ASHI standards and ethics examination handbook

The information in this handbook covers preparation, logistics and what to expect in the ASHI Standards and Ethics Examination
ASHI Standards and Ethics Examination - Table of Contents

About ASHI

About the exam

Exam preparation

Exam administrator

EXPro Electronic Testing System

Dates, times and locations

Special arrangements and services

Examination reservations

Fees and policies

Change or cancel a reservation

Permitted absence from a scheduled examination

Re-examination procedures

Examination day

Reporting time

Tardiness

What to bring

At the testing center

Question challenges

Test center regulations

Cancellations and delays

Score reporting

Applying your score to achieve ASHI Member status

Duplicate score reports

A final word
American Society of Home Inspectors, Inc.

In 1976, a group of visionary home inspectors established the American Society of Home Inspectors, a not-for-profit membership organization. Their goal was to build consumer awareness of home inspection and to enhance professionalism by developing high Standards of Practice and a Code of Ethics.

Today, ASHI is the most respected professional association for home inspectors in North America, with more than 5000 members. ASHI's Standards of Practice, covering all of a home's major systems, are specifically noted in state and federal legislation and recognized by consumers as the definitive standard for professional home inspection.

Associates and Members of ASHI are required to abide by the Society's Code of Ethics, which specifically forbids home inspectors from active brokerage or sale of real estate, or performing repairs on homes which they inspect. ASHI Associates and Members also agree to perform and report inspections in accordance with the ASHI Standards of Practice. Because the ASHI logo is widely regarded as the mark of a professional home inspector, its use by the ASHI membership is also carefully controlled.

About the ASHI Standards and Ethics Examination

Administration of the ASHI S&E Exam is intended to insure that the membership of ASHI understand and will practice according to ASHI's Standards of Practice and Code of Ethics. Home inspectors address a personal need of consumers by inspecting their residences for safety, health and comfort. Therefore, it's important that when consumers contact an ASHI Member, they are confident of the standards and ethics with which the inspector practices his or her profession.

The content of the examination covers the objective statements contained in the ASHI Standards of Practice and Code of Ethics, as well as their application to situations the ordinary home inspector might encounter in everyday practice.

ASHI's Standards and Ethics Examination is developed, maintained and administered according to accepted psychometric standards, under the guidance of Columbia Assessment Services, Inc.

Preparing for the examination

There are no study aids other than the ASHI Standards of Practice and Code of Ethics. Copies of these documents are available:

• On ASHI's website at www.ashi.org
• In the Membership Kit supplied to every Associate on joining ASHI
• By mail from:

  American Society of Home Inspectors
  932 Lee Street, #101
  Des Plaines, IL 60016
  Membership phone: 847-759-2820
Associates may also find it valuable to explore technical standards issues and ethical questions with colleagues as preparation for the exam, at local chapter meetings or on ASHI's on-line Forum accessible in the Members only section.

Exam administrator

The ASHI Standards and Ethics Examination is administered by Assessment Systems, Inc. (ASI), an independent testing company specializing in evaluation of professional and occupational competence. ASI provides expertise and support to associations, state credentialing agencies and private industry in test development, scoring and reporting, as well as agency records management.

EXPro Electronic Testing System

The ASHI Standards and Ethics Examination is administered via an electronic testing system. The EXPro testing system eliminates the use of paper answer sheets and pencils. Examination questions and answers are presented on a touch-sensitive screen. A computer memory card records your responses and automatically times the examination. Knowledge of computers and typing is not required.

Dates, times and locations

ASI offers examinations at more than 200 sites throughout North America. A list of these locations is found on the National Assessment Center Location Card which accompanies this handbook. When you call to make your examination reservation, the Customer Care Representative will give you specific information and directions to your Assessment Center. Locations and schedules are subject to change and should be verified at the time you call to make your reservation.

