey participants were also asked to provide comments on EACH task. Finally, survey participants were asked to make 'general' comments on the industry, the survey itself, and on Survey Block G – Perform Phase and Pre Delivery Inspection on New Construction

Scope of the ‘Professional Home and Property Inspector’ Occupation

The title ‘Professional Home and Property Inspector’ refers to a professional who uses his or her training, experience and professionalism to report in an objective manner on the operation, condition, necessary repairs, and safety of existing properties and dwellings through visual and non intrusive means and through operating normal user controls.

In addition, many Professional Home and Property Inspectors perform other activities, such as the inspection of commercial buildings, pre-renovation consultations, phase and pre-delivery quality control inspections on new construction, problem identification related to structure/conditions of other properties, etc. **It must be noted that Professional Home and Property Inspectors do not provide building or other code compliance services.**

Most prospective clients engage the services of a Professional Home and Property Inspector prior to purchasing or renovating a property. A qualified Professional Home and Property Inspector will visually inspect major components relating to the electrical, heating and air conditioning, plumbing, interior and exterior structures. Where major concerns and/or defects are identified, clients are advised of the necessary steps to take, possible solutions and potential risks involved. Inspections of structures and properties are entirely visual in nature and may include a recommendation for further investigation by specialists when necessary. Specialized sensors and equipment may be used to verify visual observations.

Professional Home and Property Inspectors generally follow a defined ‘Standard of Practice’ which defined what the Professional Home and Property Inspector will and will not do during an inspection. The Standard of Practice is made available to the client, and forms the basis for a written report. As interpersonal communication is an integral part of the ongoing inspection process, the Professional Home and Property Inspector must be able to communicate (verbally and in writing) their findings and recommendations to the client in specific, easily understood terms.

Professional Home and Property Inspectors should have broad general knowledge of construction and building systems both past and present. They must also have knowledge of the normal operation of building systems and recognize and report on conditions and/or the potential for failure over time.

Professional Home and Property Inspectors must constantly be aware of their legal liability and Duty of Care when inspecting homes and properties, and must take steps to protect themselves and their organizations from potential litigation.

The Professional Home and Property Inspection sector includes sole-operators, multi-inspector companies, consulting firms, and franchised businesses.

Safety

Safe working procedures and conditions, accident prevention and the preservation of health are of primary importance to industry in Canada. These responsibilities are shared and require the joint efforts of government, employers and employees. It is imperative that all parties become aware of circumstances that may lead to injury or harm. Safe learning experiences and

environments can be created by controlling the variables and behaviours that may contribute to accidents or injury.

It is generally recognized that a safety-conscious attitude and work practices contribute to a healthy, safe and accident-free working environment.

It is imperative to apply and be familiar with the Occupational Health and Safety Act and Regulations. As well, it is essential to determine workplace hazards and take measures to protect oneself, co-workers, the public and the environment.

Standards of Practice

As a rule, Professional Home and Property Inspector work is performed under Standards of Practice developed by professional associations, franchises and other organizations. Standards of Practice describe the scope and limitations of a home and/or property inspection. Standards of Practice provide detail as to what a client can expect from a standard home inspection.

If appropriately qualified, the Professional Home and Property Inspector may perform additional inspection work outside the Standards of Practice at the request of the client.

Pre Delivery Inspections of New Construction

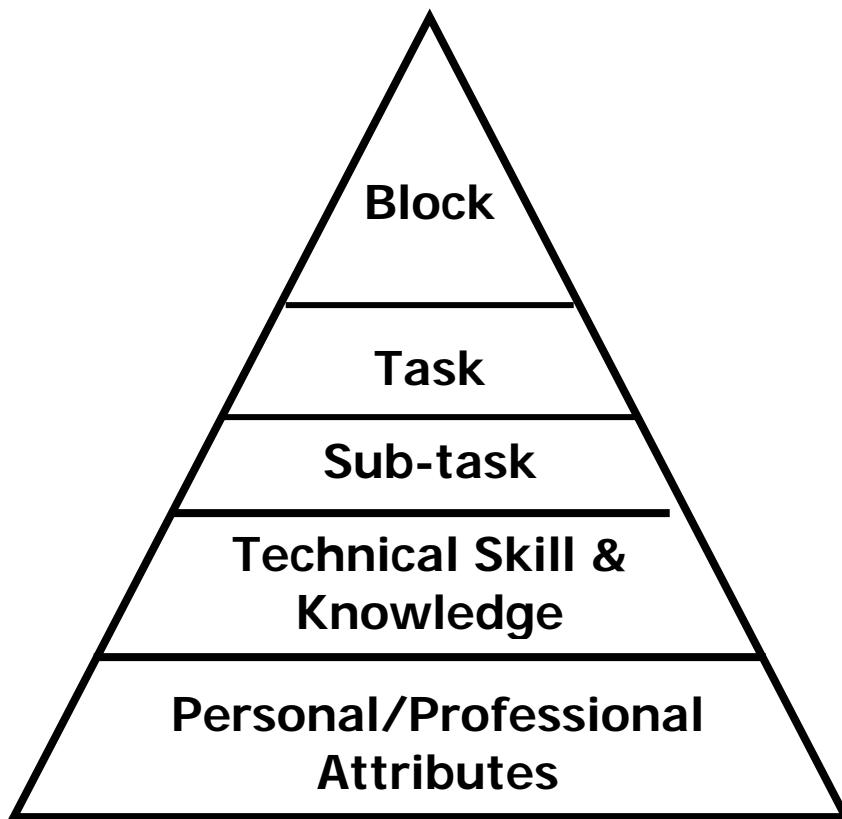
A growing number of Professional Home and Property Inspectors are performing pre delivery inspections of new construction. At the present time this type of work is not within the scope of the 'Professional Home and Property Inspector' occupation. This type of work may come within the scope of this occupation in the future, but should first be more clearly defined through the development of appropriate Standards of Practice.

Staged Inspections of New Construction

A growing number of Professional Home and Property Inspectors are performing staged inspections of new construction. At the present time this type of work is not within the scope of the 'Professional Home and Property Inspector' occupation. This type of work may come within the scope of this occupation in the future, but should first be more clearly defined through the development of appropriate Standards of Practice.

Structure of the National Occupational Standard

To facilitate the understanding of the nature of the occupation, the work performed is divided into the following divisions	
BLOCK /General Area of Competence	The largest division within the analysis, it reflects a major function or responsibility of a particular occupation
TASK	A specific, observable unit of work complete in itself (having a definite start and end point), which can be broken down into two or more steps (sub-tasks); can be performed in a limited period of time; when completed, results in a product, service or decision; and is something a worker is normally paid to do
Occupational Context	Defines the parameters of the task, and provides additional information to amplify the nature of the task, and guidance on performance criteria.
SUB TASK	The smallest division into which it is practical to subdivide any work activity, and, combined with others, fully describes all duties constituting a task.
Supporting Technical Knowledge and Abilities	The elements of skill and knowledge an individual must acquire to adequately perform a given sub-task.
Level of Learning (BLOOM)	<p>The required level of learning for supporting knowledge and abilities, per Bloom's Taxonomy. The taxonomy recognizes six different levels of processing thought. These levels relate directly to rigor and complexity in thinking and learning, and are provided as guidance to training providers and instructional designers:</p> <ul style="list-style-type: none">• Level 1: Knowledge – ability to recall information• Level 2: Comprehension – ability to understand information, and grasp its meaning• Level 3: Application – the ability to use ideas in particular situations• Level 4: Analysis – the ability to break down information into its parts• Level 5: Synthesis – the ability to put parts of information together to form new knowledge• Level 6: Evaluation – the ability to make judgements about the value of methods or materials for a given purpose
Personal and Professional Attributes	Describes the generic attributes desirable for individuals in an occupation. They are useful for describing characteristics of the type of individual required for recruiting, retention and advancement in an occupation.



These elements combine to form a "Pyramid of Competency" at the Task level.

In this model, the performance requirements of the task are derived from the abilities at the sub-task level, when performed in the context of the overall task.

Interpreting the National Occupational Standard

The following section provides guidelines for the interpretation of the National Occupational Standard.

Interpreting Occupational Context Statements

The Occupational Context Statement describes the reason why the performance of a specific task is important. It may also describe the sorts of judgements the Professional Home and Property Inspector makes when working effectively.

Interpreting Importance and Frequency Ratings

The National Occupational Standard is laid out in a hierarchy that includes Blocks, Tasks, Subtasks, and Supporting Technical Skills and Knowledge. Each task is also given “Importance” and “Frequency” ratings, based on Validation Survey feedback from home and property inspectors from across Canada.

Survey participants were asked to rate the IMPORTANCE of each task in the draft revised National Occupational Standard using the following scale:

This task is not relevant to the work I do	0
If this task is performed incorrectly, the consequences for safety, quality, productivity and/or liability are extremely low	1
If this task is performed incorrectly, the consequences for safety, quality, productivity and/or liability are low	2
If this task is performed incorrectly, the consequences for safety, quality, productivity and/or liability are moderate	3
If this task is performed incorrectly, the consequences for safety, quality, productivity and/or liability are high	4
If this task is performed incorrectly, the consequences for safety, quality, productivity and/or liability are extremely high.	5

Survey participants were also asked to rate the FREQUENCY of each task in the draft revised National Occupational Standard using the following scale:

I NEVER perform this task	0
I perform this task less than once every quarter (3 months)	1
I perform this task at least once per quarter	2
I perform this task at least monthly	3
I perform this task at least weekly	4
I perform this task on every inspection/daily	5

A table of importance and frequency ratings is included for each task. The table includes ratings by all validation survey participants, as well as participants who are also National Certificate Holders, and participants with ten or more years of experience.

Interpreting the ‘Level of Learning’ Ratings

Each task also has associated technical skills and knowledge, with a ‘learning level’ indicated. The learning level is a rating drawn from the “Cognitive Levels” scale developed by Dr. Benjamin Bloom and generally known in the training world as “Bloom’s Taxonomy”. This scale describes progressively more complex learning, from a Level 1 (Knowledge: the ability to recall information) to Level 6 (Evaluation: the ability to make judgements about the value of methods or materials for a given purpose). The levels between describe progressively higher levels of learning, which are reflected in the types of action verbs used to describe learning or performance objectives for a particular task or subtask in the development of a competency-based training program. This information is included in the attached chart.

Bloom’s Taxonomy of Cognitive Levels		
Cognitive Level	Definition	Illustrative Verbs for Learning Objectives
1. Knowledge	remembering previously learned information	arrange, define, describe, duplicate, identify, label, list, match, memorize, name, order, outline, recognize, relate, recall, repeat, reproduce, select, state
2. Comprehension	grasping the meaning of information	classify, convert, defend, discuss, distinguish, estimate, explain, express, extend, generalize, give example(s), identify, indicate, infer, locate, paraphrase, predict, recognize, rewrite, report, restate, review, select, summarize, translate
3. Application	applying knowledge to actual situations	apply, change, choose, compute, demonstrate, discover, dramatize, employ, illustrate, interpret, manipulate, modify, operate, practice, predict, prepare, produce, relate schedule, show, sketch, solve, use write
4. Analysis	breaking down objects or ideas into simpler parts and seeing how the parts relate and are organized	analyze, appraise, breakdown, calculate, categorize, classify, compare, contrast, criticize, derive, diagram, differentiate, discriminate, distinguish, examine, experiment, identify, illustrate, infer, interpret, model, outline, point out, question, relate, select, separate, subdivide, test
5. Synthesis	rearranging component ideas into a new whole	arrange, assemble, categorize, collect, combine, comply, compose, construct, create, design, develop, devise, explain, formulate, generate, plan, prepare, propose, rearrange, reconstruct, relate, reorganize, revise, rewrite, set up, summarize, synthesize, tell, write
6. Evaluation	making judgments based on internal evidence or external criteria	appraise, argue, assess, attach, choose, compare, conclude, contrast, defend, describe, discriminate, estimate, evaluate, explain, judge, justify, interpret, relate, predict, rate, select, summarize, support, value

The Learning Level information is intended to assist training providers in developing learning activities and testing at an appropriate level to meet industry requirements.

Occupational Analysis

NOTE - The occupational analysis encompasses the entire scope of the Professional Home and Property Inspector occupation. Not every task or subtask will be performed by every practitioner on every job, and some variation may exist between geographical regions due to legislation, regulation and/or local conditions.

