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# Mentorship Program Policies & Applications



**NHICC**

***Not just another home inspection association, we  
are a credentialing body.***

***Recognized for licensing in BC & Alberta***

***Credit***

***FNNBOA***

***First Nation National Building Officers Association***

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## 1. Mentorship Background

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To become a home inspector can be a real challenge for some. It is a time where individuals are presented with new experiences and opportunities to achieve professional success. It is also a time, when individuals become involved in trying to understand all aspects of reviewing new and existing homes and applying professional home inspection standards and identifying and reporting significant building conditions while working with their clients. NHICC's mentorship program was established to help individuals develop and provide support.

NHICC has established a program where a cadre of well experienced home inspectors can counsel and provide individuals with the required support. These mentors can provide individuals with insights into the inspection process, including unspoken rules, politics, and nuances, while providing individuals with perspectives and solutions to errors that may have been caused by an individual's inexperience or naiveté. Finally, the Mentor can help to develop the careers of individuals and help to open the doors to other opportunities.

## 2. Definition of Mentorship

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Mentorship<sup>1</sup> means different things to different people. In this case, mentorship is a relationship between two individuals, in which the more experienced, teaches a less knowledgeable individual with the goal of providing the inexperienced person with an experienced partner to guide and nurture their development.

## 3. Objectives of Mentorship Program

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The objectives of NHICC's mentorship program are as follows:

- To promote the personal and professional well-being of the new apprentice or home inspector
- To develop the knowledge, skills and competencies needed by apprentices or home inspectors to be successful
- To provide an opportunity for analysis of their skills and knowledge through coaching from a well experienced home inspection professional
- To develop knowledge and skills of mentoring in experienced home inspectors
- To improve the skill sets of both the protégé and the mentor.

## 4. Specific Roles in the Mentoring Program

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The mentoring program involves three components, the mentor, the protégé, and the NHICC. The following are the roles for each of the components:

### Role of the Mentor

- Accepts the protégé
- Skilled at providing support
- Committed to being the role of mentor
- Is a model of continuous learning
- Communicates hope and optimism
- Is a leader as a building inspector

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<sup>1</sup> The term mentor is over three thousand years old and has its origins in Greek mythology. When Odysseus went off to fight the Trojans, he left his trusted friend Mentor in charge of his household and his son's education. Mentor's name has been attached to the process of education and care by an older, experienced person.

## **Role of the Protégé**

- Must be willing to enter the mentorship relationship
- Must respect and trust the mentor
- Be responsible by taking initiative and showing resourcefulness
- Develop a plan for accomplishing goals
- Listen to advice and respond appropriately

## **Role of the NHICC**

- Mentoring program is fully supported by the NHICC (e.g., resolutions, establish a mentorship committee)
- The committee assess and identifies key strengths of potential mentors
- The committee and the protégé, identifies key areas for growth that will be developed throughout the year
- The committee pairs the protégés and mentors possessing strong teaching skills and interpersonal dynamics that support and complement each other

## **5. Benefits of a Mentoring Program**

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The following lists the benefits of a mentor program for the protégé and mentor.

### **Protégé**

- Enhances the professional career development
- Receives individual recognition and encouragement
- Receives honest criticism and informal feedback
- Opportunity to receive guidance
- Stay informed on the developments of the industry
- Understands the resources available to home inspectors and in the community
- Opportunities to participate in a strong networking experience
- Builds a circle of friends and professional contacts both within and outside the community
- Learns how to reach appropriate channels and to resolve potential problems
- Opportunities to learn new skills
- Skills and career development benefits
  - Helps in avoiding mistakes
  - Access to an informed second opinion
  - Insight into own performance through a 'critical friend'
  - Identifies personal development needs, and
  - Opportunities to learn from the experience of the Mentor.

### **Mentor**

- Participates in a professional development activity for the NHICC
- Increases your status and reputation
- Receives respect from his colleagues
- Provides leadership opportunities
- Provides an inside view of another's job
- Provides the satisfaction of helping others in their professional development
- Provides a new and reinvigorating outlook on one's own job
- Provides ideas and skills that can be applied to other parts of a mentor's life
- Provides an outlet for new ideas and feedback about mentor's current projects
- Provides a way to meet new colleagues and expand networks
- Enhances self-esteem
- Satisfaction of helping someone achieve higher skills and competencies

- Organizational recognition
- An extension of influence in and on the NHICC
- Mentors receive automatic annual renewal (fee is waived) for time contributed for service

