



# HOME INSPECTION TRAINING PROGRAM

HOME STUDY SYSTEM



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## CHARACTERISTICS OF A GOOD HOME INSPECTOR

- Has a technical mind and likes to figure things out
- Enjoys meeting and helping people
- Organized and a clear thinker
- Committed to continuous learning
- Enjoys work outside the confines of an office

“ I just received my certificate from Carson Dunlop for the Home Inspection training program. I am very proud of that and the fact that I had chosen Carson Dunlop education services to start a new career in the Home Inspection industry. The course material and testing were both very good, well explained and I do believe that they covered every possible aspect of Home Inspections. I am looking forward to starting my new business and this course has put me on the fast track to becoming a successful Home Inspector. I also want to thank all your staff at Carson Dunlop for being there for me through this process and for your friendly down to earth service. I am looking forward to continuing a future relationship with Carson Dunlop and Horizon. Regards, ”

– Earl Mercier  
Mercier Home Inspection Ltd.

# WELCOME TO THE CARSON DUNLOP HOME STUDY SYSTEM

Thank you for considering the Carson Dunlop Home Study System for your Home Inspection training. We have created the most comprehensive training program available. The program was developed with education design consultants and distance education specialists from Memorial University. Using the best teaching practices we ensure clear communication and effective learning.

Home Inspection is a rewarding professional consulting practice, helping buyers make informed decisions about the property they are considering purchasing. Home Inspection Consultants are generalists with broad knowledge across several disciplines – from the foundation to the roof, and everything in between. Home Inspection is a relatively young, but growing, profession. Today, more than 70% of resale homes are inspected, providing comfort and assurance to home buyers and sellers.

The Home Inspection industry has a very positive future with the steady growth of consumer demand, opportunity to add ancillary products and services as well as diversification opportunities in a profession that will see more than 15% of its current practitioners retire in the next 10 years.

In order to meet the growing need for Home Inspection professionals, the Carson Dunlop program provides you with a comprehensive knowledge foundation upon which to build a successful career. We are proud of our many graduates who are flourishing in this great profession.

Every rewarding career starts with a great education. I wish you much success and thank you for considering Carson Dunlop as an education partner.

Sincerely,

A handwritten signature in black ink, appearing to read 'Alan Carson', with a long horizontal flourish extending to the right.

Alan Carson  
B.Sc., ACI, RHI, National Certificate Holder  
President – Carson Dunlop  
Past President - American Society of Home Inspectors  
Past President - Ontario Association of Home Inspectors

# ABOUT HOME INSPECTIONS

A Home Inspection is a professional consulting service that helps home buyers make the biggest financial decision of their life. Home Inspectors are employed to inspect houses and provide written reports to clients. This allows home buyers to make better purchase decisions by addressing some fundamental questions that arise when buying a home. Is the house structurally sound? Is it safe? What kind of repairs may be in order? Are there major expenses?

Home Inspection has become a part of most real estate transactions in North America. A Home Inspection is an in-field evaluation of the current physical condition of a home. A Home Inspector will:

- Inspect and report on the physical structure and systems of the home, from the foundation to the attic.
- Provide the home buyer with a written report.
- Provide expert advice on home maintenance and repair.