Block A Manages Inspection Process

Task A1 Performs Pre Inspection Procedures

Context Statement - Interpersonal communications is a key component of the Professional Home and Property Inspector occupation. Professional Home and Property Inspectors must determine the client's expectations of the inspection and clarify the scope and limitations of the inspection. Access to the site must be arranged and the availability of the utilities such as gas, power, and water should be determined, since this may further limit the scope of the inspection. Under normal circumstances a written contract is in place before the inspection commences.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.39
Average Rating - National Certificate Holders	4.44
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.36

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.69
Average Rating - National Certificate Holders	4.67
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.76

Subtask A1.01: Outlines methodology

Supporting Knowledge and Abilities		Learning Level (BLOOM)
A1.01.01	knowledge of methods of inspection	2
A1.01.02	knowledge of Standards of Practice	2
A1.01.03	knowledge of the duty of care to clients, the public and others in the transaction	2
A1.01.04	knowledge of professional and legal responsibilities to all parties and duties to employers, employees, franchiser, etc.	2
A1.01.05	ability to determine client's needs, intended use of the property, occupancy and preconceptions of the property	3
A1.01.06	ability to convey limitations of the inspection	3
A1.01.07	ability to direct client to specialized services outside the standard of practice such as well capacity testing	3
A1.01.08	ability to access client's understanding of the process and the limitation of the inspection	4

Subtask A1.02: Qualifies site conditions

Supporting Knowledge and Abilities		Learning Level (BLOOM)
A1.02.01	knowledge of local conditions and concerns	2
A1.02.02	ability to determine utility conditions such as gas, power and water availability	3
A1.02.03	ability to inform clients of limitations of inspection without utilities	3
A1.02.04	ability to ensure access to site	3

Subtask A1.03: Determines client's Terms of Reference

Supporting Knowledge and Abilities		Learning Level (BLOOM)
A1.03.01	knowledge of Standards of Practice	2
A1.03.02	knowledge of legal aspects such as limitations of Agreements to Purchase and Sale Waivers and new home warranty programs	2
A1.03.03	ability to determine client's requirements and expectations of the inspection	4
A1.03.04	ability to reconcile client's requirements with realities of inspection process	4

Subtask A1.04: Determines scope of the work

Supporting Knowledge and Abilities		Learning Level (BLOOM)
A1.04.01	knowledge of Standards of Practice	2
A1.04.02	knowledge of personal abilities and limitations	3
A1.04.03	knowledge of legal restrictions of rights of property entry, and any legal restricted practices	2
A1.04.04	ability to negotiate scope of work with client	3
A1.04.05	ability to reconcile client's expectations with realities of inspection process	4
A1.04.06	ability to document scope of work, in contract language	3
A1.04.07	ability to direct client to specialized/professional services beyond the accepted scope of a home/property inspection or other limiting circumstances	4

Subtask A1.05: Contracts with clients

Supporting Knowledge and Abilities		Learning Level (BLOOM)
A1.05.01	Knowledge of standards of practice	2
A1.05.02	knowledge of contracts, duties to perform, exculpatory clauses and obligations	2
A1.05.03	ability to adopt existing contracts or contract blanks to meet requirements	4

Task A2 Communicates Orally

Context Statement - Professional Home and Property Inspectors act for and on behalf of a client. They must carefully explain the condition of the property and address all the client's questions and concerns in understandable terms. They must also take care to ensure the client understands the practical limitations of inspecting a property. They must also be able to communicate with other parties affected by the transaction such as owners, agents, and trades conducting repairs.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.61
Average Rating - National Certificate Holders	4.70
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.70

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.94
Average Rating - National Certificate Holders	4.98
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.98

Subtask A2.01: Answers clients' questions

Supporting Knowledge and Abilities		Learning Level (BLOOM)
A2.01.01	knowledge of Standards of Practice	2
A2.01.02	knowledge of building systems and components	2
A2.01.03	knowledge of building science and the building as a system	2
A2.01.04	knowledge of problems, causes and solutions to common building system problems	2
A2.01.05	knowledge of local conditions and retroactive requirements	2
A2.01.06	ability to respond at a level compatible to client's level of comprehension	3
A2.01.07	ability to solicit feedback to clarify client's understanding	3
A2.01.08	ability to refer clients to additional sources of information such as CMHC, local building authorities, professionals and trades people	3

Subtask A2.02: Explains building operating systems to clients.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
A2.02.01	knowledge of Standards of Practice	2
A2.02.02	knowledge of building operating systems maintenance and health hazards	2
A2.02.03	Knowledge of environmental issues, conditions and impact, such as: electromagnetic frequency (EMF), radon gas, etc.	2
A2.02.04	ability to provide information at a level compatible to client's level of comprehension with reference to technical manuals and documents	3
A2.02.05	ability to solicit feedback to clarify understanding	3

Subtask A2.03: Explains building defects

Supporting Knowledge and Abilities		Learning Level (BLOOM)
A2.03.01	knowledge of Standards of Practice	2
A2.03.02	knowledge of proper function of building systems	2
A2.03.03	knowledge of building science and the building as a system	2

A2.03.04	knowledge of problems, causes and possible solutions to common building system problems	2
A2.03.05	ability to provide information at a level compatible to client's level of comprehension	4
A2.03.06	ability to determine client's needs and expectations of the house and the inspection	4
A2.03.07	ability to convey limitations of the inspection	3
A2.03.08	ability to describe what was not inspected and explain why	3
A2.03.09	ability to describe the building defects in a balanced, non-judgmental manner	4
A2.03.10	ability to describe hazardous and potentially hazardous conditions related to environmental, health and safety issues impacting building occupants	4
A2.03.11	ability to address client's concerns	3
A2.03.12	ability to solicit feedback to clarify client's understanding	3

Task A3 Provides Written Reports

Context Statement - A written report is prepared by the Professional Home and Property Inspector, consolidating the details of the inspection. The report may be a computer generated custom report, a pre printed checklist or a combination of both. Whatever the format used the report must be carefully worded and explained in detail to the client. Again, the limitations of the inspection must be carefully spelled out to avoid misunderstandings. Written reports can be supplemented with supportive documents such as photographs, etc.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.77
Average Rating - National Certificate Holders	4.83
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.88

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.94
Average Rating - National Certificate Holders	5.00
Average Rating – Participants with 10 or more years experience as a home and property inspector	5.00

Subtask A3.01: Determines report formats

Supporting Knowledge and Abilities		Learning Level (BLOOM)
A3.01.01	knowledge of standards of practice	2
A3.01.02	knowledge of the purpose and end uses of the report	2
A3.01.03	knowledge of report formats	2
A3.01.04	ability to create or modify a proprietary inspection report	3
A3.01.05	ability to identify the details required to meet client's needs	3

Subtask A3.02: Prepares report

Supporting Knowledge and Abilities		Learning Level (BLOOM)
A3.02.01	knowledge of standards of practice	2
A3.02.02	knowledge of reporting systems	2
A3.02.03	knowledge of legal implications related to report, such as contract and tort law	2
A3.02.04	knowledge of problems, causes and possible solutions to common building system problems	2
A3.02.05	ability to describe site and building conditions in a concise, objective manner	3
A3.02.06	ability to relate report to scope of inspection	3
A3.02.07	ability to specify clearly and concisely the limitations of the inspections and the reasons (what was and what was not inspected and why)	4

Subtask A3.03: Delivers and explains report

Supporting Knowledge and Abilities		Learning Level (BLOOM)
A3.03.01	knowledge of Standards of Practice	2
A3.03.02	knowledge of legal implications related to report, such as contract and tort law	2
A3.03.03	knowledge of problems, causes and possible solutions to common building system problems	2
A3.03.04	ability to provide information at a level compatible to client's level of comprehension	4
A3.03.05	ability to solicit feedback to clarify understanding	3
A3.03.06	ability to apply active listening skills	3
A3.03.07	ability to respond at a level compatible to client's level of comprehension	4
A3.03.08	ability to determine client's needs and expectations	4
A3.03.09	ability to ascertain client's understanding of the report	4

Task A4 Resolves Conflicts

Context Statement – Several parties may be involved in the inspection process, including clients, owners, vendors, and representatives of various agencies and professions. Occasionally, conflicts may arise from the perceived condition of the property when purchased, as opposed to the actual condition of the property when inspected, or as a result of a misunderstanding of the limitations of the inspection, or as a result of actual or alleged negligence by the inspector. The Professional Home and Property Inspector should respond to client's complaints/concerns as soon as they arise to prevent the escalation of the conflict. The Professional Home and Property Inspector must be aware of the responsibilities (if any) of associates or referred professionals involved in a conflict.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.72
Average Rating - National Certificate Holders	4.83
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.64

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	2.46
Average Rating - National Certificate Holders	2.58
Average Rating – Participants with 10 or more years experience as a home and property inspector	2.60

Subtask A4.01: Obtains details of complaint

Supporting Knowledge and Abilities		Learning Level (BLOOM)
A4.01.01	knowledge of conflict resolution techniques	2
A4.01.02	knowledge of potential legal liability related to complaint	2
A4.01.03	ability to listen to or read client's complaint in an objective manner	3
A4.01.04	ability to record details of complaint for potential insurance/legal action	3

Subtask A4.02: Responds to complaints

Supporting Knowledge and Abilities		Learning Level (BLOOM)
A4.02.01	knowledge of conflict resolution techniques	2
A4.02.02	knowledge of potential legal liability related to complaint	2
A4.02.03	knowledge of Standards of Practice	2

A4.02.04	knowledge of tort and contract law	2
A4.02.05	ability to listen to or read client's complaint in an objective manner	3
A4.02.06	ability to respond to complaint with tact, diplomacy and fairness	3

Subtask A4.03: Verifies complaint

Supporting Knowledge and Abilities		Learning Level (BLOOM)
A4.03.01	knowledge of Standards of Practice and duty of care	2
A4.03.02	knowledge of potential legal liability related to complaint	2
A4.03.03	ability to recognise the need for third party involvement/intervention	4
A4.03.04	ability to record and document current condition of building in relation to complaint	3

Subtask A4.04: Develops a resolution process

Supporting Knowledge and Abilities		Learning Level (BLOOM)
A4.04.01	knowledge of Standards of Practice and Standards of Care	2
A4.04.02	knowledge of conflict resolution techniques	2
A4.04.03	knowledge of potential legal liability related to complaint	2
A4.04.04	ability to identify and include specialists, such as architects and professional engineers, if necessary	3
A4.04.05	ability to negotiate mutually beneficial resolution to complaint	4

Task A5 Recognizes Legal Responsibility

Context Statement - Professional Home and Property Inspectors require a basic understanding of relevant law and their legal responsibilities to their client and (in some cases) to government and/or regulatory bodies. They must also be aware of their responsibility to warn other parties when a dangerous or unsafe condition is observed.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.77
Average Rating - National Certificate Holders	4.77
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.71

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.36
Average Rating - National Certificate Holders	4.44
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.44

Subtask A5.01: Recognizes duty of care situations

Supporting Knowledge and Abilities		Learning Level (BLOOM)
A5.01.01	knowledge of principles of duty of care	2
A5.01.02	knowledge of legal implications of adhering to duty of care	2
A5.01.03	ability to differentiate between duty of care, duty to warn, and standard of care (practice)	4
A5.01.04	ability to adhere to duty of care	3
A5.01.05	ability to apply standard of care	3
A5.01.06	ability to document duty of care and duty to warn situations	3

Subtask A5.02: Recognizes roles and responsibilities.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
A5.02.01	knowledge basic principles of roles and responsibilities under the law	2
A5.02.01	knowledge of professional and legal responsibilities to all parties and duties to employers, employees, franchiser, etc.	2
A5.02.02	knowledge of legal implications of actions	2
A5.02.03	knowledge of individual rights and responsibilities	2
A5.02.04	knowledge of applicable laws	2
A5.02.05	ability to act within legal guidelines	3

Subtask A5.03: Recognize limitations on inspection caused by legislation and jurisdictional issues

Supporting Knowledge and Abilities		Learning Level (BLOOM)
A5.03.01	knowledge limitations related to trade jurisdictions (eg, electrical panels, etc)	2
A5.03.02	Knowledge of standards of practice	2
A5.03.03	Knowledge of appropriate local laws, bylaws, ordinances etc affecting inspection services	2
A5.03.04	knowledge of individual rights and responsibilities	2
A5.03.05	ability to act within legal guidelines determined by laws and standards	3

Block B Inspects Building Exterior (Structure and Envelope)

Task B1 Visually Inspects Exterior Structure

Context Statement - Professional Home and Property Inspectors visually inspect the exterior structure of the building(s). They observe and describe the condition of structural components, such as foundation, walls and roofs, and report on observed signs of defects caused by improper workmanship, inappropriate materials or deterioration/degradation, etc. In some cases the Professional Home and Property Inspector will physically probe structural components displaying signs of rot or decay. When it is unsafe or inappropriate to walk on the roof, Professional Home and Property Inspectors must report on the actual methods employed to inspect the roof. They must also report any other limitations of the inspection.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.78
Average Rating - National Certificate Holders	4.79
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.82

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.96
Average Rating - National Certificate Holders	5.00
Average Rating – Participants with 10 or more years experience as a home and property inspector	5.11