You may make a reservation up to three (3) business days prior to your desired test date. For example, if you call ASI's Customer Care Center to make an examination reservation on a Tuesday, you may test as early as the following Friday. Reservations made on a Saturday require an additional business day to arrange. This schedule is illustrated in the following chart:

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<th>If you call for an examination reservation on:</th>
<th>You may test on or after the following:</th>
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To request non-Saturday testing: In the event that the ASHI S & E EXAM is offered only on Saturdays at the preferred test center, individuals who cannot take the examination Saturdays for religious reasons may request a
non-Saturday test administration. The request must be from the examinee’s religious advisor, in writing on the 
advisor’s stationery. The request should be faxed or mailed well in advance of the preferred test date to:

ASI Processing Center-ATTN: Test Center Operations
ASHI Standards and Ethics Examination
PO Box 8588
Philadelphia PA 19101-8588
Fax 610-617-9303

Special examination arrangements and services

ASI certifies that it shall comply with the provisions of the Americans with Disabilities Act (42 USCG Section 12101, et. seq.) and Title VII of the Civil Rights Act, as amended (42 U.S.C. 2000e, et. seq.) in accommodating individuals who, because of a disability, need special arrangements to enable them to take an examination. If you need special arrangements for testing because of a disabling condition, you may ask for special testing services. All examination sites have access for individuals with movement disabilities.

Any individual requesting special testing arrangements due to impaired sensory, manual, speaking skills, or other disability must submit, either by fax (610-617-9303), or mail a written request which includes name, address, and social security number, the test date desired, test location, time of examination, and a description of the special requirements. This request must also include supporting documentation from a physician or other qualified professional reflecting a diagnosis of the condition and an explanation of the need for test aids or modifications.

ASI will provide auxiliary aids and services, except where it may fundamentally alter the examination or results, or result in an undue burden. An appointment for the examination will be scheduled upon submission of all necessary information to ASI.

ASI recommends, due to the unique nature of each request for special arrangements and the types of variables involved with testing (testing frequencies as permitted by each state and individual test center capabilities), that an individual requesting special services do so 15 business days in advance of his or her desired test date. ASI will attempt reasonable accommodations.

ASI will determine the time and place of specially arranged examinations and confirm these arrangements with the individuals directly. All special examination arrangements are subject to Examination Board of Professional Home Inspectors policies.

To make an examination reservation

To make an ASHI Standards and Ethics Examination reservation:

• Call ASI's Customer Care Center toll-free at 800-274-8359
  for TDD-compatible only, call 800-274-2617)
• OR complete and fax the Registration Form in the back of this Handbook
The Customer Care Center phone lines are open (Eastern time):

- Monday-Friday, 8:00 am-11:00 pm
- Saturday 8:00 am-4:00 pm
- Sunday 10:00 am-4:00 pm

A Customer Care Representative will help you select the optimal test date and test location for your schedule, provide specific instructions and directions, and answer any questions you may have about testing. It is suggested that you note the name of the Customer Care Representative who assists you.

You must make a reservation to take the ASHI Standards and Ethics Examination. Walk-in testing is not permitted.

Have the following information available when you call to make an examination appointment:

1. Full name, address, Social Security number, daytime telephone number, and date of birth.
2. The examination date and location of the test center you prefer.
3. The name of the examination: ASHI Standards and Ethics Examination.
4. Your ASHI ID number if you are taking the ASHI S&E EXAM to qualify for Member status.
5. Your score report if you are re-taking the examination.
6. Have this handbook with you for reference and clarification.

Your Customer Care Representative will give you a confirmation number. Write this number down. You will need it to be admitted to the test center on examination day.

**Examination fees and policies**

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<th>ASHI Standards and Ethics Examination fee $85.00 per test</th>
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1. The fee must be paid at the test center on the day of the examination.
2. A certified check, cashier's check, or money order, made payable to Assessment Systems, Inc., is required. Cash, personal checks, and/or credit cards are not accepted.
3. If you are taking another examination on the same day, separate payment for each exam is required.
4. Individuals are liable for the full amount of the examination fee.
5. Once an appointment for an examination has been made, whether it was made individually or by a third party, the individual is responsible for paying the full fee.
6. Examination fees are non-refundable, non-transferable, and subject to change.
7. Individuals are responsible for knowing all regulations regarding fees and examination scheduling as presented here. There are no exceptions.