# THE HOME INSPECTION INDUSTRY

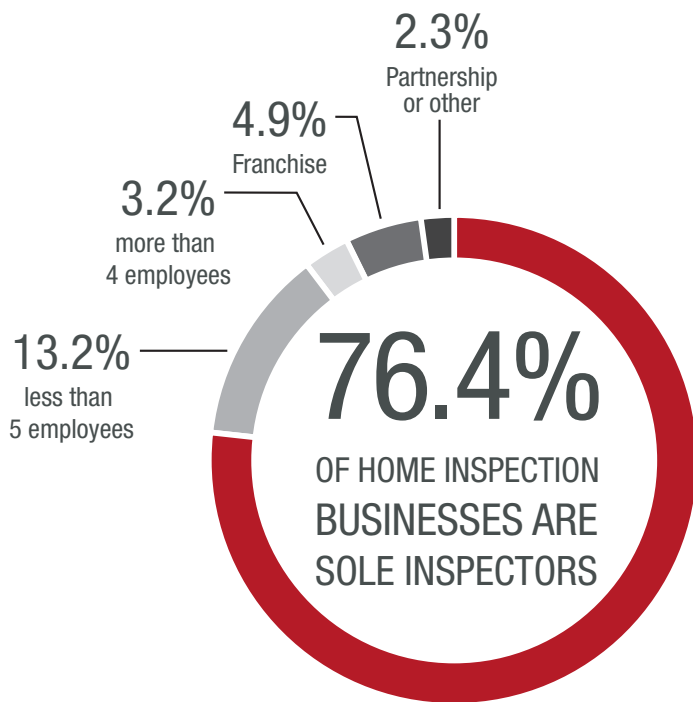
The Home Inspection profession is relatively young and has evolved from a rare service to one that is routinely used by prospective home buyers. The Home Inspection industry is growing; more than 70% of resale homes are inspected. The size of the Home Inspection industry is estimated to be more than \$1.3 Billion. The market is projected to surpass \$2 Billion in the next 10 years as:

- Home Inspections become the standard on all transactions
- Home Inspection fees continue to increase
- Ancillary services may be added to home inspections
- Demand increases for home inspection services beyond real estate transactions

The average age has been increasing, creating new opportunities to enter the Home Inspection field. Over the past 6 years, the average age has increased by 4 years as shown below.

| What is your age? | 2011  |
|-------------------|-------|
| 18 to 25          | 0.1%  |
| 26 to 41          | 6.9%  |
| 42 to 65          | 81.7% |
| Over 60           | 11.3% |
| Average age       | 53    |

## INDUSTRY HIGHLIGHTS



**IN 2011** AVERAGE ANNUAL  
GROSS REVENUE  
**\$70,016**

### THE BENEFITS OF OWNING YOUR OWN PRACTICE

- Set your own schedule
- Work from your home office
- Control your income
- Enjoy tax advantages

DID YOU KNOW THAT MORE THAN 23% OF  
HOME INSPECTORS GENERATED OVER  
**\$100,000**  
IN REVENUE IN 2011

# THE SCOPE OF A HOME INSPECTION

Home Inspection is a professional consulting service offered by trained professionals who evaluate one to four-family dwellings. The Inspection is often done in conjunction with a real estate transaction, although it can be done anytime. It focuses on the performance of the home, rather than cosmetic, code or design issues.

## A home inspection is

- An in-field evaluation and professional opinion of the performance of the readily accessible installed systems in a home at one point in time.
- Primarily a visual examination.
- Intended to identify components of the home that are significantly deficient, unsafe or near the end of their life.
- Documented with a written report

## A home inspection is not

- An insurance policy, guarantee or warranty on the home
- An invasive or destructive exercise
- Intended to identify concealed defects
- A code or design review

- Able to predict the future or the remaining life of components
- An environmental review or energy audit

## Components included

- Roof
- Structure
- Mechanical & Natural Ventilation Systems
- Fireplaces and Wood Stoves
- Electrical System
- Heating and Air Conditioning System
- Plumbing System
- Insulation and Vapor Barriers
- Exterior
- Interior

## What's excluded

- Specialty systems including telephone, cable TV, alarm systems, lawn sprinklers, etc.
- Cosmetics
- Outbuildings
- Swimming pools and spas

# THE CARSON DUNLOP ADVANTAGE

Carson Dunlop is a fully integrated company with a strong reputation for quality. We have been inspecting homes since 1978 and have provided training for thousands of Inspectors since 1991. We don't just teach Home Inspection, we practice it every day in one of the country's largest Inspection firms. We have created report writing systems for Home Inspectors that are used throughout the country.

Our education program was forged from years of applied knowledge. It is not a one or two week introductory program. No one can learn a complex consulting profession in a couple of weeks. It is a complete career training program. We use the program to train our own people. We keep it elegantly simple, providing exactly what you need. Our program has been widely recognized and adopted by schools, colleges, universities and professional associations like the American Society of Home Inspectors (ASHI™).