Subtask B1.01: Visually inspects condition of exposed foundations.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
B1.01.01	Knowledge of foundation construction materials such as concrete, masonry, wood and stone	2
B1.01.02	Knowledge of requirements for foundation materials and installation	2
B1.01.03	Knowledge of types of foundations	2
B1.01.04	Knowledge of causes of foundation problems (weather conditions, frost, soil conditions, water levels, etc)	2
B1.01.05	Knowledge of the effects of foundation movement	2
B1.01.06	Knowledge of remedial measures for common foundation problems	2
B1.01.07	ability to identify defects in exposed foundations such as cracks, water penetration, frost damage and movement	3
B1.01.08	ability to determine impact of defects on building and occupant health and safety	4

Subtask B1.02: Visually inspects condition of exterior roof structure.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
B1.02.01	knowledge of roof construction material such as wood, metal etc	2
B1.02.02	knowledge of roof structure such as trusses, rafters, joists, sheathing etc	2
B1.02.03	knowledge of roof surface membranes such as wood, asphalt, steel etc	2
B1.02.04	knowledge of requirements for roof materials and installation	2
B1.02.05	knowledge of roof hazards, safe ladder and climbing practices	2
B1.02.06	knowledge of remedial measures for common roofing problems	2
B1.02.07	ability to identify defects in roof structures such as signs of deflection, damage, aging, leaks, ice damage, poor eaves trough drainage, rot etc	3
B1.02.08	ability to estimate approximate age and life span of roof and roof components	4
B1.02.09	Ability to identify defects related to roof penetrations and flashings	3
B1.02.10	ability to determine impact of defects on building and occupant health and safety	4

Subtask B1.03: Visually inspects condition of exterior wall structure and components

Supporting Knowledge and Abilities		Learning Level (BLOOM)
B1.03.01	knowledge of wall construction materials such as wood, metal, masonry, stucco etc	2
B1.03.02	knowledge of requirements for wall materials and penetrations	2
B1.03.03	knowledge of remedial measures for typical wall structure problems	2
B1.03.04	ability to identify defects in wall structures such as poor rain shedding, moisture penetration, aging, deflection settling, etc	3

Subtask B1.04: Visually inspects condition of extended structures and floors (decks, patios, solariums, etc).

Supporting Knowledge and Abilities		Learning Level (BLOOM)
B1.04.01	knowledge of extended structure construction materials such as wood, metal, concrete etc	2
B1.04.02	knowledge of construction methods for joining new and existing structures	2
B1.04.03	knowledge of supporting elements such as posts, piers and cantilever construction	2
B1.04.04	knowledge of requirements for extended structure materials and installation	2
B1.04.05	knowledge of remedial measures for common extended structures problems	2
B1.04.06	ability to identify defects in extended structures such as deterioration, settlement, heaving, deflection and rot	3
B1.04.07	ability to determine impact of defects on building and occupant health and safety	4

Subtask B1.05: Visually inspects condition of exposed exterior columns

Supporting Knowledge and Abilities		Learning Level (BLOOM)
B1.05.01	knowledge of column material such as wood, metal, masonry, concrete etc	2
B1.05.02	knowledge of column types such as solid, hollow, pre-engineered etc	2
B1.05.03	knowledge of purposes of columns, such as structural or decorative	2
B1.05.04	knowledge of requirements for materials and installation	2
B1.05.05	knowledge of remedial measures for typical column problems	2
B1.05.06	ability to identify column defects such as rot, heaving, settling, lean, rust etc	3
B1.05.07	ability to determine impact of defects on building and occupant health and safety	4

Subtask B1.06: Visually inspects condition of exposed exterior beams

Supporting Knowledge and Abilities		Learning Level (BLOOM)
B1.06.01	knowledge of beam materials such as wood, metal, concrete etc	2
B1.06.02	knowledge of beam types such as solid, laminated, pre-engineered, etc	2
B1.06.03	knowledge of purpose of beams, such as structural or decorative	2
B1.06.04	Knowledge of requirements for materials and installation	2
B1.06.05	knowledge of remedial measures for typical beam problems	2
B1.06.07	ability to identify beam defects such as rot, deflection, disconnection, improper support etc	3
B1.06.08	ability to determine impact of defects on building and occupant health and safety	4

Subtask B1.07 Document inspection findings

Supporting Knowledge and Abilities		Learning Level (BLOOM)
B1.07.01	knowledge of reporting formats	2
B1.07.02	knowledge of standards of practice	2
B1.07.03	Ability to interpret sensory observations to determine component condition	4
B1.07.04	Ability to communicate findings in inspection report	3

Task B2 Visually Inspects Exterior Components

Context Statement - Professional Home and Property Inspectors inspect exterior building components such as roofing components, chimney exteriors, exterior cladding and finishes, windows and skylights, exterior doors and trim, and garage doors and automatic devices. Physical features such as height, and weather conditions such as snow, extreme high or low temperatures and wind can limit this element of the inspection. The Professional Home and Property Inspector must report on these and any other limitations of the inspection.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.67
Average Rating - National Certificate Holders	4.70
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.69

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.97
Average Rating - National Certificate Holders	5.00
Average Rating – Participants with 10 or more years experience as a home and property inspector	5.00

Subtask B2.01: Visually inspects condition of roofing components.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
B2.01.01	knowledge of roofing materials such as asphalt, wood, tile, metal etc	2
B2.01.02	knowledge of roofing components such as flashing, skylights, eaves troughs and roof venting	2
B2.01.03	knowledge of requirements for roof component materials and installation	2
B2.01.04	Knowledge of methods of roof drainage	2
B2.01.05	knowledge of roof hazards, safe ladder and climbing practices	2
B2.01.06	knowledge of remedial measures for common roofing problems	2
B2.01.07	ability to identify defects in roofing components such as signs of deflection, damage, aging, leaks, ice damage, poor eaves trough drainage, rot etc	3
B2.01.08	ability to estimate approximate age and life span of roof and roofing components	4
B2.01.09	ability to determine impact of defects on building and occupant health and safety	4

Subtask B2.02: Visually inspects condition of chimney exterior.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
B2.02.01	knowledge of chimney materials, such as masonry, metal, stone etc	2
B2.02.02	knowledge of chimney components, such as braces, clean-outs, caps, liners etc	2
B2.02.03	Knowledge of compatibility requirements for chimney components	2
B2.02.04	knowledge of chimney material, installation and clearance requirements	2
B2.02.05	knowledge of remedial measures for typical chimney problems	2
B2.02.06	ability to identify defects in chimney exteriors such as signs of abnormal movement, aging corrosion and separation, defective masonry, etc	3
B2.02.07	ability to determine impact of defects on building and occupant health and safety	4

Subtask B2.03: Visually inspects condition of exterior cladding and finishes.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
B2.03.01	knowledge of cladding materials such as wood, masonry, metal, asbestos, vinyl, EIFS etc	2
B2.03.02	knowledge of finishing materials such as paint, stain, flashing, caulking etc	2
B2.03.03	knowledge of installation requirements of common cladding material	2
B2.03.04	knowledge of basic building science principles related to air movement, pressure, infiltration, exfiltration etc	2
B2.03.05	knowledge of wood to soil infestation and deterioration issues	2
B2.03.06	knowledge of remedial measures for cladding and finish problems	2
B2.03.07	ability to identify cladding and finish defects due to poor installation, aging, buckling, separation, spalling etc	3
B2.03.08	ability to determine impact of defects on building and occupant health and safety	4

Subtask B2.04: Visually inspects condition of windows and skylights.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
B2.04.01	knowledge of window types such as awnings, sliders, casements, skylights and single/double hung, etc	2
B2.04.02	knowledge of window materials such as vinyl, wood, metal etc	2
B2.04.03	knowledge of window components such as flashing, weather stripping etc	2
B2.04.04	knowledge of window material and installation requirements	2
B2.04.05	knowledge of remedial measures for common window problems	2
B2.04.06	ability to identify window defects such as rot, misalignment, defective hardware etc	3
B2.04.07	ability to determine impact of defects on building and occupant health and safety	4

Subtask B2.05: Visually inspects condition of exterior doors and trim.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
B2.05.01	knowledge of types of exterior doors	2
B2.05.02	knowledge of exterior door materials such as wood, metal etc	2
B2.05.03	knowledge of exterior door material and installation requirements	2
B2.05.04	knowledge of remedial measures for common exterior door problems	2
B2.05.05	ability to identify exterior door defects such as rot, misalignment, defective hardware etc	3
B2.05.06	ability to determine impact of defects on building and occupant health and safety	4

Subtask B2.06: Operates garage doors and automatic devices.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
B2.06.01	knowledge of types of garage doors	2
B2.06.02	knowledge of requirements of garage doors, operating devices and their controls	2
B2.06.03	knowledge of safety devices	2
B2.06.04	knowledge of remedial measures for common garage door problems	2
B2.06.05	ability to recognize abnormal operation and non-functioning safety devices	3
B2.06.06	ability to determine impact of defects on building and occupant health and safety	4

Subtask B2.07: Document inspection findings

Supporting Knowledge and Abilities		Learning Level (BLOOM)
B2.07.01	knowledge of reporting formats	2
B2.07.02	knowledge of standards of practice	2
B2.07.03	Ability to interpret sensory observations to determine component condition	4
B2.07.04	Ability to communicate findings in inspection report	3

Task B3 Visually Inspects Site Elements

Context Statement - Professional Home and Property Inspectors inspect the building surroundings such as vegetation, driveways and grading to assess the impact that these elements may have on the building, and on occupant safety. They are not required to inspect or report on the condition of the landscaping, recreational facilities or outbuildings (other than attached garages) unless specifically directed or contracted to by the client. Physical features such as height, and weather conditions such as snow, extreme high or low temperatures and wind can limit this element of the inspection. The Professional Home and Property Inspector must report on these and any other limitations of the inspection.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.63
Average Rating - National Certificate Holders	4.68
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.59

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.97
Average Rating - National Certificate Holders	4.98
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.98

Subtask B3.01: Identifies potential impacts of site surroundings.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
B3.01.01	knowledge of the effects of surrounding elements such as lakes, trees, water table, soil etc	2
B3.01.02	knowledge of erosion and its control	2
B3.01.03	knowledge of local soil and site conditions	2
B3.01.04	ability to identify above-ground site contamination and refer environmental evaluation	3
B3.01.05	ability to identify the impact of large trees and other potential site hazards on the building	3
B3.01.06	ability to identify and report trip and fall hazards	3
B3.01.07	ability to determine impact of defects on building and occupant health and safety	4

Subtask B3.02: Visually inspects condition of site for grading.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
B3.02.01	knowledge of acceptable grading practices	2
B3.02.02	knowledge of proper surface water control	2
B3.02.03	knowledge of remedial measures for common grading problems	2
B3.02.04	ability to identify defects in site grading	3
B3.02.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask B3.03: Visually inspects condition of walkways, driveways and patios.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
B3.03.01	knowledge of walkway, driveway and patio materials	2
B3.03.02	knowledge of walkway, driveway and patio installation requirements	2
B3.03.03	knowledge of requirements for exterior catchment drains, catch basins, and surface water control	2
B3.03.04	knowledge of remedial measures for common walkway, driveway and patio problems	2
B3.03.05	ability to identify defects in walkways, driveways and patios	3
B3.03.06	ability to determine impact of defects on building and occupant health and safety	4

Subtask B3.04: Visually inspects condition of retaining walls.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
B3.04.01	knowledge of materials used in construction of retaining walls	2
B3.04.02	knowledge of types of retaining walls	2
B3.04.03	knowledge of basic size requirements for retaining walls and other soil retention devices	2
B3.04.04	knowledge of retaining wall construction requirements	2
B3.04.05	knowledge of purposes of retaining walls	2
B3.04.06	knowledge of remedial measures for common retaining wall problems	2
B3.04.07	ability to identify defects in retaining walls	3
B3.04.08	ability to determine impact of defects on building and occupant health and safety	4

Subtask B3.05: Visually inspects condition of steps, railings, decks and balconies.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
B3.05.01	knowledge of material and products used to construct steps, railings, decks and balconies	2
2B3.05.02	knowledge of installation and construction requirements of steps, railings, decks and balconies such as weather resistance, and attachment to building	2
B3.05.03	knowledge of possible unsafe conditions such as railing height, riser height etc	2
B3.05.04	knowledge of remedial measures for common step, railing deck, and balcony problems	2
B3.05.05	ability to identify defects in steps, railings, decks and balconies such as possible unsafe conditions, rot, corrosion, improper installation etc	3
B3.05.06	ability to determine impact of defects on building and occupant health and safety	4