#### **NHICC**

- Enhances communications
- Provides leadership and skill development to this sector
- Provides professional development and training

## **6. Risks and Barriers to an Effective Mentoring Program**

Although most individuals experience positive mentoring experiences, several disadvantages can still arise. These include:

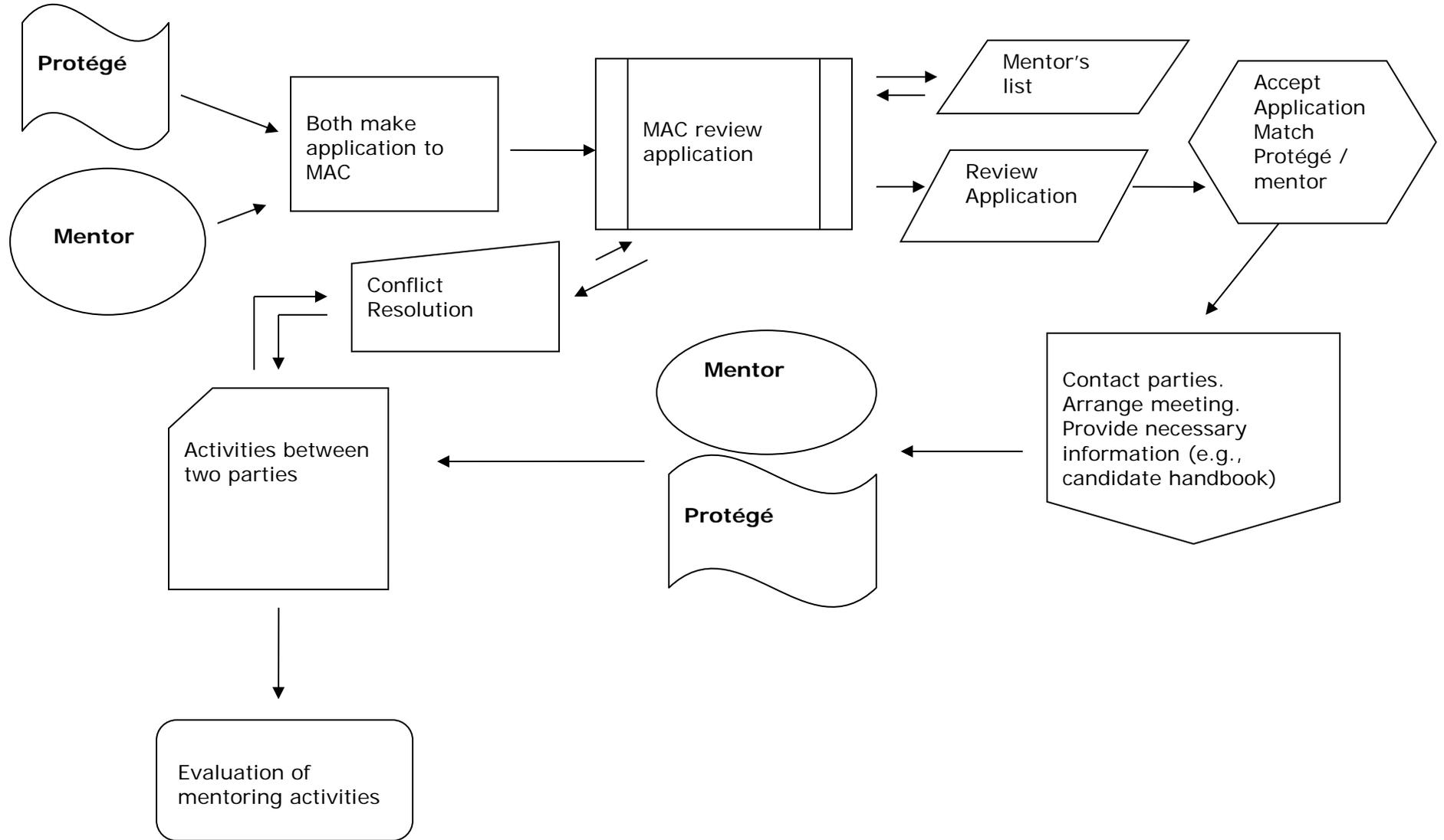
- time demands
- breaches of confidentiality
- other people's negative emotions
- the risk of dependence or counter-dependence
- unmet expectations

Risks for NHICC include:

- perceptions of exclusion
- under-utilization of the program
- no positive performance changes

## **7. NHICC's Mentorship Program**

NHICC's mentorship program is very simple. The Protégé will make an application to NHICC who will forward the information to the Mentoring Committee. The Mentoring Advisory Committee (MAC) will review the information and match a mentor with the Protégé. Once the mentor and protégé are matched it is up to the two individuals to determine, the length of the commitment, the amount of time involved in the commitment (hours per month) and the process on ending the commitment. If problems arise, the Mentoring Committee can be become involved to facilitate a solution. Both the mentor and protégé will provide an evaluation form to enable the NHICC to continuously improve the program. The following chart gives an overview of the mentorship program.