Carson Dunlop has been a leading Consulting Engineering Firm devoted to Building Inspection since 1978. We have extensive technical knowledge across our integrated business lines.



“ I have read the Communications and Professional Practice Module and found what I thought may be a bit of a dry read instead was well written and an easy read. I have found the Roofing Module the same. I have taken many different training courses on many different subjects in the field that I am in now. I perceive that this Carson Dunlop course is at the top of the hill and raising the bar in the Home Inspection Profession. Thank you kindly for that. ”

**-Bill Barber**

Certified Alberta Home Inspectors 1st. In Place Home Inspections Inc.

# HOME INSPECTION TRAINING GRADUATE

FROM CONSULTING AGRICULTURAL ENGINEER TO HOME INSPECTOR

**Meet Greg Grabs,** another success story of the Carson Dunlop education program. Greg's passion for homes, work ethic and experience have allowed him to excel in both the Carson Dunlop program and as a Professional Home Inspector. Coming to the profession from agricultural engineering, Greg's attention to detail makes him a great fit in the industry. Greg was swayed by the outstanding testimonials about the Carson Dunlop program and felt compelled to try Home Inspection. It was a perfect fit. Greg received the highest score of any Carson Dunlop, ASHI graduate in 2011, earning him the Tom Byrne Memorial Award. He achieved an grade of 95%, a feat that does not come easily.

## WHY DID YOU SELECT THE CARSON DUNLOP HOME INSPECTION TRAINING PROGRAM?

GG: To be honest, I did a lot of research before choosing Carson Dunlop. I found Carson Dunlop was the best fit. You get what you pay for and I wanted the best.

## DID YOU TAKE THE PROGRAM THROUGH AN ONLINE LEARNING FORMAT OR IN A CLASSROOM SETTING?

GG: I did the course through the online format. I liked the flexibility since I could work at my own pace. It also meant that I didn't have to commute.

## WHAT ADVICE WOULD YOU GIVE TO STUDENTS WHO ARE CURRENTLY ENROLLED IN THE CARSON DUNLOP HOME INSPECTION TRAINING PROGRAM?

GG: Take your time and don't put undue pressure on yourself. Review all your modules prior to the exam – they are incredibly helpful; I still use them from time to time on the job if I'm not sure about something.

## WHAT ADVICE WOULD YOU GIVE TO NEW STUDENTS CONSIDERING ENTERING THE HOME INSPECTION PROFESSION?

GG: Take the opportunity to interview or meet other Inspectors and realtors in the community. They have knowledge about the industry and experience that you don't. There is always something new you can learn and getting all the help you can is important. Also, do your research – there are a lot of big decisions to make, don't make them lightly. And seriously, you pay for what you get. Do not do the minimum requirement, do your best.

## WOULD YOU RECOMMEND THE CARSON DUNLOP HOME INSPECTION PROGRAM TO OTHERS?

GG: I would absolutely recommend this course to anyone interested in becoming a Home Inspector.





## ROOFING

The primary purpose of a roof is to protect the building from rain, snow, sun, and wind. Roofs also affect the appearance of a building. Roofs provide some mechanical protection against falling objects, although hail damage for example, is common. Roof coverings are not intended to keep out the cold.

# THE BENEFITS OF SELF STUDY

Enjoy a great online experience through our professional delivery system. Online delivery appeals to a wide range of learning styles. Color illustrations and student interaction make learning a dynamic experience. The exercises and practice quizzes allow you to evaluate your understanding with immediate feedback. You can stay connected to your instructor as you work from the comfort of your own home, on your schedule. Online students tend to be highly motivated, able to focus on their learning and make productive use of the time they set aside for their studies. Online students communicate with their instructor primarily through email.