Subtask B3.06: Document inspection findings

Supporting Knowledge and Abilities		Learning Level (BLOOM)
B3.06.01	knowledge of reporting formats	2
B3.06.02	knowledge of standards of practice	2
B3.06.03	Ability to interpret sensory observations to determine component condition	4
B3.06.04	Ability to communicate findings in inspection report	3

Block C Inspects Building Interiors and Envelope

Task C1 Visually Inspects Windows and Skylights

Context Statement - Professional Home and Property Inspectors inspect and operate a representative number of accessible windows and skylights, and report on signs of damage, deterioration or non-operability.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.29
Average Rating - National Certificate Holders	4.40
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.22

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.97
Average Rating - National Certificate Holders	5.00
Average Rating – Participants with 10 or more years experience as a home and property inspector	5.00

Subtask C1.01: Visually inspects condition of windows and skylights

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C1.01.01	knowledge of window types such as awnings, sliders, casements, skylights, single/double hung etc	2
C1.01.02	knowledge of window materials such as vinyl, wood, metal etc	2
C1.01.03	knowledge of window material and installation requirements	2
C1.01.04	knowledge of requirements for ventilation, egress, natural light, child safety and security	2
C1.01.05	knowledge of remedial measures for common window problems	2
C1.01.06	ability to identify window defects such as rot, misalignment, defective hardware etc	3
C1.01.07	ability to determine impact of defects on building and occupant health and safety	4

Subtask C1.02: Tests operation of windows and skylights

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C1.02.01	knowledge of proper operation of windows and skylights	2
C1.02.02	knowledge of proper operation of hardware such as locks, hinges and sash weights	2
C1.02.03	knowledge of remedial measures for common window operating problems	2
C1.02.04	ability to operate all types of windows and skylights such as casements, sliders, awnings, double hung, etc	3
C1.02.05	ability to identify window defects such as water infiltration, rot in frames and sashes, rack frames etc	3
C1.02.06	ability to identify non-operability of windows	3
C1.02.07	ability to determine impact of defects on building and occupant health and safety	4

Subtask C1.03: Document inspection findings

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C1.03.01	knowledge of reporting formats	2
C1.03.02	knowledge of standards of practice	2
C1.03.03	Ability to interpret sensory observations to determine component condition	4
C1.03.04	Ability to communicate findings in inspection report	3

Task C2 Visually Inspects Doors

Context Statement - Professional Home and Property Inspectors inspect and operate a representative number of doors, and report on signs of damage, deterioration or non-operability.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.01
Average Rating - National Certificate Holders	4.06
Average Rating – Participants with 10 or more years experience as a home and property inspector	3.94

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.91
Average Rating - National Certificate Holders	4.98
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.96

Subtask C2.01: Visually inspects condition of doors.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C2.01.01	knowledge of door types such as hinged, bifold, pocket, hollow, sliding and solid core	2
C2.01.02	knowledge of door materials such as wood, metal, insulated, and plastics	2
C2.01.03	knowledge of door material and installation requirements	2
C2.01.04	knowledge of gas-proofing requirements of doors	2
C2.01.05	knowledge of remedial measures for common door problems	2
C2.01.06	ability to identify door defects such as warp, racked, rot and lack of gas proofing between garage and home access doors	3
C2.01.07	ability to determine impact of defects on building and occupant health and safety	4

Subtask C2.02: Test operation of doors.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C2.02.01	knowledge of proper operation of doors	2
C2.02.02	knowledge of proper operation of door hardware such as hinges, locks, rollers etc	2
C2.02.03	knowledge of remedial measures for common door operating problems	2
C2.02.04	ability to operate all types of doors such as hinged, sliding, pocket and folding	3
C2.02.05	ability to determine proper operation of all types of doors such as hinged, sliding, pocket, folding etc	3
C2.02.06	ability to identify defects in doors such as warping, rot, air and water leakage, etc	3
C2.02.07	ability to identify non-operability of doors	3
C2.02.08	ability to determine impact of defects on building and occupant health and safety	4

Subtask C2.03: Document inspection findings

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C2.03.01	knowledge of reporting formats	2
C2.03.02	knowledge of standards of practice	2
C2.03.03	Ability to interpret sensory observations to determine component condition	4
C2.03.04	Ability to communicate findings in inspection report	3

Task C3 Visually Inspects Ventilation

Context Statement - Professional Home and Property Inspectors operate and report on the condition of all permanently installed mechanical ventilation systems where possible.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.17
Average Rating - National Certificate Holders	4.08
Average Rating – Participants with 10 or more years experience as a home and property inspector	3.98

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.90
Average Rating - National Certificate Holders	4.91
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.98

Subtask C3.01: Visually inspects condition of mechanical exhaust systems.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C3.01.01	knowledge of basic building science concepts of pressure differences, air flow, stack effect, back drafting etc	2
C3.01.02	knowledge of air movement	2
C3.01.03	knowledge of principles and requirements of heat recovery ventilators	2
C3.01.04	knowledge of exhaust system components, such as fans, ducting, fan controls, filters, dampers, dryer vents, etc.	2
C3.01.05	knowledge of types of ducting materials	2
C3.01.06	knowledge of remedial measures for common exhaust system problems	2
C3.01.07	Ability to operate fan controls	3
C3.01.08	ability to identify mechanical exhaust systems defects	3
C3.01.09	ability to determine impact of defects on building and occupant health and safety	4

Subtask C3.02: Visually inspects condition of passive ventilation.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C3.02.01	knowledge of types of passive vents such as soffit, gable, roof, ridge, baffles, make-up air , combustion air, etc	2
C3.02.02	knowledge of required air circulation such as attic venting, crawl space venting, furnace combustion air, etc	2
C3.02.03	knowledge of remedial measures for common ventilation problems	2
C3.02.04	ability to identify defects such as mould, rot, back drafting, high humidity, etc caused by inadequate ventilation	3
C3.02.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask C3.03: Document inspection findings

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C3.03.01	knowledge of reporting formats	2
C3.03.02	knowledge of standards of practice	2
C3.03.03	Ability to interpret sensory observations to determine component condition	4
C3.03.04	Ability to communicate findings in inspection report	3

Task C4 Visually Inspects insulation

Context Statement - Since the inspections performed by Professional Home and Property Inspectors are non-intrusive in nature, inspections of insulation are limited to the observation of insulation and air/vapour barriers in unfinished spaces.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	3.99
Average Rating - National Certificate Holders	4.00
Average Rating – Participants with 10 or more years experience as a home and property inspector	3.90

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.95
Average Rating - National Certificate Holders	4.98
Average Rating – Participants with 10 or more years experience as a home and property inspector	5.00

Subtask C4.01: Visually inspects condition of visible air/vapour barriers.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C4.01.01	knowledge of types of air/vapour barriers such as polyethylene, foil etc	2
C4.01.02	knowledge of air/vapour barrier requirements	2
C4.01.03	knowledge of remedial measures for common air/vapour barrier problems	2
C4.01.04	ability to differentiate between vapour and air barriers	3
C4.01.05	ability to identify defects caused by inadequate air/vapour barriers such as mould, rot, high humidity, moisture infiltration etc	3
C4.01.06	ability to determine impact of defects on building and occupant health and safety	4

Subtask C4.02: Visually inspects condition of visible insulation.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C4.02.01	knowledge of thermal resistance value by type such as fibreglass, cellulose, rigid foam etc	2
C4.02.02	knowledge of insulation material and installation requirements	2
C4.02.03	knowledge of remedial measures for common insulation problems	2
C4.02.04	ability to identify types of insulation such as batts, loose fill, rigid etc	3
C4.02.05	ability to identify insulation defects such as voids, compressed and wet insulation and improper use/installation, etc	3
C4.02.06	ability to assess approximate thermal resistance value of insulation	4
C4.02.07	ability to determine impact of defects on building and occupant health and safety	4

Subtask C4.03: Document inspection findings

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C4.03.01	knowledge of reporting formats	2
C4.03.02	knowledge of standards of practice	2
C4.03.03	Ability to interpret sensory observations to determine component condition	4
C4.03.04	Ability to communicate findings in inspection report	3

Task C5 Visually Inspects Interior Surfaces

Context Statement - Professional Home and Property Inspectors observe the condition of readily accessible interior wall, ceilings and floor finishes, installed fixtures and trim, and report on signs of damage, deterioration and hazards. In some cases the Professional Home and Property Inspector will physically probe structural components displaying signs of rot or decay. The Professional Home and Property Inspector will enter and report on the condition of crawl spaces and attics if accessible. If these are not accessible or available for safe inspection, Professional Home and Property Inspectors will then report that they cannot access the crawl space/attic, and the reason.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.44
Average Rating - National Certificate Holders	4.36
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.45

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.95
Average Rating - National Certificate Holders	4.96
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.98

Subtask C5.01: Visually inspects condition of walls

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C5.01.01	knowledge of wall materials such as studs, panelling, plaster, drywall, trim etc	2
C5.01.02	knowledge of plaster and drywall installation requirements	2
C5.01.03	knowledge of remedial measures for typical wall problems	2
C5.01.04	ability to identify wall defects such as cracks and water damage	3
C5.01.05	Knowledge of party wall requirements	2
C5.01.06	ability to determine impact of defects on building and occupant health and safety	4

Subtask C5.02: Visually inspects condition of floors.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C5.02.01	knowledge of types of floor finishes such as hardwood, tiles, slates, vinyl etc	2
C5.02.02	knowledge of floor material and installation requirements	2
C5.02.03	knowledge of finished floor underlay and other installation requirements for ceramic tile, hardwood and wood finishes	2
C5.02.04	knowledge of remedial measures for common floor problems	2
C5.02.05	ability to identify floor defects such as slope, deflection, water damage, tripping hazard, etc	3
C5.02.06	ability to determine impact of defects on building and occupant health and safety	4

Subtask C5.03: Visually inspects condition of ceilings.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C5.03.01	knowledge of ceiling material such as plaster, drywall etc	2
C5.03.02	knowledge of plaster and drywall material and installation requirements	2
C5.03.03	knowledge of remedial measures for common ceiling problems	2
C5.03.04	ability to identify ceiling defects such as deflection, water damage, cracks etc	3
C5.03.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask C5.04: Visually inspects condition of crawl spaces.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C5.04.01	knowledge of building science as applicable to crawl spaces	2
C5.04.02	knowledge of requirements for crawl space construction, ventilation, clearances, service, moisture control, etc	2
C5.04.03	knowledge of wood to soil clearance issues	2
C5.04.04	knowledge of structural components encountered in crawl spaces	2
C5.04.05	knowledge of proper insulation installation	2
C5.04.06	knowledge of proper ventilation	2
C5.04.07	knowledge of proper moisture protection in crawl space	2
C5.04.08	knowledge of remedial measures for common crawl space problems	2
C5.04.09	ability to identify signs of moisture/humidity problems apparent in crawl space	3
C5.04.10	ability to identify signs of structural defects apparent in crawl space	3
C5.04.11	ability to identify signs of plumbing and electrical defects apparent in crawl space	3
C5.04.12	ability to identify insulation/ventilation defects apparent in crawl space	3
C5.04.13	ability to determine impact of defects on building and occupant health and safety	4

Subtask C5.05: Visually inspects condition of attics.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C5.05.01	knowledge of building science as applicable to attics	2
C5.05.02	knowledge of attic construction requirements	2
C5.05.03	knowledge of structural components observed in attics	2
C5.05.04	knowledge of insulation and air/vapour barriers	2
C5.05.05	knowledge of attic ventilation requirements	2
C5.05.06	knowledge of remedial measures for common attic problems	2
C5.05.07	ability to identify signs of structural defects visible in attics	3
C5.05.08	ability to identify signs of insulation defects visible in attics	3
C5.05.09	ability to identify signs of plumbing defects visible in attics	3
C5.05.10	ability to identify signs of electrical defects visible in attics such as exposed wiring, lack of strain relief, pot lamp protection, etc	3
C5.05.11	ability to identify signs of ducting defects such as poor connection and lack of insulation	3
C5.05.12	ability to identify signs of moisture problems such as leakage, condensation water infiltration, ice damming, etc	3
C5.05.13	ability to determine impact of defects on building and occupant health and safety	4

Subtask C5.06: Document inspection findings

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C5.06.01	knowledge of reporting formats	2
C5.06.02	knowledge of standards of practice	2
C5.06.03	Ability to interpret sensory observations to determine component condition	4
C5.06.04	Ability to communicate findings in inspection report	3

Task C6 Visually Inspects Interior Structure

Context Statement - Professional Home and Property Inspectors perform a visual inspection of the accessible interior structural components to detect and report conditions which need repair or further evaluation by a qualified structural specialist. Such conditions include deterioration, deflection and improper alteration. The inspection is limited to floor wall, foundation, ceiling, roof, stair and railing assemblies which are visible, accessible and not covered by finishes or furnishings.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.84
Average Rating - National Certificate Holders	4.87