**To change or cancel a reservation without penalty**

To change or cancel a reservation without monetary penalty, notify ASI's Customer Care Center no less than four (4) business days before the scheduled examination. Cancellations received less than four (4) business days before the scheduled examination will be charged the full examination fee.
If your examination is scheduled for:

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You must cancel or reschedule by the previous:

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**Permitted absence from a scheduled examination**

If, on the day you are scheduled to test, you are unable to attend the examination for which you were scheduled, you may be excused for the following reasons:

1. Illness, either yourself or an immediate family member.
2. Death in the immediate family.
3. Disabling traffic accident.
4. Court appearance or jury duty.
5. Military duty.

All individuals seeking excused absences must submit a written request and supporting documentation of the situation to ASI within 14 calendar days of the original examination date.

If you are absent for a scheduled examination and you have not rescheduled or canceled according to policy, the full examination fee for the missed examination session is due to ASI. Fees owed for missed examination dates may be paid at the test center when you check-in for a subsequent examination. You will not be permitted to take subsequent examinations until all fees owed to ASI for previous examinations have been paid.

If you owe ASI fees for a missed examination and you will not be taking an examination in the near future, send your name, confirmation number, social security number, date of absence and payment to:

ASI Processing Center-ATTN: CSS/ASHI S&E EXAM
ASHI Standards and Ethics Examination
PO Box 8588
Philadelphia PA 19101-8588

**Re-examination procedures**

To make an appointment for re-examination, call ASI's Customer Care Center toll-free at 800-274-8359. Have your failing score report available when you call. Follow the procedures outlined above for making an examination appointment.
You may re-take the ASHI Standards and Ethics Examination as many times as you wish. However, you must wait 30 days between re-takes. Each examination requires a separate fee.

**Examination Day**

**Reporting time**

To make an appointment for re-examination, call ASI's Customer Care Center toll-free at 800-274-8359. Have your failing score report available when you call. Follow the procedures outlined above for making an examination appointment.

You may re-take the ASHI Standards and Ethics Examination as many times as you wish. However, you must wait 30 days between re-takes. Each examination requires a separate fee.

**Tardiness**

Individuals who arrive late for their scheduled examination forfeit their reservation. Persons excluded from testing because of lateness will be considered absent and will owe ASI the full examination fee.

**What to bring with you on examination day**

1. Your confirmation number.
2. Examination fee (or separate fees if taking more than one examination) in the form of certified check, cashier's check, or money order payable to Assessment Systems, Inc. Cash, personal checks, and credit cards will not be accepted.
3. Two forms of signature identification, one of which must be photo-bearing, preferably a driver's license.
4. Your failing score report, if you are re-taking the examination.

If you do not present all of the above items on examination day, you will be denied admission to the test and will be considered absent. You will owe ASI the full examination fee.

**At the testing center**

When you arrive at the test center, report to the test center manager. Present your confirmation number, identification, and the other required documents. The manager will request information from you and take your picture. This photograph will be printed on your score report.

The test center manager will assign you a seat and assist you with your EXPro computerized testing unit. You will have an opportunity to go through a tutorial to become familiar with the EXPro System. The time you spend on the tutorial will not reduce the time allotted for taking your examination. When you feel comfortable with EXPro, you may begin your examination.
You are given one (1) hour to complete the ASHI Standards and Ethics Examination. The timing of the examination begins the moment you look at the first question on your examination. After two hours have elapsed, the EXPro testing unit will automatically turn off.

Alert the test center manager when you have completed your test by raising your hand. Official scoring of your examination will take place immediately. You will leave the test center with your official scores in hand.

If you encounter any problem(s) during the exam, please notify the test center manager immediately. If your problem is not addressed to your satisfaction, notify ASI in writing after the exam.

**Examination question challenge**

An Examination Question Challenge Form is given to each participant at the testing site. Should you wish to challenge any question on the exam, complete the form and submit it to the test center manager.

Only individual questions may be challenged; a failing score on the ASHI S&E EXAM is not considered grounds for challenge. Challenge forms are collected before examination scores are given. Challenge forms may not be removed from the testing room.