The advantages of self study include:

- Learn at your own speed
- No travel or accommodation costs
- No need to take time off work
- Communicate with instructor online
- Results are returned promptly
- Interactive exercises for online practice
- Online videos bring the learning to life
- Client support is always available
- Self testing quizzes help measure your success

**STRONG EARNING  
POTENTIAL**

**STRONG WORK ETHIC**

**TECHNICAL TRAINING**

**MARKETING**

**CUSTOMER SERVICE**

**EXPERIENCE**



“ The first course you should take is “Communication and Professional Practice” - it gives a very good understanding and perspective on the community, approach, framework, and industry. The course material is a constant reference for items you find on site but are not sure how to handle. ”

**Victor Hughes**

Property Management And Inspection Services



## THE PROGRAM

In order to meet the growing need for professionals in the Home Inspection industry, Carson Dunlop has developed a comprehensive ten course Home Inspection Certificate program that will help build your career in Home Inspection. The Home Inspection training program is designed to teach in a logical, progressive way.

The program incorporates the Industry of Practice of the American Society of Home Inspectors (ASHI™). The Standards of Practice define a minimum and uniform Standard for private Home Inspectors. Home Inspections performed to these standards provide the client with information regarding the condition of the systems and components of the home. The Carson Dunlop Home Inspection program has also been adopted by the American Society of Home Inspectors (ASHI™). The Carson Dunlop program has been widely recognized and adopted by schools, colleges, universities that include:



# The 10 Course Home Inspection Training Program

Each of the ten courses includes a richly illustrated binder with course text, quizzes for self-evaluation, field exercises, Inspection procedures and Inspection checklist. For each of the technical subjects, there is an online component with annotated photos and voice-over that take textbook learning to the next level. You see what things look like out in the field.

Our education program was forged from years of applied knowledge. It is not a one or two week introductory program. No one can learn a complex consulting profession in a couple of weeks. It is a complete career training program. We use the program to train our own people. We keep it elegantly simple, providing exactly what you need.

## ROOFING

This course discusses both sloped and flat roof construction. Extensive descriptions and illustrations help to explain flashing details and the intersections that are often problems on roofs. Roof problems, causes and implications are identified for all of the common roofing materials. Included are sections on how to inspect roofs and what to watch for with various roofing materials.

## STRUCTURE

All the structural elements of a building from the footings and foundations to the floor, wall and roof assemblies are addressed in detail. Elements of good construction are illustrated, along with common failure modes and how to identify them.

## ELECTRICAL

This program starts with a description of house electricity and develops an understanding of the basics. The course moves on to address getting electricity into the house, and distributing it safely to its end-use points including switches, lights and receptacles. The course is designed to provide people who do not have an electrical background with the skills necessary to perform the electrical part of a professional Home Inspection.

## HEATING I & HEATING II

This course provides an introduction to residential heating systems, starting with a description of fuels and then focusing on furnaces and boilers. Detailed instructions on operational tests, common failure modes and life expectancies of various systems are included. The 2nd heating course continues with a focus on chimneys, wood heating, fireplaces, steam heating, electric heating systems and space heaters. Each topic starts with a description of how the system works. Again, this course concentrates on inspection strategies, test procedures and problem identification.

## AIR CONDITIONING & HEAT PUMPS

These complex mechanical systems are broken down into simple components. The course starts with basic principles of operation and builds an understanding. Considerable detail is provided on how these systems fail. Upon completion, the learner is able to test and inspect air conditioning and heat pump systems as a professional Home Inspector.

## PLUMBING

The plumbing course is broken into four segments - supply piping, water heaters, waste piping, and plumbing fixtures. The physics of water is covered at the beginning in a simple, common sense way. Instruction on how systems work and common failure modes are provided. Again, the illustrations add significantly to the learning experience.

## EXTERIOR

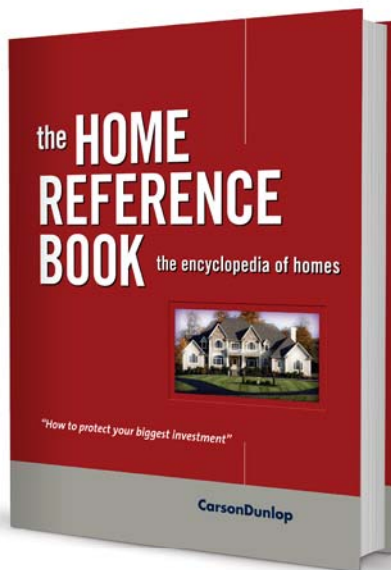
This subject covers retaining walls, grounds, window wells, lot grading, driveways, patios, walkways, decks, balconies, stoops and steps, porches, railings, wall cladding, flashing trim, eaves, soffits, fascia, as well as exterior doors and windows. Students learn to describe the exterior wall covering and inspect all aspects of the exterior named above.