Average Rating – Participants with 10 or more years experience as a home and property inspector	4.80
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Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.96
Average Rating - National Certificate Holders	4.96
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.96

Subtask C6.01: Visually inspects condition of floor structure.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C6.01.01	knowledge of floor structure material such as wood, steel, engineered wood products, concrete etc	2
C6.01.02	knowledge of floor components such as joists, subfloor, blocking etc	2
C6.01.03	knowledge of flooring material and installation requirements	2
C6.01.04	knowledge of proper framing methods and span tables	2
C6.01.05	knowledge of remedial measures for typical floor problems	2
C6.01.06	ability to identify floor defects such as improper framing methods, improper supports, improper joist spacing, overspanning, rot, deflection etc	3
C6.01.07	ability to determine impact of defects on building and occupant health and safety	4

Subtask C6.02: Visually inspects condition of interior wall structure.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C6.02.01	knowledge of wall materials such as studs, plates, headers etc	2
C6.02.02	knowledge of purpose of walls such as load bearing, partition, fire separation, etc	2
C6.02.03	knowledge of wall material and installation	2
C6.02.04	knowledge of remedial measures for typical wall problems	2
C6.02.05	ability to identify signs of wall defects such as cracks, settling, deflection, bulges etc	3
C6.02.06	ability to determine impact of defects on building and occupant health and safety	4

Subtask C6.03: Visually inspects condition of interior foundation structure.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C6.03.01	knowledge of foundation materials such as wood, concrete, brick, stone etc	2
C6.03.02	knowledge of foundation construction	2
C6.03.03	knowledge of remedial measures for typical foundation problems	2
C6.03.04	ability to identify defects in foundation systems such as settlement, cracks, bowing, shrinkage, progressive cracks, cold joints, water infiltration, degradation, pyrite etc	3
C6.03.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask C6.04: Visually inspects foundation systems for leaks and water infiltration.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C6.04.01	knowledge of requirements for foundation water control	2
C6.04.02	knowledge of retrofitted water control systems	2
C6.04.03	knowledge of floor slabs, drain and sump systems	2
C6.04.04	knowledge interior and exterior water catchment methods	2
C6.04.05	knowledge of leak patterns of various wall types	2
C6.04.06	knowledge of remedial measures for typical water infiltration problems	2
C6.04.07	ability to identify water infiltration	3
C6.04.08	ability to determine impact of defects on building and occupant health and safety	4

Subtask C6.05: Visually inspects condition of interior roof systems.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C6.05.01	knowledge of roof framing materials such as trusses, sheathing, rafters etc	2
C6.05.02	knowledge of purpose of roof framing components	2
C6.05.03	knowledge of roof material and installation	2
C6.05.04	knowledge of remedial measures for typical roofing problems	2
C6.05.05	ability to identify signs of roof defects such as improper modifications, overspanning, truss uplifting, sheathing sag, rot, water infiltration, etc	3
C6.05.06	ability to determine impact of defects on building and occupant health and safety	4

Subtask C6.06: Visually inspects condition of interior stairs and railings.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C6.06.01	knowledge of stair and railing material such as wood, metal, concrete etc	2
C6.06.02	knowledge of stair and railing material and installation defects	2
C6.06.03	knowledge of remedial measures for typical stair and railing problems	2
C6.06.04	ability to identify stair and railing defects such as improper riser to tread ratios, railing height, baluster spacing, stairwell lighting, rot, deterioration etc	3
C6.06.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask C6.07: Visually inspects condition of interior columns.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C6.07.01	knowledge of column materials such as wood, pre-engineered, concrete, masonry, metal etc	2
C6.07.02	knowledge of purposes of columns such as decorative or structural	2
C6.07.03	knowledge of remedial measures for typical interior column problems	2
C6.07.04	ability to identify column defects such as rot, out of plumb, rust etc	3
C6.07.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask C6.08: Visually inspects condition of interior beams.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C6.08.01	knowledge of beam materials such as wood, pre-engineered, steel etc	2
C6.08.02	knowledge of purpose of beams such as decorative or structural	2
C6.08.03	knowledge of remedial measures for typical interior beam problems	2
C6.08.04	ability to identify beam defects such as rot, deflection poor installation etc	3
C6.08.05	Knowledge of typical beam assembly	2
C6.08.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask C6.09 Document inspection findings

Supporting Knowledge and Abilities		Learning Level (BLOOM)
C6.09.01	knowledge of reporting formats	2
C6.09.02	knowledge of standards of practice	2
C6.09.03	Ability to interpret sensory observations to determine component condition	4
C6.09.04	Ability to communicate findings in inspection report	3

Block D Inspects Building Heating and Air Conditioning Systems

Task D1 Visually Inspects Primary Heating Systems

Context Statement - Professional Home and Property Inspectors visually inspect the primary heating system to determine safe and functional operation and fuel sources. Normal user controls and equipment components are observed and described. The Professional Home and Property Inspector is not required to operate equipment that is damaged, shut down or otherwise inoperable due to weather conditions, and does not inspect the interior of chimneys. Solid fuel appliances are normally only inspected if the inspector holds appropriate industry qualifications (such as WETT).

The professional home and property inspector does not normally remove any access panels, covers, etc, that would not be removed during normal homeowner operation and maintenance.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.69
Average Rating - National Certificate Holders	4.79
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.69

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.95
Average Rating - National Certificate Holders	4.98
Average Rating – Participants with 10 or more years experience as a home and property inspector	5.00

Subtask D1.01: Identifies type of heating system(s).

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D1.01.01	knowledge of forced air systems	2
D1.01.02	Knowledge of solid fuel burning appliances	2
D1.01.03	knowledge of hydronic systems	2
D1.01.04	knowledge of heat pump systems	2
D1.01.05	knowledge of convection, conduction, radiation and heat transfer	2
D1.01.06	knowledge of latent heat, sensible heat, evaporation and condensation	2
D1.01.07	knowledge of fuel systems	2
D1.01.08	ability to recognize combined systems	3
D1.01.09	ability to identify type of heating system	3
D1.01.10	ability to estimate approximate age and life span of heating equipment	4

Subtask D1.02: Identifies type and source of fuel(s).

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D1.02.01	knowledge of types and sources of fuels such as oil, propane, natural gas, electricity, solid fuels etc	2
D1.02.02	knowledge of tanks, piping and material	2
D1.02.03	knowledge of safety aspects of fuels containment	2

Subtask D1.03: Visually inspects condition of fuel storage system(s).

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D1.03.01	knowledge of types of fuel tanks and containers	2
D1.03.02	knowledge of fuel storage material and installation	2
D1.03.03	knowledge of impact of above ground and underground fuel storage tanks	2
D1.03.04	knowledge of solid fuel storage systems such as wood, coal, etc.	2
D1.03.05	knowledge of remedial measures for common fuel storage problems	2
D1.03.06	ability to identify fuel storage system defects such as signs of leakage and spillage, instability and corrosion	3
D1.03.07	ability to identify impact of defects on building and occupancy safety	3
D1.03.08	ability to determine the approximate age and expected life span of fuel storage systems	4
D1.03.09	ability to determine impact of defects on building and occupant health and safety	4

Subtask D1.04: Visually inspects condition of fuel distribution system.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D1.04.01	knowledge of fuel distribution components such as fill pipes, supply lines and venting pipes of containers	2
D1.04.02	knowledge of fuel distribution installation	2
D1.04.03	knowledge of remedial measures for common fuel distribution problems	2
D1.04.04	ability to identify defects in fuel distribution systems such as signs of leaks and unsafe installation	3
D1.04.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask D1.05: Visually inspects condition of heating equipment.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D1.05.01	knowledge of acceptable installation requirements of heating equipment such as clearances and venting	2
D1.05.02	knowledge of remedial measures for common heating equipment problems	2
D1.05.03	ability to identify heating equipment defects such as rust, cracks, loose components, leaks and the condition of filters and humidifiers	3
D1.05.04	ability to determine impact of defects on building and occupant health and safety	4
D1.05.05	ability to estimate approximate age and life span of heating equipment	4

Subtask D1.06: Visually inspects condition of heat distribution systems.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D1.06.01	knowledge of duct installation	2
D1.06.02	knowledge of pipe installation	2
D1.06.03	knowledge of heat distribution components	2
D1.06.04	knowledge of proper operation of heat distribution systems	2
D1.06.05	knowledge of proper installation of radiant heating panels	2
D1.06.06	knowledge of remedial measures for common heating distribution problems	2
D1.06.07	ability to identify heat distribution defects such as improper duct installations, incorrect pipe installations, radiator deterioration, corrosion, missing register or grilles, etc	3
D1.06.08	ability to determine impact of defects on building and occupant health and safety	4

Subtask D1.07: Observes operation of heating system(s).

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D1.07.01	knowledge of thermostat types and typical location(s)	2
D1.07.02	knowledge of required controls such as safety devices, service shut-offs, etc.	2
D1.07.03	knowledge of burners and flame condition of heating systems	2
D1.07.04	knowledge of operation of ancillary components such as fans, pumps, etc.	2
D1.07.05	knowledge of remedial measures for common heating equipment problems	2
D1.07.06	ability to operate normal user controls	3
D1.07.07	ability to identify defects in operation of heating systems such as improper cycling	3
D1.07.08	ability to determine impact of defects on building and occupant health and safety	4

Subtask D1.08: Identifies source of combustion and/or make-up air.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D1.08.01	knowledge of requirements of combustion and/or make-up air systems	2
D1.08.02	knowledge of combustion and make-up air materials	2
D1.08.03	knowledge of combustion and make-up air installation	2
D1.08.04	ability to identify combustion and make-up air defects such as back-drafting	3
D1.08.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask D1.09: Visually inspects exterior condition of chimneys, flues and vents.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D1.09.01	knowledge of chimney, flue and vent material such as metal, stone and ceramic	2
D1.09.02	knowledge of chimney, flue and vent components such as dampers, caps and cleanouts	2
D1.09.03	knowledge of chimneys, flues and vents installation requirements such as clearances, joints and minimum heights in relation to appliance installed	2
D1.09.04	knowledge of remedial measures for common chimney problems	2
D1.09.05	ability to identify chimneys, flues and vents defects such as incorrect installation, deterioration and unsafe conditions	3
D1.09.06	ability to determine impact of defects on building and occupant health and safety	4

Subtask D1.10: Document inspection findings

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D1.10.01	knowledge of reporting formats	2
D1.10.02	knowledge of standards of practice	2
D1.10.03	Ability to interpret sensory observations to determine component condition	4
D1.10.04	Ability to communicate findings in inspection report	3

Task D2 Visually Inspects Supplemental Heating Systems

Context Statement - Professional Home and Property Inspectors visually inspect any supplemental heating system for the purpose of determining safe and functional operation. Fuel services and storage, normal user controls and equipment components are observed and described. The Professional Home and Property Inspector is not required to operate solid fuel burning stoves or any heating device that does not respond to normal operating controls.

The professional home and property inspector does not normally remove any access panels, covers, etc, that would not be removed during normal homeowner operation and maintenance.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.41
Average Rating - National Certificate Holders	4.58
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.48

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.71
Average Rating - National Certificate Holders	4.77
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.74

Subtask D2.01: Identifies types of supplemental heating.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D2.01.01	knowledge of supplemental heating systems such as wood fuel burning devices , fossil fuel burning devices, site built fireplaces prefabricated fireplaces, radiant heating systems, electric heating systems, etc	2
D2.01.02	ability to identify types of supplemental heating	3
D2.01.03	ability to determine the approximate age and expected life span of supplemental heating system	4

Subtask D2.02: Visually inspects condition of supplemental fuel storage system(s).