## 7.1. The Mentoring Advisory Committee

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The Mentoring Advisory Committee (MAC) oversees the mentoring program and makes recommendations to NHICC on any changes. The Committee shall do the following activities:

- Receive the applications and keep a database on the protégé and list of mentors
- Identify, review and recommend the match up of the protégé and mentor
- Provide introductory letters between the mentor and protégé. This can be done via letter or conference call.
- Monitor the program and make recommendations for changes
- Provide assistance to advice to the Mentor where required
- Resolve any conflict where needed
- Provide support and advocacy for the program
- Approve mentors especially in special circumstances where a BRO is not available, but the committee has the confidence that the selected mentor can provide the appropriate mentoring to a protégé.
- Notify the parties if they withdraw from the program

The MAC can consist of a minimum of three people who are also members of the NHICC. If required, an outside observer may be involved with approval of the Board. It will also necessary to pass a resolution to approve the MAC. The participation on the MAC are made by NHICC board member. In selecting three individuals, NHICC may want to consider people who have understanding in providing leadership especially for aboriginal youth, and understands the skills and competencies that must be obtained through the national occupational standards.

## 7.2. Mentoring Program Guidelines for Protégé

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### 7.2.1. General

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- A request for a mentor may be made at any time.
- A protégé may remove his/her name from the list of prospective mentors at any time, provided that he/she has made arrangements with those that he/she has already agreed to mentor.
- The established mentoring arrangement will last for one calendar year.
- Meetings should take place at least once a month; however this may vary based upon the needs of both parties involved.
- Mentoring contributes to the professional development of the protégé and is endorsed by NHICC.
- Meetings between mentors and protégé are considered work time, and should be included in individual work plan.
- Information exchanged within the relationship is considered confidential.
- Protégé may need to obtain approval from their employee for the mentoring program
- If the protégé decides to withdraw they must provide a written note to the MAC.

### 7.2.2. Obligations

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- Protege may voluntarily withdraw from the program as mutually agreed by both parties.
- Protege's activities are voluntary and no reimbursement of expenses.
- The commitment is as follows: (reductions in these may apply depending on area & demand)
  - Commit to a one year mentoring program
  - Commit to one contact per month
  - Commit to meeting once a week for the first month
  - Commit to on-site mentored inspections or submitting inspection reports
  - Respond to an evaluation of the program

### **7.2.3. For Protégé**

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- Introduce yourself by email or letter to the Mentoring Advisory Committee if you would like to request a mentor or if you have any questions.
- Think ahead about what you might like to gain from this relationship.
- Value and take advantage of this opportunity.
- The protégé must also keep track of the activities completed in the checklist.

### **7.2.4. Roles and Responsibilities for the Protégé**

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- Meet with the Mentor.
- Attend training lectures and other training activities, where possible.
- Positive attitude and strong work ethic.
- Participate actively in the mentor-protégé relationship.
- Contact the mentor and take the lead in the communications.
- Follow through on suggested advice given by mentors.
- Participate in program evaluations.

## **7.3. Guidelines for Mentors**

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### **7.3.1. General**

---

- A request for a mentor may be made at any time.
- A mentor may remove his/her name from the list of prospective mentors at any time, provided that he/she has made arrangements with those that he/she has already agreed to mentor.
- The established mentoring arrangement will last for one calendar year.
- Meetings should take place at least once a month; however this may vary based upon the needs of both parties involved.
- Mentoring contributes to the professional development of the protégé and is endorsed by NHICC.
- Meetings between mentors and protégé are considered work time, and shall be included in individual work plans and.
- Information exchanged within the relationship is considered confidential.
- Member may need approval from their employee.