## INSULATION & INTERIORS

Focus is on the Inspection of thermal insulation, vapor barrier and ventilation systems, as well as the inspection of interior elements of residential dwellings such as walls, ceilings, floors, basements, doors, windows, interior stairs/railings, installed counter tops and cabinets, and garage doors/door operators.

## COMMUNICATION AND PROFESSIONAL PRACTICE

The professional Home Inspector is required, both verbally and in writing, to describe the inspection process and communicate Inspection findings to the client. It is important that the Home Inspector be able to communicate clearly and effectively to ensure that clients understand the inspection results and the report. Students develop their oral and written communication skills, and learn the reporting requirements and proper conduct for a professional Home Inspector.



The Home Reference Book, Carson Dunlop's essential homeowner's manual, is included free of charge with the program. This book has become the gold standard in the profession and is used as a report writing system as well as a reference manual for homeowners. The 500 color illustrations and clearly-worded text provide great learning tools.



“ It seems to me that Carson Dunlop is the most relied upon source for accurate information in the Home Inspection profession and is regularly quoted, along with graphic illustrations by those in and outside of the profession. I am proud to say that I have successfully completed the course. I rely heavily upon its content, and would highly recommend it to others. ”

– Ray Segouin, RHI  
About The House Home Inspection

“ I want to thank you for making the ten binder course on Home Inspection so user friendly. This helped make units quite easy to learn as the language used, the diagrams, appropriate segmentation, the field exercises, Q and A, and video brought a multi faceted approach to learning. At every turn your pedagogical senses were so evident that I thought your background had to be from a graduate school of teaching rather than Home Inspection per se. ”

– Kurt Weinberger  
EnerGreen Home Inspection Services

# OUR LEARNING APPROACH

The Carson Dunlop system is designed to teach in a logical, progressive way for each component.

Each module includes text, illustrations, quizzes and tests, inspection procedures, inspection checklists and more. The online component of each course adds video with hundreds of actual field situations, case studies and interactive exercises to help bring the learning to life. You will also receive technical support, with your questions answered by a professional Home Inspector.