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D2.02.01	knowledge of types of fuel tanks and containers	2
D2.02.02	knowledge of unsafe fuel storage conditions	2
D2.02.03	knowledge of impact of above and below ground fuel storage tanks	2
D2.02.04	knowledge of solid fuel storage systems	2
D2.02.05	knowledge of remedial measures for common supplemental fuel storage problems	2
D2.02.06	ability to identify supplemental fuel storage system defects such as signs of leakage and spillage, instability, corrosion etc	3
D2.02.07	ability to identify impact of defects on building and occupancy safety	4
D2.02.08	ability to determine the approximate age and expected life span of supplemental fuel storage systems	3

Subtask D2.03: Visually inspects condition of supplemental fuel distribution system.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D2.03.01	knowledge of supplemental fuel distribution components such as fill pipes, supply lines and venting pipes of containers	2
D2.03.02	knowledge of supplemental fuel distribution installation	2
D2.03.03	knowledge of remedial measures for common supplemental fuel distribution problems	2

D2.03.04	ability to identify defects in supplemental fuel distribution systems such as signs of leaks and unsafe installation	3
D2.03.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask D2.04: Visually inspects condition of supplemental heating equipment.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D2.04.01	knowledge of acceptable installation of supplemental heating equipment such as clearance and venting	2
D2.04.02	knowledge of remedial measures for common supplemental heating equipment problems	2
D2.04.03	ability to identify supplemental heating equipment defects such as rust, cracks, loose components, leaks and the condition of filters	3
D2.04.04	ability to determine impact of defects on building and occupant health and safety	4
D2.04.05	ability to ability to estimate approximate age and life span of supplemental heating equipment	4

Subtask D2.05: Visually inspects condition of supplemental heat distribution systems.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D2.05.01	knowledge of duct and pipe installation	2
D2.05.02	knowledge of supplemental heat distribution components such as ducts, pipes, radiators etc	2
D2.05.03	knowledge of proper operation of supplemental heat distribution systems	2
D2.05.04	knowledge of installation requirements of radiant heating panels	2
D2.05.05	knowledge of remedial measures for common supplemental heat distribution problems	2
D2.05.06	ability to identify supplemental heat distribution defects such as improper duct installations, incorrect pipe installations, radiator deterioration, corrosion, missing registers or grilles, etc	3
D2.05.07	ability to determine impact of defects on building and occupant health and safety	4

Subtask D2.06: Identification of source of combustion and/or make-up air.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D2.06.01	knowledge of combustion and/or make up air systems	2
D2.06.02	knowledge of combustion and make-up air materials	2
D2.06.03	knowledge of combustion and make-up air installation	2
D2.06.04	ability to identify combustion and make-up air defects such as back-drafting	3
D2.06.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask D2.07: Visually inspects exterior condition of chimneys, flues and vents.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D2.07.01	knowledge of chimney, flue and vent material such as metal, stone, ceramic etc	2
D2.07.02	knowledge of chimney, flue and vent components such as dampers, caps and cleanouts	2
D2.07.03	knowledge of chimneys, flues and vents installation such as clearances, joints and minimum heights	2
D2.07.04	knowledge of remedial measures for common chimney problems	2
D2.07.05	ability to identify chimneys, flues and vents defects such as incorrect installation, deterioration and unsafe conditions	3
D2.07.06	ability to determine impact of defects on building and occupant health and safety	4

Subtask D2.08: Document inspection findings

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D2.08.01	knowledge of reporting formats	2
D2.08.02	knowledge of standards of practice	2
D2.08.03	Ability to interpret sensory observations to determine component condition	4
D2.08.04	Ability to communicate findings in inspection report	3

Task D3 Visually Inspects Permanent Cooling Systems

Context Statement - Professional Home and Property Inspectors visually inspect the condition of permanent cooling systems for safe and functional operation. Normal user controls and equipment components are observed and described. Signs of ineffective operation, damage or deterioration are observed and noted. In cold weather conditions the Professional Home and Property Inspector is unable to operate the permanent cooling system, in which case this is noted in the final report.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.05
Average Rating - National Certificate Holders	4.13
Average Rating – Participants with 10 or more years experience as a home and property inspector	3.94

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.11
Average Rating - National Certificate Holders	3.98
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.20

Subtask D3.01: Identifies type of cooling system.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D3.01.01	knowledge of types of cooling systems such as central, isolated, ground source etc	2
D3.01.02	ability to estimate approximate age and life span of cooling equipment	4

Subtask D3.02: Visually inspects condition of exterior equipment.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D3.02.01	knowledge of exterior equipment and components	2
D3.02.02	knowledge of exterior equipment installation	2
D3.02.03	knowledge of remedial measures for common cooling equipment problems	2
D3.02.04	ability to identify exterior cooling equipment defects such as blocked filter, aging, improper installation and leaks, etc	3
D3.02.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask D3.03: Visually inspects condition of interior equipment.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D3.03.01	knowledge of interior equipment and components	2
D3.03.02	knowledge of interior equipment installation	2
D3.03.03	knowledge of remedial measures for common cooling equipment problems	2
D3.03.04	ability to identify cooling equipment defects such as blocked filter, aging, improper installation, improper condensation drainage, leaks etc	3
D3.03.04	ability to determine impact of defects on building and occupant health and safety	4

Subtask D3.04: Visually inspects condition of cold air distribution system.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D3.04.01	knowledge of cooling system components such as ducts, dampers, grilles etc	2
D3.04.02	knowledge of types of cold air distribution systems	2

D3.04.03	knowledge of cold air distribution systems' installation	2
D3.04.04	knowledge of remedial measures for common cold air distribution systems' problems	2
D3.04.05	ability to identify cooling distribution system defects such as improper duct installation, corrosion, missing grilles, etc	3
D3.04.06	ability to determine impact of defects on building and occupant health and safety	4

Subtask D3.05: Tests function of cooling system(s).

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D3.05.01	Knowledge of proper location of thermostat(s)	2
D3.05.02	knowledge of proper operation of cooling systems	2
D3.05.03	ability to operate normal user controls	3
D3.05.04	ability to identify proper cooling system operation	3
D3.05.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask D3.06: Document inspection findings

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D3.06.01	knowledge of reporting formats	2
D3.06.02	knowledge of standards of practice	2
D3.06.03	Ability to interpret sensory observations to determine component condition	4
D3.06.04	Ability to communicate findings in inspection report	3

Task D4 Visually Inspects Air Handling Systems

Context Statement - Professional Home and Property Inspectors identify the type of air handling systems and visually inspect the system for safe and functional operation. Normal user controls and both interior and exterior equipment and components are observed and described. Signs of ineffective operation, damage or deterioration are observed and noted.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	3.96
Average Rating - National Certificate Holders	3.98
Average Rating – Participants with 10 or more years experience as a home and property inspector	3.72

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.28
Average Rating - National Certificate Holders	4.12
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.40

Subtask D4.01: Identifies type of air handling system.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D4.01.01	knowledge of types of air handling systems such as central, heat recovery ventilator, fan coil etc	2
D4.01.02	ability to identify type of air handling system	3

Subtask D4.02: Visually inspects condition of air handling system.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D4.02.01	Knowledge of types of air handling system	2
D4.02.02	knowledge of distribution components and material	2
D4.02.03	knowledge of remedial measures for common air handling system problems	2
D4.02.04	ability to identify air handling system defects such as inadequate support, leakage, missing insulation, improper installation etc	3
D4.02.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask D4.03: Tests function of air handling system.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D4.03.01	knowledge of proper operation of air handling systems	2
D4.03.02	knowledge of controls such as dampers	2
D4.03.03	knowledge of operation of thermostats and humidistats	2
D4.03.04	ability to identify air handling systems defects	3
D4.03.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask D4.04: Document inspection findings

Supporting Knowledge and Abilities		Learning Level (BLOOM)
D4.04.01	knowledge of reporting formats	2
D4.04.02	knowledge of standards of practice	2
D4.04.03	Ability to interpret sensory observations to determine component condition	4
D4.04.04	Ability to communicate findings in inspection report	3

Block E Inspect Building Plumbing Systems

Task E1 Visually Inspects Water Service Supply and Distribution

Context Statement - Professional Home and Property Inspectors perform a visual inspection on the potable water supply and distribution on the property. They observe and describe the type of service, components such as piping material, supports valves, and fixtures and report on their condition including signs of deterioration and leaks.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.47
Average Rating - National Certificate Holders	4.44
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.42

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.97
Average Rating - National Certificate Holders	4.98
Average Rating – Participants with 10 or more years experience as a home and property inspector	5.00

Subtask E1.01: Identifies source(s) of water supply.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E1.01.01	knowledge of public and private water systems	2
E1.01.02	knowledge of piping materials such as copper, lead, plastic and galvanized	2
E1.01.03	knowledge of local conditions such as community wells, private wells, tanks and municipal supply	2
E1.01.04	Knowledge of local standards related to water supply	2
E1.01.05	knowledge of limitations of inspection of private wells and need to recommend separate well capacity and potability testing	2
E1.01.06	ability to locate and identify sources of water supply	3
E1.01.07	ability to determine impact of defects on building and occupant health and safety (including abandoned/dangerous/ poorly protected wells, etc)	4

Subtask E1.02: Identifies presence and condition of shut-off valves.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E1.02.01	knowledge of types of shut-off valves	2
E1.02.02	knowledge of shut-off valve requirements	2
E1.02.03	Ability to locate main shut-off valve	3
E1.02.04	ability to identify shut-off valve defects such as corrosion, leakage etc	3
E1.02.05	ability to identify absence of shut-off valves	3

Subtask E1.03: Visually inspects condition of pumps and tanks.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E1.03.01	knowledge of types of pumps such as submersible, pressure, in-line, jet pumps etc	2
E1.03.02	knowledge of types of tanks such as water storage and pressure tanks	2
E1.03.03	knowledge of pump/tank installation requirements	2
E1.03.04	knowledge of remedial measures for common pump and tank problems	2
E1.03.05	ability to locate pump and tank	2
E1.03.06	ability to identify pump defects such as corrosion, leakage, defective drive systems, improper pump/tank installation, etc	3
E1.03.07	ability to identify tank defects such as corrosion, leakage, water-logging etc	3
E1.03.08	ability to determine impact of defects on building and occupant health and safety	4

Subtask E1.04: Identifies type(s) of distribution piping.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E1.04.01	knowledge of piping material and installation	2
E1.04.02	ability to identify type(s) of distribution piping	3

Subtask E1.05: Visually inspects condition of distribution piping.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E1.05.01	knowledge of piping installation	2
E1.05.02	knowledge of remedial measures for common distribution problems	2
E1.05.03	Ability to recognize improper installation of distribution piping	3
E1.05.04	Knowledge of proper pipe jointing techniques	2
E1.05.05	Ability to test and recognize improper pipe joints	3
E1.05.06	ability to identify distribution piping defects such as improper material usage, unsupported piping, corrosion, cross connections, manufacturers defects etc	3
E1.05.07	ability to determine impact of defects on building and occupant health and safety	4

Subtask E1.06: Visually inspects exterior hose bib.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E1.06.01	knowledge of types of hose bib	2
E1.06.02	knowledge of installation of hose bib	2
E1.06.03	knowledge of for vacuum breaks and backflow preventers	2
E1.06.04	ability to identify defects of hose bib such as leaking, cross connections and absence of anti-siphoning devices	3
E1.06.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask E1.07: Document inspection findings

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E1.07.01	knowledge of reporting formats	2
E1.07.02	knowledge of standards of practice	2
E1.07.03	Ability to interpret sensory observations to determine component condition	4
E1.07.04	Ability to communicate findings in inspection report	3

Task E2 Visually Inspects and Operates Fixtures

Context Statement - Professional Home and Property Inspectors visually inspect and operate plumbing fixtures. They observe and report on the functional water flow, proper operation, and the condition of water resistant surfaces such as shower enclosures and counter tops. They are not required to operate the shut-off valves or any inoperative fixture, and do not report on recreational facilities.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.15
Average Rating - National Certificate Holders	4.25
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.12

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.96
Average Rating - National Certificate Holders	5.00
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.98

Subtask E2.01: Visually inspects condition of fixtures.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E2.01.01	knowledge of types of fixtures such as steel or ceramic sinks and tubs and water closets	2
E2.01.02	knowledge of fixture material and installation	2
E2.01.03	knowledge of remedial measures for common fixture problems	2
E2.01.04	ability to identify fixture defects such as improper installation, loose water closets, cracks, ineffective seals and leakage	3
E2.01.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask E2.02: Visually inspects condition of tub and shower enclosures.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E2.02.01	knowledge of types of tub/shower enclosures such as moulded acrylic, ceramic tile, plastic laminate, etc	2
E2.02.02	knowledge of tub and shower enclosures material and installation	2
E2.02.03	knowledge of remedial measures for common tub and shower enclosures problems	2
E2.02.04	ability to identify tub and shower enclosures defects	3
E2.02.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask E2.03: Visually inspects condition of faucets.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E2.03.01	knowledge of faucet types such as washerless, single lever, pressure/temperature sensitive etc	2
E2.03.02	knowledge of faucet installations	2
E2.03.03	ability to identify faucet defects such as leakage, corrosion, deterioration etc	3
E2.03.04	ability to determine impact of defects on building and occupant health and safety	4

Subtask E2.04: Operates faucets and fixtures

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E2.04.01	knowledge of standard operation procedures regarding faucets and fixtures	2
E2.04.02	knowledge of proper function of faucets and fixtures such as controls and overflow mechanisms	2
E2.04.03	knowledge of remedial measures for common fixture problems	2
E2.04.04	ability to identify defects of faucets and fixtures such as leaks, water hammer and blockage	3
E2.04.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask E2.05: Verifies functional flow of water.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E2.05.01	knowledge of acceptable flow rate	2
E2.05.02	knowledge of remedial measures for common flow problems	2
E2.05.03	knowledge to identify excessive water pressure	2
E2.05.04	ability to recognize abnormal flow such as weak flow and intermittent flow	3