Challenges to questions on the ASHI Standards and Ethics Examination are reviewed within 30 days of receipt by the American Society of Home Inspectors, with the advice of its test development contractor. Should a question require modification or elimination, and if removal of the points from the Candidate’s score would affect passing the exam, the determination will be applied to the score. Challenge determinations that do not affect passing scores will not be applied, but may affect future versions of the exam.

**Test center regulations**

To ensure that all individuals are tested under equally favorable conditions, the following regulations and procedures are observed at each test center:

- No personal belongings, such as briefcases, large bags, study materials, extra books or papers, electronic pages or cellular phones, are permitted in the testing room. Any such items brought into the testing room will be collected and returned after the test is completed. ASI is not responsible for lost or misplaced items.
- No one is permitted to eat, drink, or smoke during the examination.
- Under no circumstances will you be permitted to work beyond the time allotted for the examination. Time limits are generous; you should have ample time to answer all questions and to check all work.
- You may not leave the room during an examination without permission from the test center manager. If you need to leave the examination for any reason, no extra time will be allowed for the examination.
- Individuals causing a disturbance of any kind or engaging in any misconduct; giving or receiving help from other examinees; using notes, books or other aids; taking part in an act of impersonation; or removing test materials or notes from the testing room will be summarily dismissed from the examination and reported to the Examination Board of Professional Home Inspectors.
- Use of calculators is not permitted.
• Test center personnel are not familiar with the questions on the **ASHI S&E EXAM** and have been instructed not to attempt to assist with tested material.

**Cancellations and delays**

Test administrations are delayed or canceled only in emergencies. If severe weather or a natural disaster makes the test center inaccessible or unsafe, the test administration may be canceled. It is essential that examinees are notified of a cancellation of delayed start as early as possible. Listen to your local radio station(s) for announcements and information regarding severe weather conditions that may result in test delays and/or cancellations.

**Score reporting**

Upon completion, the test center manager will immediately score the examination. The words "PASS" or "FAIL" and a numeric score appear on the score sheet. Individuals who fail must wait 30 days before being eligible to retake the examination. All persons taking a re-examination must pay the original examination fee for each test. There are no limits to the number of times an individual may test.

**Applying your score to achieve ASHI Member status**

To insure that your score is applied to your ASHI membership requirements, mail or fax your passing score report to

American Society of Home Inspectors  
932 Lee Street, #101  
Des Plaines IL 60016  
Fax 847-759-1620  Membership phone: 847-759-2820

Both experienced and novice home inspectors enter ASHI as Candidates. To become a full Member, the Candidate must:

• Pass the National Home Inspector Examination and ASHI’s [Standards](#) and [Ethics](#) Examination.  
• Have inspection reports successfully verified for compliance with ASHI’s [Standards of Practice](#).  
• Submit valid proof of performance of at least 250 fee-paid home inspections that meet or exceed the ASHI [Standards of Practice](#).

If passage of the ASHI Standards and Ethics Examination completes your Candidate requirements, you will be notified by ASHI Headquarters. Upon notification by ASHI of your Member status, you may begin to use the ASHI Member logo in your marketing materials.

Candidates who have passed both the National Home Inspector Examination and the ASHI Standards and Ethics Examination, but who have completed only 50 home inspections, may have the inspections verified by ASHI. If accepted, the Candidate may apply for use of the distinct "ASHI Candidate" logo in their marketing materials. Candidates may not use the official "ASHI Member" logo under any circumstances.

**Duplicate score reports**
A duplicate score report is available on the day of the examination for a fee of $15 per examination, payable to Assessment Systems, Inc.

If you require a score report at a later date, complete the form inserted in this Handbook, enclose the fee, and mail to Assessment Systems, Inc. Duplicate score sheets issued after the test date do not show a photo of the examinee.

A final word

Home inspection professionals offer a vital service to the public in evaluating the condition of a prospective home. The American Society of Home Inspectors requires that all Candidate and Member home inspectors meet minimum professional practice standards and operate according to ethical guidelines. The ASHI Standards and Ethics Examination is designed to assess these qualities in order to meet membership requirements.

Good luck!