WHAT THE COMPONENT IS

WHAT IT DOES

HOW IT WORKS

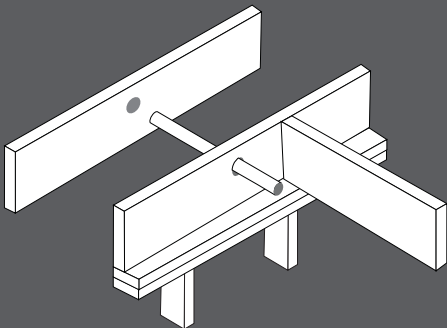
WHAT TYPICALLY GOES WRONG

WHY THINGS GO WRONG

THE IMPLICATIONS OF PROBLEMS

HOW TO IDENTIFY THE PROBLEMS

WHAT TO TELL THE CLIENT

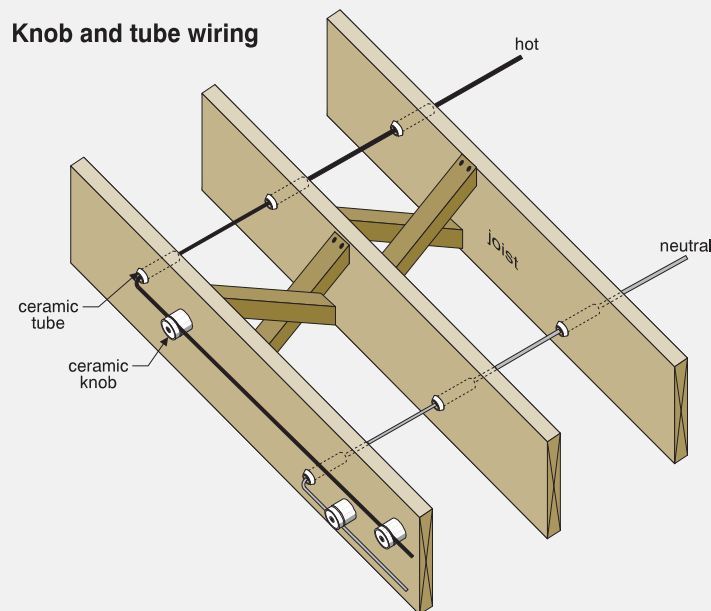


“ I’m nearing the end of the Home Inspection Training Program and recently went on an interview with a local Inspection company with multiple Inspectors and the owner being the head of the chapter here. I’m now training with the company and will be employed full-time shortly. My future employer told me that he receives several phone calls weekly from job seekers and the reason I was chosen in part is because of my participation in your excellent program. Thank you! ”  
– J.D. Troost

## CONNECTORS NOT IN BOXES

The original spliced connections for knob-and-tube wiring were not made in junction boxes. This is acceptable as long as the connections are original, since we have some confidence that the splices are made with the appropriate technique of twisting the wires together, properly soldering them, and then taping them with the old, dull black, cloth tape.

Where you see modern plastic electrical tape (the black shiny stuff) on a knob-and-tube connection, or where you see a taped connection with knob-and-tube wiring joining modern two conductor cables, this is not acceptable. The only knob-and-tube connections that don't have to be in junction boxes are original ones.



### Older Wire

Another issue with knob-and-tube wiring is the age of the wire. While the copper does not fail under normal work loads, a house wiring system that has been around for a long time may well have been overworked. The older it is, the more likely it is to have been abused at some point

### Strategy

The rubber insulation or the cloth sheathing may deteriorate over time. This usually means that it becomes brittle and starts to fall off. This is a function of age, and high temperatures. The high temperatures may be high ambient temperatures or they might be related to overusing. In either case, you should watch for insulation problems on knob-and-tube wiring. Resist the temptation to flex the wire to see if it is supple. You may get a shock or damage the wire.

### Insulation and Sheathing

Problems with the sheathing and insulation are the most common failure mode of knob-and-tube wiring, other than the amateurish modifications and extensions of the circuits.

## QUIZ

- 1 HOW IS KNOB-AND-TUBE WIRING VISIBLY DIFFERENT FROM MODERN CABLE?

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- 2 DOES KNOB-AND-TUBE WIRING HAVE A GROUND WIRE WITH IT?

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- 3 WHAT COMMON GAUGES OF KNOB-AND-TUBE WIRING WERE USED?

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- 4 LIST FOUR COMMON CONDITIONS WITH KNOB-AND-TUBE WIRING

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- 5 LIST THREE COMMON CONDITIONS FOUND WITH ALUMINUM WIRING

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- 6 HOW CAN YOU IDENTIFY ALUMINUM WIRING?

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“ The program and testing were thorough and comprehensive. Although it was longer than expected, it prepares you for everything. I believe it to be highly worthwhile, especially compared to the other courses out there (trust me, I know). ”

—Dennis Anderson,

Certified Home Inspector A Buyer's Choice Home Inspections - Southern New Brunswick

# HOME INSPECTION TRAINING GRADUATE

## FROM CARPENTER TO PROFESSIONAL HOME INSPECTOR

**MEET SHEILA CORMAN,** a real success story of the Carson Dunlop education program. From carpenter to professional Home Inspector, Sheila has proven she has what it takes to succeed in this field. As a female in a male-dominated industry, Sheila brings experience, expertise and a unique perspective to every Home Inspection she performs. After working in several fields which involved a large amount of physical labor, Sheila began to look for a profession that was less physically exhausting and stressful on her body, which made becoming a Home Inspector a natural fit. Her incredible work ethic, determination and intelligence allowed her to graduate with Distinction in 2003.