### **7.3.2. Obligations**

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- Mentor may voluntarily withdraw from the program as mutually agreed by both parties.
- Mentor's activities are voluntary and there may not be any reimbursement of expenses. However, in some cases, the Mentor may want to present in writing to the committee why some expenses should be covered.
- The commitment for the mentor is as follows:
  - Commit to a one year mentoring program
  - Commit to one contact per month
  - Commit to meeting once a week for the first month
  - Commit to on-site mentored inspections or submitting inspection reports
  - Respond to an evaluation of the program
  - Mentor will receive points which will be taken into consideration for recertification

### **7.3.3. For Mentors**

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- Mentors are members in good standing with the NHICC.
- Mentors will be at the level of a NHI (National Home Inspector) if approved by Mentoring Advisory Committee
- Mentors should indicate the number of people s/he would like to work with during a given year.

- As part of the relationship, the mentor is responsible for completing the checklist (attached). The mentor is to submit the checklist to the MAC.

#### **7.3.4. Roles and Responsibilities for the Mentor**

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The following are the roles and responsibility for the mentor:

1. Be open and honest with your assessment
2. Relay options and opportunities, while allowing the protégé to make final decisions
3. Regular contact is important. Meet face-to-face on a periodic basis.
4. Be collaborative – work on sharing information
5. Learn from each other
6. Respect each other
7. Be goal oriented and problem solving focused
8. Focus on developing the protégé as they will change and evolve over time
9. Be open to assistance from other colleagues outside the mentor-protégé relationship (e.g., protégé's employer)
10. Be professional oriented by continually improving the practice of teaching and learning the protégé.

Please Complete and Submit the Application to NHICC

## **Mentoring Program Protégé Application**

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### **Personal Information**

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

Contact Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

Cell Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

### **Education and Training Information**

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<b>Education</b>	<b>Location</b>	<b>From (Year)</b>	<b>To (Year)</b>	<b>Years Successfully Completed</b>

Training	Location	From (Year)	To (Year)	Years Successfully Completed

Have you participated in any of the following courses?

Courses	Yes	No
Electrical		
Plumbing		
Heating		
Structures		
Building Science		
Ethics & Report Writing		
Inspection Fundamentals		

### Mentoring Experience

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Reasons why I would like to have a NHICC Mentor (check all that apply)

- Positive Role Model
- A source of information non my future occupation
- Receive honest criticism and informal feedback
- Build circle of friends and professional contacts
- Opportunities to learn new skills
- Opportunities to learn from someone with experience
- Obtain information about home inspections
- Solve problems and to build self confidence

### Commitment

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I understand that to be involved in NHICC's Mentoring Program, I may have to commit to the following: (Note number and time limits may vary)

- Commit to a one year mentoring program
- Commit to a least one contact per month
- Commit to meeting once a week for the first month
- Commit to 4 on-site mentored inspections or submitting inspection reports
- Respond to an evaluation of the program

Signed \_\_\_\_\_

Date: \_\_\_\_\_

Thank you for your interest in participating in NHICC's Mentoring Program. Please mail or email this form to the following:

c/o: 396 Old Tecumseh Rd  
Windsor, ON. N8N 3S8

OR

[nhicc1@gmail.com](mailto:nhicc1@gmail.com)

**Office Use**

Date Received:

Approval date:

Name of Mentor:

# Mentoring Program – Mentor Application

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## Personal Information

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

Contact Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

Cell Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

## Experience Information

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# of years working as a NHI Home inspector \_\_\_\_

Have you ever trained or participated in a mentorship program?  Yes  No

*If Yes, please describe your experience:*

Have you ever had a mentor?  Yes  No

## **Mentoring Activities**

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As a prospective mentor, please check the areas of mentoring that you would be interested in participating

- All aspects of the job/occupation
- Only new homes
- Only existing homes
- Only administration
- Other (please specify)

Please check a preference. Are you more interested in mentoring a

- Student with no experience
- A individual with some or related experience
- No preference

## **Commitment**

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I understand that to be involved in NHICC's Mentoring Program, I may have to commit to the following:

- Commit to a one year mentoring program
- Commit to a least one contact per month
- Commit to meeting once a week for the first month
- Commit to 4 on-site inspections or review inspection reports
- Respond to an evaluation of the program

Signed \_\_\_\_\_

Date: \_\_\_\_\_

Thank you for your interest in participating in the NHICC Mentoring Program. Please mail or email this form to NHICC using the following:

c/o: 396 Old Tecumseh Rd  
Windsor, ON. N8N 3S8

OR

[nhicc1@gmail.com](mailto:nhicc1@gmail.com)

**Office Use**

Date Received:

Approval date:

Name of Mentor:

## NHICC Protégé Activity Checklist - Local

Protégé: \_\_\_\_\_ Mentor: \_\_\_\_\_

Activity	Date Completed	Mentor Initials	Protégé Initials
<b>1. Obtained necessary documentation</b> a. Candidate Handbook b. Copy of National Occupational Standards c. Standards of Practice and Code of Ethics d. Part 9 of the National Building Code e. Safety equipment f. Tools Other documentation (specify)			
<b>2. Encourage enrolling in training seminars (state which ones)</b>			
<b>3. Seek assistance from mentor as needed</b>			
<b>4. Contact made in person or over the telephone with a minimum of one per month</b>			
<b>1<sup>st</sup> Month</b>			
➤ Week one <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
➤ Week two <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
➤ Week three <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
➤ Week four <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
2 <sup>nd</sup> Month <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
3 <sup>rd</sup> Month <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
4 <sup>th</sup> Month <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
5 <sup>th</sup> Month <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
6 <sup>th</sup> Month <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
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10 <sup>th</sup> Month <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
11 <sup>th</sup> Month <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
12 <sup>th</sup> Month <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
<b>5. Participated in on-site Inspections and provided necessary feedback</b>			
Inspection 1			
Inspection 2			
Inspection 3			
Inspection 4			
<b>6. Set professional goals and develop action plan</b>			
<b>7. Encourage professional development activities that included the following: (please list them)</b>			

Activity	Date Completed	Mentor Initials	Protégé Initials
8. Encourage certification and provided the necessary information			

## NHICC Protégé Activity Checklist - Distance

Protégé: \_\_\_\_\_ Mentor: \_\_\_\_\_

Activity	Date Completed	Mentor Initials	Protégé Initials
<b>2. Obtained necessary documentation</b> a. Candidate Handbook b. Copy of National Occupational Standards c. Standards of Practice and Code of Ethics d. Part 9 of the National Building Code e. Safety equipment f. Tools Other documentation (specify)			
<b>2. Encourage enrolling in training seminars (state which ones)</b>			
<b>3. Seek assistance from mentor as needed</b>			
<b>4. Contact made in person or over the telephone with a minimum of one per month</b>			
<b>1<sup>st</sup> Month</b>			
➤ Week one <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
➤ Week two <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
➤ Week three <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
➤ Week four <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
2 <sup>nd</sup> Month <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
3 <sup>rd</sup> Month <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
4 <sup>th</sup> Month <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
5 <sup>th</sup> Month <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
6 <sup>th</sup> Month <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
7 <sup>th</sup> Month <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
8 <sup>th</sup> Month <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
9 <sup>th</sup> Month <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
10 <sup>th</sup> Month <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
11 <sup>th</sup> Month <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
12 <sup>th</sup> Month <input type="checkbox"/> in person <input type="checkbox"/> Telephone			
<b>5. Participated in on-site Inspections and provided necessary feedback</b>			
Inspection 1			
Inspection 2			
Inspection 3			
Inspection 4			
<b>6. Set professional goals and develop action plan</b>			
<b>7. Encourage professional development activities that included the following: (please list them)</b>			

Activity	Date Completed	Mentor Initials	Protégé Initials
8. Encourage certification and provided the necessary information			

## NHICC Mentoring Program: Mentor/Protégé Evaluation Form

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The NHICC wants to continue to improve the mentorship program. We ask that you complete and return the following evaluation form. Once completed, please email it to [nhicc1@gmail.com](mailto:nhicc1@gmail.com)

This evaluation is being completed by the: Mentor \_\_\_\_\_ Protégé \_\_\_\_\_

### Evaluation Form

**Name:**

#### Program Objectives:

Please check the appropriate answer for each question:

1. In your experience, has the program enhanced the process for professional/career development?

Yes      No

2. Has the program provided career advice or direction to the protégé?

Yes      No

3. Has the program developed the mentor's coaching skills?

Yes      No

4. Has the program provided you with an opportunity to broaden your knowledge and contacts?

Yes      No

5. Overall would you recommend the mentorship program?

Yes      No

#### Goals and Expectations

6. What expectations did you have of the mentorship program?

7. Have these expectations been met?

8. Do you have any concerns about the program?

## Evaluation Form

9. What improvements would you suggest to NHICC?

### Commitment

10. Were you able to commit to the time provided in activity check list?

11. Did this commitment suit your needs?

Yes      No

12. What recommendations would you make to improve the mentorship program.