Subtask E2.06: Document inspection findings

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E2.06.01	knowledge of reporting formats	2
E2.06.02	knowledge of standards of practice	2
E2.06.03	Ability to interpret sensory observations to determine component condition	4
E2.06.04	Ability to communicate findings in inspection report	3

Task E3 Visually Inspects and Operates Water Heaters

Context Statement - Professional Home and Property Inspectors visually inspect and operate water heaters for the purpose of determining safe and functional operation and fuel sources. Normal user controls and equipment components are observed and described. Operation of the water heater is limited to operating hot water taps and observing the results.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.23
Average Rating - National Certificate Holders	4.23
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.06

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.92
Average Rating - National Certificate Holders	4.98
Average Rating – Participants with 10 or more years experience as a home and property inspector	5.00

Subtask E3.01: Identifies types of water heater

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E3.01.01	knowledge of types of water heaters such as electric, natural gas, oil fired etc	2
E3.01.02	ability to identify type, capacity and intended use of water heater	3
E3.01.03	ability to estimate approximate age and life span of water heating equipment	4

Subtask E3.02: Visually inspects condition of water heater

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E3.02.01	knowledge of water heater installation	2
E3.02.02	knowledge of remedial measures for common water heater problems	2
E3.02.03	ability to identify water heater defects such as rust/corrosion, improper exhaust venting and inadequate safety devices such as temperature and pressure temperature relief values	3
E3.02.04	ability to determine impact of defects on building and occupant health and safety	4
E3.02.05	ability to estimate approximate age and life span of water heating equipment	4

Subtask E3.03: Verifies operation of water heater

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E3.03.01	knowledge of proper water heater operation	2
E3.03.02	ability to activate water heater	3
E3.03.03	ability to identify a deficiency in hot water supply/temperature	3

Subtask E3.04: Identifies type and source of fuel(s)

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E3.04.01	knowledge of types of fuels such as oil, propane, natural gas, electricity etc	2
E3.04.02	knowledge of tanks, piping and material	2
E3.04.03	knowledge of safety aspects of fuels containment	2
E3.04.04	ability to identify type and sources of fuel	3

Subtask E3.05: Visually inspects condition of fuel storage system (propane or oil)

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E3.05.01	knowledge of types of fuel tanks and containers	2
E3.05.02	knowledge of unsafe fuel storage conditions	2
E3.05.03	knowledge of impact of above and below ground fuel storage tanks	2
E3.05.04	knowledge of remedial measures for common fuel storage problems	2
E3.05.05	ability to identify fuel storage system defects such as signs of leakage and spillage, improper installation, instability, corrosion etc	3
E3.05.06	ability to determine impact of defects on building and occupant health and safety	4
E3.05.07	ability to determine the approximate age and expected life span of fuel storage systems	4

Subtask E3.06: Visually inspects condition of fuel distribution system

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E3.06.01	knowledge of fuel distribution components such as fill pipes, supply lines and venting pipes of containers	2
E3.06.02	knowledge of fuel distribution installation	2
E3.06.03	knowledge of remedial measures for common fuel distribution problems	2
E3.06.04	ability to identify defects in fuel distribution systems such as signs of leaks and unsafe installation	3
E3.06.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask E3.07: Documents inspection findings

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E3.07.01	knowledge of reporting formats	2
E3.07.02	knowledge of standards of practice	2
E3.07.03	Ability to interpret sensory observations to determine component condition	4
E3.07.04	Ability to communicate findings in inspection report	3

Task E4 Visually Inspects Drain, Waste and Venting

Context Statement - Professional Home and Property Inspectors inspect visible waste and drain components such as traps, waste lines, vent piping, and piping supports, venting and cleanouts. They look for evidence of leaks, deterioration, improper installations, and cross connections.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.31
Average Rating - National Certificate Holders	4.34
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.18

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.94
Average Rating - National Certificate Holders	4.96
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.98

Subtask E4.01: Visually inspects condition of piping.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E4.01.01	knowledge of types of waste water piping such as copper, metal and plastics	2
E4.01.02	knowledge of waste piping installation	2
E4.01.03	knowledge of remedial measures for common waste piping problems	2
E4.01.04	ability to identify waste piping defects such as rust, cracks, joint separation, inadequate slope, and improper connections	3
E4.01.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask E4.02: Observes functional drainage.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E4.02.01	knowledge of venting requirements to prevent siphoning	2
E4.02.02	knowledge of remedial measures for common drainage problems	2
E4.02.03	ability to identify drainage and venting defects such as signs of leakage and blockage	3
E4.02.04	ability to determine impact of defects on building and occupant health and safety	4

Subtask E4.03: Visually inspects for existence of vents.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E4.03.01	knowledge of vent material and installation	2
E4.03.02	knowledge of remedial measures for common venting problems	2
E4.03.03	ability to identify mechanical vents	3
E4.03.04	ability to identify venting defects such as inadequate non-siphoning action improper installations and lack of proper venting	3
E4.03.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask E4.04: Visually inspects for existence of clean-outs.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E4.04.01	knowledge of clean-out installations	2
E4.04.02	ability to locate and identify clean-outs	3
E4.04.03	ability to determine impact of defects on building and occupant health and safety	4

Subtask E4.05: Visually inspects for existence of floor drains.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E4.05.01	knowledge of floor drain material and installation	2
E4.05.02	ability to locate floor drain, determine if properly located	3
E4.05.03	ability to determine presence of floor drain seals	3
E4.05.04	ability to determine presence of trap seals and back water valves	3
E4.05.05	ability to determine impact of defects on building and occupant health and safety	4

Subtask E4.06: Visually inspects for existence and condition of sump pump and discharge.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E4.06.01	knowledge of types of sump pumps such as submersible and free standing	2
E4.06.02	knowledge of sump pump and discharge installations	2
	Knowledge of sump pit installations	2
E4.06.03	knowledge of remedial measures for common sump pump problems	2
E4.06.04	ability to activate system	3
E4.06.05	ability to identify sump pump defects such as rust, improper connections and illegal discharge of grey water	3
E4.06.06	ability to determine impact of defects on building and occupant health and safety	4

Subtask E4.07: Visually inspects for existence and condition of sewage ejection pump

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E4.07.01	knowledge of types of sewage ejection pumps	2
E4.07.02	knowledge of proper sewage ejection pumps material and installation	2
E4.07.03	knowledge of necessity of sewage ejection pumps	2
E4.07.04	knowledge of remedial measures for common sewage ejection problems	2
E4.07.05	ability to operate pump	3
E4.07.06	ability to identify sewage ejection pump defects such as improper ventilation, seepage and improper installation	3
E4.07.07	ability to determine impact of defects on building and occupant health and safety	4

Subtask E4.08: Document inspection findings

Supporting Knowledge and Abilities		Learning Level (BLOOM)
E4.08.01	knowledge of reporting formats	2
E4.08.02	knowledge of standards of practice	2
E4.08.03	Ability to interpret sensory observations to determine component condition	4
E4.08.04	Ability to communicate findings in inspection report	3

Block F Inspect Building Electrical Systems

Task F1 Visually Inspects Exterior Service Entrances

Context Statement - Professional Home and Property Inspectors visually inspect electrical supply components (which can be safely accessed), from the electrical utility's connection at the property line to the main breaker or fuse box. They check for unsafe conditions, deterioration and compatibility, and the suitability of components.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.61
Average Rating - National Certificate Holders	4.79
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.69

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.95
Average Rating - National Certificate Holders	4.96
Average Rating – Participants with 10 or more years experience as a home and property inspector	5.00

Subtask F1.01: Identifies type of service entrance.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
F1.01.01	knowledge of types of service entrance such as overhead and underground	2
F1.01.02	knowledge of installation of service entrance components	2
F1.01.03	ability to identify types of service entrance	3

Subtask F1.02: Visually inspects compatibility of service entrance components.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
F1.02.01	knowledge of electrical theory	2
F1.02.02	knowledge of principles of grounding, phasing, overcurrent protection, sizing of conductors and residential circuit layout	2
F1.02.03	knowledge of service entrance, components and installation	2
F1.02.04	knowledge of service cable capacity	2
F1.02.05	knowledge of conduit size/capacity	2
F1.02.06	knowledge of proper mast configuration/assembly	2
F1.02.07	knowledge of main breaker capacity	2
F1.02.08	knowledge of service panel capacity	2
F1.02.09	ability to identify capacity of service cable	3
F1.02.10	ability to identify proper configuration of mast assembly	3
F1.02.11	ability to determine compatibility of service components	3
F1.02.12	ability to determine impact of defects on building and occupant health and safety	4

Subtask F1.03: Visually inspects condition of service entrance.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
F1.03.01	knowledge of service entrance components such as cable and mast	2
F1.03.02	knowledge of principles of grounding, phasing, overcurrent protection, sizing of conductors and residential circuit layout	2

F1.03.03	knowledge of service entrance components installation	2
F1.03.04	knowledge of remedial measures for common service entrance problems	2
F1.03.05	ability to identify service entrance defects such as height above grade, lack of support and damaged or missing components	3
F1.03.06	Ability to refer defects to appropriate specialists	4
F1.03.07	ability to determine impact of defects on building and occupant health and safety	4

Subtask F1.04: Document inspection findings

Supporting Knowledge and Abilities		Learning Level (BLOOM)
F1.04.01	knowledge of reporting formats	2
F1.04.02	knowledge of standards of practice	2
F1.04.03	Ability to interpret sensory observations to determine component condition	4
F1.04.04	Ability to communicate findings in inspection report	3

Task F2 Visually Inspects Main Panel

Context Statement - Professional Home and Property Inspectors identify the location of the main electrical panel and visually inspect the branch circuit wiring. Basic electrical test equipment may be used to determine if circuits are live. In some jurisdictions the cover plate of the main panel may be removed to inspect the condition and compatibility of wiring. In other jurisdictions only cover plates of switches, receptacles and junction boxes may be removed. The Professional Home and Property Inspector is not required to insert any tool or testing device inside the panel, nor are they required to operate any overcurrent device except for Ground Fault Circuit Interrupters (GFCI) or Arc Fault Circuit Interrupters (AFCI). The Professional Home and Property Inspector should identify any types of branch circuit wiring.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.78
Average Rating - National Certificate Holders	4.89
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.82

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.96
Average Rating - National Certificate Holders	5.00
Average Rating – Participants with 10 or more years experience as a home and property inspector	5.00

Subtask F2.01: Identifies type of main disconnect.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
F2.01.01	knowledge of types of main disconnect	2
F2.01.02	knowledge of appropriate location of disconnect	2
F2.01.03	knowledge of remedial measures for common main disconnect problems	2
F2.01.04	ability to recognise defects in main disconnect such as signs of overheating and arcing	2
F2.01.05	ability to identify type of main disconnect	3
F2.01.06	Ability to refer to appropriate specialists when required	4
F2.01.07	ability to determine impact of defects on building and occupant health and safety	4

Subtask F2.02: Visually inspects condition of main panel(s).