### WHY DID YOU SELECT THE CARSON DUNLOP HOME INSPECTION TRAINING PROGRAM?

SC: It was the best and most comprehensive. The range of classroom to self study meant a focus on both academic and hands-on training which I feel provided the most extensive training available in the industry.

### DID YOU TAKE THE PROGRAM THROUGH AN ONLINE LEARNING FORMAT OR IN A CLASSROOM SETTING?

SC: I took the program through in classroom training at a College. The in-class learning style was a huge benefit for me since it gave me the ability to hear an instructor and learn from other students.

### WHAT ADVICE WOULD YOU GIVE TO STUDENTS WHO ARE CURRENTLY ENROLLED IN THE CARSON DUNLOP HOME INSPECTION TRAINING PROGRAM?

SC: The biggest thing would definitely be to stay ahead of the work. This is not a “cake walk” of a program; it’s highly intensive and content heavy, which means that falling behind in the course work will put you at a huge disadvantage.

### WHAT ADVICE WOULD YOU GIVE TO NEW STUDENTS CONSIDERING ENTERING THE HOME INSPECTION PROFESSION?

SC: Networking with other Home Inspection companies or mentors will make the transition into the industry easier – see how industry association can help you. Also, the field experience being offered in the program is an amazing benefit and something every new Inspector should participate in.

### WHAT IS YOUR BIGGEST CHALLENGE AS A HOME INSPECTOR?

SC: Client and realtor expectations. Home Inspectors can do a lot, but we cannot do everything, and communicating our limitations can be difficult. The real estate market can get crazy and that is definitely a challenge for an Inspector; at times it feels as if there just aren’t enough hours in the day.

### DO YOU THINK YOUR GENDER IMPACTS YOUR LIFE AS A HOME INSPECTOR?

SC: Absolutely, but I think it does so in a positive way. As a woman the intimidation factor goes down and communication goes up. Of course there are still some stereotypical comments and more often than not I’m not what clients are necessarily expecting, but the Inspection Report and the results speak for themselves.

### WOULD YOU RECOMMEND THE CARSON DUNLOP HOME INSPECTION PROGRAM TO OTHERS?

SC: Without hesitation, especially since I’m teaching it!

# CARSON DUNLOP STUDENT RESOURCES



Learn from leaders in the profession so you get the best possible education.



Instructors are working in the field so you have access to real experience from practicing Home Inspectors.



Create a learning plan that works for you so that you can take the time you need to complete your studies.



Start the program at any time of year so you can study when it suits you.



When you graduate you receive free use of our Horizon report writing system for six months. You will also receive a free website and free hosting for six months

## WITH YOU EVERY STEP OF THE WAY



# POST GRADUATE COURSES



## BUILDING YOUR HOME INSPECTION BUSINESS

- » Sales and marketing course to grow your business.
- » Proven, practical tips you can use instantly.



## FIELD TRAINING

There is no substitute for experience

- » A one-week intensive field training program.
- » Mentor and learn with an experienced Home Inspector.
- » Write your own reports and discuss results with the instructor.



## COMMERCIAL INSPECTION COURSE

Here is your opportunity to grow your business

- » The three-day course provides the tools and knowledge to get your Commercial Inspection Division up and running.
- » Your chance to generate up to 80% more revenue than residential Inspections in an equivalent amount of time.
- » Expand your knowledge base of commercial building structures and systems.



## CONTINUING EDUCATION

Helping maintain the edge

- » 19 online courses designed to enhance your skills and knowledge.
- » Recognized by many associations for meeting credit requirements.
- » Courses become reference material that is yours to keep.

# HOME INSPECTION TRAINING OPENS DOORS



Commercial Inspections  
Building Code Inspections  
New Construction Inspections  
Insurance Inspections  
Consulting  
Lending  
Energy Audits  
Litigation Inspections

Specialty Services  
Mold  
Indoor Air Quality  
Pool & Spa  
Radon



# KNOWLEDGE IS POWER

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