Supporting Knowledge and Abilities		Learning Level (BLOOM)
F2.02.01	knowledge of types of electrical panels such as fused, breakers, etc.	2
F2.02.02	knowledge of basic electricity such as wire size, breakers and fuse size and Ohms law	2
F2.02.03	Knowledge of appropriate locations for main panel	2
F2.02.04	knowledge of remedial measures for common panel problems	2
F2.02.05	ability to identify electrical panel defects such as rust, loose connections, overheating, open panel slots, etc	3
F2.02.06	Ability to refer to appropriate specialists when required	4
F2.02.07	ability to determine impact of defects on building and occupant health and safety	4

Subtask F2.03: Identifies size of disconnect and service panel.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
F2.03.01	knowledge of disconnect and service panel capacities (60, 100, 200 amp, etc.)	2
F2.03.02	knowledge of two phase panels	2
F2.03.03	knowledge of three phase panels	2
F2.03.04	ability to identify disconnect and service panel capacity	3

Subtask F2.04: Identifies type of over-current protection device.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
F2.04.01	knowledge of types of over-current protection devices such as fuses and circuit breakers	2
F2.04.02	ability to identify types of over-current protection devices	3

Subtask F2.05: Determines compatibility of wire size with fuses/breakers.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
F2.05.01	knowledge of wire capacity (15, 20, 25 amp etc.)	2
F2.05.02	knowledge of breaker/fuse capacity	2
F2.05.03	knowledge of basic electricity such as wire size and service size calculations	2
F2.05.04	knowledge of remedial measures for common wiring compatibility problems	2
F2.05.05	ability to identify wire size and current carrying capacity	3
F2.05.06	ability to identify breaker/fuse capacity	3
F2.05.07	ability to reconcile breaker/fuses ratings with circuit they protect	3
F2.05.08	Ability to refer to appropriate specialists when required	4
F2.05.09	ability to determine impact of defects on building and occupant health and safety	4

Subtask F2.06: Visually inspects existence and condition of grounding.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
F2.06.01	knowledge of grounding systems and materials	2
F2.06.02	knowledge of grounding and bonding and methods such as connections to water pipes and ground rod systems	2
F2.06.03	knowledge of remedial measures for common grounding problems	2
F2.06.04	ability to identify grounding system defects such as inadequate grounding, missing components and corrosion	3
F2.06.05	Ability to refer to appropriate specialists when required	4
F2.06.06	ability to determine impact of defects on building and occupant health and safety	4

Subtask F2.07: Document inspection findings

Supporting Knowledge and Abilities		Learning Level (BLOOM)
F2.07.01	knowledge of reporting formats	2
F2.07.02	knowledge of standards of practice	2
F2.07.03	Ability to interpret sensory observations to determine component condition	4
F2.07.04	Ability to communicate findings in inspection report	3

Task F3 Visually Inspects Distribution

Context Statement - Professional Home and Property Inspectors visually inspect branch circuit wiring where it is visible, and the condition of sub-panels. In some jurisdictions the cover plate of the main and auxiliary panels may be removed to inspect the condition and compatibility of wiring. In other jurisdictions only cover plates of switches, receptacles and junction boxes may be removed. The Professional Home and Property Inspector is not required to insert any tool or testing device inside the panel, nor are they required to operate any overcurrent device except for Ground Fault Circuit Interrupters (GFCI) or Arc Fault Circuit Interrupters (AFCI). The Professional Home and Property Inspector should identify any types of branch circuit wiring.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.73
Average Rating - National Certificate Holders	4.88
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.78

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.97
Average Rating - National Certificate Holders	5.00
Average Rating – Participants with 10 or more years experience as a home and property inspector	5.00

Subtask F3.01: Identifies type of wiring.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
F3.01.01	knowledge of wiring materials such as aluminium and copper	2
F3.01.02	knowledge of wiring material and installation	2
F3.01.03	knowledge of incompatibility between wiring types, fixtures, and breakers	2
F3.01.04	knowledge of wiring types such as knob and tube, aluminum clad, etc	2
F3.01.05	knowledge of remedial measures for common wiring incompatibility problems	2
F3.01.06	ability to identify types of wire and material	3
F3.01.07	Ability to refer to appropriate specialists when required	4
F3.01.08	ability to determine impact of defects on building and occupant health and safety	4

Subtask F3.02: Identifies size of disconnect and wire at sub-panels.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
F3.02.01	knowledge of disconnect and sub panel capacities (60, 100, 200 amp)	2
F3.02.02	knowledge of electrical sub-panel material and installation	2
F3.02.03	knowledge of basic electricity	2
F3.02.04	knowledge of remedial measures for common wiring compatibility problems	2
F3.02.05	ability to reconcile sub-panel disconnect capacity with wire capacity at sub-panel	3
F3.02.06	Ability to refer to appropriate specialists when required	4
F3.02.07	ability to determine impact of defects on building and occupant health and safety	4

Subtask F3.03: Visually inspects condition of sub-panels.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
F3.03.01	knowledge of types of sub-panels	2
F3.03.02	knowledge of electrical sub-panel material and installation	2
F3.03.03	knowledge of basic electricity principles	2

F3.03.04	knowledge of remedial measures for common sub-panel problems	2
F3.03.05	ability to identify electrical sub-panel defects such as looseness, rust, signs of overheating, loose connections, missing components, open slots, etc	3
F3.03.06	Ability to refer to appropriate specialists when required	4
F3.03.07	ability to determine impact of defects on building and occupant health and safety	4

Subtask F3.04: Visually inspects branch circuit wiring.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
F3.04.01	knowledge of wire sizes, types and capacities	2
F3.04.02	knowledge of wiring material and installation	2
F3.04.03	knowledge of basic electrical principles	2
F3.04.04	knowledge of remedial measures for common wiring problems	2
F3.04.05	ability to identify wire sizes and types	3
F3.04.06	ability to identify wiring defects such as inappropriate wiring techniques, undersized junction boxes, signs of overheating, wiring incompatibility, poor connections, obsolete wiring, missing covers, etc	3
F3.04.07	Ability to refer to appropriate specialists when required	4
F3.04.08	ability to determine impact of defects on building and occupant health and safety	4

Subtask F3.05: Document inspection findings

Supporting Knowledge and Abilities		Learning Level (BLOOM)
F3.05.01	knowledge of reporting formats	2
F3.05.02	knowledge of standards of practice	2
F3.05.03	Ability to interpret sensory observations to determine component condition	4
F3.05.04	Ability to communicate findings in inspection report	3

Task F4 Visually Inspects Outlets, Switches and Fixtures

Context Statement - The Professional Home and Property Inspector operates and visually inspects a representative number of interior and exterior outlets, switches and fixtures for condition and functionality. They may also observe the presence or absence of devices such as GFCI's, smoke and CO detectors, etc.

Survey Task Importance Ratings - on a scale of 0 (unimportant) to 5 (extremely important)

Average Rating - ALL Participants	4.48
Average Rating - National Certificate Holders	4.64
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.53

Task Frequency Ratings – on a scale of 0 (never performed) to 5 (performed on every inspection)

Average Rating - ALL Participants	4.94
Average Rating - National Certificate Holders	4.98
Average Rating – Participants with 10 or more years experience as a home and property inspector	4.98

Subtask F4.01: Observes and operates fixture switches.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
F4.01.01	knowledge of types of switches such as toggle, dimmer and three way	2
F4.01.02	knowledge of switch material and installation	2
F4.01.03	knowledge of remedial measures for common wiring problems	2
F4.01.04	ability to identify switch defects such as inoperability, missing covers etc	3
F4.01.05	Ability to refer to appropriate specialists when required	4
F4.01.06	ability to determine impact of defects on building and occupant health and safety	4

Subtask F4.02: Visually inspects and tests receptacles.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
F4.02.01	knowledge of types of receptacles	2
F4.02.02	knowledge of receptacle material and installation	2
F4.02.03	knowledge of remedial measures for common wiring problems	2
F4.02.04	ability to identify defective receptacles such as inoperability, missing covers etc	3
F4.02.05	Ability to refer to appropriate specialists when required	4
F4.02.06	ability to determine impact of defects on building and occupant health and safety	4

Subtask F4.03: Tests ground fault circuit interrupters/arc fault circuit interrupters.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
F4.03.01	knowledge of the purposes of ground fault circuit interrupters (GFCI)	2
F4.03.02	knowledge of the purposes of arc fault circuit interrupters (AFCI)	2
F4.03.03	knowledge of GFCI installation	2
F4.03.04	knowledge of AFCI installation	2
F4.03.05	knowledge of remedial measures for common GFCI problems	2
F4.03.06	knowledge of remedial measures for common AFCI problems	2
F4.03.07	ability to identify GFCIs	3
F4.03.08	ability to identify AFCIs	3
F4.03.09	ability to test GFCIs	3
F4.03.10	ability to test AFCIs	3
F4.03.11	ability to identify GFCI defects	3

F4.03.12	ability to identify AFCI defects	3
F4.03.13	ability to identify lack of GFCIs where required such as in bathrooms, exterior outlets, whirlpools and pool areas	3
F4.03.14	ability to identify lack of AFCIs where required such as in bedrooms, etc	3
F4.03.15	Ability to refer to appropriate specialists when required	4
F4.03.16	ability to determine impact of defects on building and occupant health and safety	4

Subtask F4.04: Visually inspects condition of fixtures.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
F4.04.01	knowledge of types of fixtures such as pot lights and fluorescent lights etc	2
F4.04.02	knowledge of material and installation for permanently connected electrical fixtures	2
F4.04.03	knowledge of remedial measures for common fixture problems	2
F4.04.04	ability to identify fixture defects such as inoperability, improper installation and missing components etc	3
F4.04.05	Ability to refer to appropriate specialists when required	4
F4.04.06	ability to determine impact of defects on building and occupant health and safety	4

Subtask F4.05: Identifies existence or absence of smoke, CO and other detectors.

Supporting Knowledge and Abilities		Learning Level (BLOOM)
F4.05.01	knowledge of smoke detectors	2
F4.05.02	knowledge of CO detectors	2
F4.05.03	Knowledge of propane detectors, etc	2
F4.05.04	knowledge of optimum smoke and CO detectors location	2
F4.05.05	Knowledge of optimum detection for other types of detectors	2
F4.05.06	ability to identify smoke and CO detectors	3
F4.05.07	Ability to identify other types of detectors (propane, etc)	3
F4.05.08	ability to identify the presence or absence and location of smoke, CO and other detectors	3
F4.05.09	Ability to refer to appropriate specialists when required	4
F4.05.10	ability to determine impact of defects on building and occupant health and safety	4

Subtask F4.06: Document inspection findings

Supporting Knowledge and Abilities		Learning Level (BLOOM)
F4.06.01	knowledge of reporting formats	2
F4.06.02	knowledge of standards of practice	2
F4.06.03	Ability to interpret sensory observations to determine component condition	4
F4.06.04	Ability to communicate findings in inspection report	3

Block G Personal and Professional Attributes

Personal Attributes are those individual characteristics that lead to success in an occupation. They are ‘attitude’ or ‘life skills’ attributes that apply to many different tasks and subtasks.

Personal attributes are useful for recruiting the 'right kind' of people into an occupation. They are not listed in any particular order of priority.

- Desire for self-improvement: A psychological need to see personal skill sets grow and develop. Persons with this attribute seek training and development opportunities and seek to learn new things.
 - Interpersonal skills: an ability to understand and be understood by others. Individuals with this attribute have concern for others points of view and opinions. They seek to mediate disputes in a fair and equitable manner.
 - Focus on results: A desire to see jobs completed. Persons with this attribute are never satisfied until the job is completed satisfactorily.
 - Attention to detail: An ingrained focus on the small things that lead to success. Persons with this attribute are fastidious and will spot the “little things” that add together to make or break a project. Persons with this attribute will not accept behaviour, productivity or craftsmanship that is below the recognized standard. They keep their work area clean and organized, verify others’ work
 - Integrity: doing what you say you will do; following through on your commitments. Persons with this attribute go out of their way to keep their promises and will always make contact if something comes up that prevents their doing so.
 - Sense of responsibility: A desire to do the right things, the right way. Persons with this attribute don’t cut corners, bend rules or look for loopholes to excuse unacceptable or sub-standard behaviour or performance. They place organizational objectives ahead of their own.
 - Flexibility: The ability to adapt and work effectively in a changing environment. Individuals with this characteristic show an aptitude for “Plan B”, adapting current plans to changing conditions: they don’t get rattled when things change. They are also able to interpret rules in order to implement them in their spirit and objectives.
 - Customer-Service Orientation: A desire to help or serve others and meet their needs. Individuals with this aptitude will spend time to discover what the customer needs, and figure out how best to fill that need. Customers can be internal to the organization or external.
 - Self-Control: An ability to keep emotions in check and stay cool under pressure. Persons with this attribute will respond calmly and calms others in stress/conflict situations, and will respond constructively rather than provoking greater conflict.
 - Teamwork & Cooperation: The ability to work in cooperation with others. Individuals with this attribute enjoy working as members of a team, and they express this sense of “team” in their conversations and actions.

Administration Skills

Professional Home and Property Inspectors need to exercise administrative skills in order to efficiently and effectively perform their tasks.

Administration skills are not described in depth, and they are presented in no particular order or priority.

- Time management skills
- Planning skills
- Organization skills
- Problem solving/decision making skills
- Document handling skills: An awareness of the importance of keeping accurate, complete and current records. These records are important for legal accountability

Physical Attributes

Professional Home and Property Inspectors must be in reasonable health and physical condition, able to climb ladders and perform inspections in attics, on roofs and in confined and/or claustrophobic spaces (basements, crawl spaces).

They must have good observation skills, good sensory perception.

Professional Home and Property Inspectors may be exposed to mould, pests, vermin and other unpleasant conditions in the ordinary course of their work.

Tools, Equipment and Other Resources

Professional Home and Property Inspectors regularly use some or all of the following tools, specialized equipment and other resources in the accomplishment of their duties:

- Personal Protective Equipment
- Flashlight
- Ladders
- Lifts
- Cameras
- Measuring devices
- GPS systems
- Communication systems
- Moisture meters
- Gas “sniffers”
- Infra-red detection instruments
- Pressure testing equipment
- Computer: document retrieval, word processing, record keeping, on-line research, email, database
- Electrical test equipment (GFCI's, AFCI's, Polarity)