



Mbition LLC dba

American Home Inspectors Training

Home Inspection Training Courses Academic Catalog

Volume 12

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Corporate Office

18500 W. Corporate Drive Suite 250

Brookfield, WI 53045

[www.ahit.com](http://www.ahit.com)

[ahitadmin@mbitiontolearn.com](mailto:ahitadmin@mbitiontolearn.com)

m

800-441-9411 Toll Free

262-347-0776 FAX

School Location

N/A

Postsecondary School Locations

Arizona, Colorado, Georgia, Kansas, Kentucky, Minnesota,

Ohio, Pennsylvania, Tennessee, Wisconsin

Mbition LLC dba American Home Inspectors Training (AHIT) is a private (not public) training institution that is registered as an LLC in the state of Delaware.

Kansas Board of Regents  
1000 SW Jackson, Suite 520  
Topeka, KS 66612  
785-430-4240

*2022 Classes*  
No live classes scheduled for 2022

## TABLE OF CONTENTS

Topic	Page Number
AMERICAN HOME INSPECTORS TRAINING	3
KANSAS REQUIREMENTS FOR HOME INSPECTORS	4
ADMISSION REQUIREMENTS	4
MEMBERSHIPS & AFFILIATIONS	5
COURSES	5
REGISTRATION & TUITION	8
ACADEMIC INFORMATION, ATTENDANCE, & STANDARDS OF PROGRESS	10
STUDENT SERVICES	11
RULES OF CONDUCT	12
UNRESOLVED DISPUTES	13
REFUND & CANCELLATION POLICIES	13
ADMINISTRATION & FACULTY	15
DISCLOSURES	16

## AMERICAN HOME INSPECTORS TRAINING

Since 1993, American Home Inspectors Training, the largest home inspection training company in North America, has provided industry-leading live classroom and online home inspection training, certifications, continuing education, and professional development courses. Our live classroom training includes valuable hands-on field training and our online course options offer flexibility for your schedule. We are committed to providing you the most effective way to achieve success in the home inspection industry.

### MISSION

Our mission is to train and provide ongoing support to individuals interested in starting their own successful home inspection business or becoming a significant contributor in an established home inspection company.

Our best-in-class, comprehensive home inspection training, coupled with our marketing and technical support services, will set you up for success in your new home inspection career.

### WHAT A HOME INSPECTOR DOES

The job of a home inspector is to inspect buildings by walking through each area, sometimes crawling into small spaces such as attics, checking rooftops, and cellars, plumbing, electricity and appliances. Then they write a detailed report outlining the condition of the property, areas where repair or replacement may be needed, and specify any potential safety concerns.

Anyone can train to become a home inspector although typically prospective students are already involved in the real estate or construction fields. The physical ability to navigate through a building is required. In general this means that the prospective student should have the physical abilities to do so.

## ADMISSION REQUIREMENTS

Admission is open any person meeting the below qualifications. No qualified person may be excluded from enrollment on the basis of race, color, religion, gender, gender identity and/or expression, national origin, disability, marital status, sexual orientation, or military status.

### *APPLICANTS MUST MEET THE FOLLOWING REQUIREMENTS*

1. Be at least 18 years of age.
2. The submission of any required forms (Enrollment Agreements, etc.) as required by state postsecondary regulations.
3. Have access to internet compatible devices
4. Possess base-level computer skills including: ability to read text on screens, click through course material, and take exams online.
5. Pay appropriate fees. See REGISTRATION AND TUITION.

### *Special Accommodations*

Students should contact their admission counselor for assistance with requests. People who work as a home inspector must have certain physical abilities to visually inspect buildings and structures, navigate throughout the building including on the roof, the ability to write inspection reports, and communicate with clients.

### *Language of Training*

All Courses are offered only in English. American Home Inspectors Training does not offer English as a Second Language instruction.

### *Transfer or Granting of Credit*

No life experience, credit through challenge exams, or previous training may be applied to any Course.

There is no guarantee that home inspection courses can be transferred to other schools. It is the student's responsibility to confirm whether credits will be accepted by another institution of the student's choice.

### *Late Enrollment*

There are no provisions for late enrollment.

## TRAINING FACILITIES

American Home Inspectors Training's facilities in Columbus and Independence include a technologically equipped classroom. All live training Courses are held in designated training areas on pre-scheduled dates.

## KANSAS REQUIREMENTS FOR HOME INSPECTORS

In some states, home inspectors are required to be licensed. States are increasingly introducing legislation regarding the home inspection profession. Students should become familiar with their state's licensing requirements. There are currently no requirements for the state of Kansas.

## MEMBERSHIPS AND AFFILIATIONS

Professionalism is important and membership in related organizations is encouraged. These organizations have their own requirements. Some administer exams; others require a certain amount of experience.

Membership is voluntary in any professional organization but membership neither means state certification or licensure, nor does it guarantee employment.

American Home Inspectors Training is affiliated with ASHI®, CREIA, FABI, and InterNACHI® and offers approved pre and continuing education courses.

## COURSES

### *Standards*

All of our courses are taught per ASHI®, CREIA and state-specific standards of practice. Our students and graduates receive initial support when in the field. An interactive bulletin board is also available to students to communicate with instructors and other students/ inspectors as well.

### *COURSE OFFERINGS*

Course offerings vary based upon location. All courses provide graduates with the skills necessary to obtain employment as a home inspector, set up a home inspection company, or add home inspection services to their current offerings. Designed by American Home Inspectors Training's team of licensed and experienced home inspection instructors, students learn about structures, exteriors, roofing, electrical, plumbing, heating and cooling, interiors, and insulation and ventilation.

All students receive an online user ID and password, books, a sample inspection report, videos and tools – including information on marketing and operating a business. Physical materials are sent in one initial shipment. A toll-free number (800-441-9411, Option 4) allows students to call instructional staff to discuss topics, tests, and projects; to request additional learning information; and to talk about the home inspection field prior to and after class completion.

Students must successfully complete a final examination with at least a score of 75% (80% in South Dakota and 70% in Illinois) to receive a Completion Certificate.

*REPORTING:* If your course completion is required to be reported to the state, then please allow 2-3 business days for the school to report your completion.

### *Mandatory Timing Device and Student Inactivity*

Some jurisdictions require that a course timer be enabled in online courses. This timer, visible to the student, prevents click-through activity and requires the student to be in the course for the minimum time. Should the student remain inactive for longer than is reasonable without either advancing to the next screen and/or

answering the questions which are posed periodically throughout the course, the timer will stop. This prevents students from logging time during an inactive period of the course.

*STUDENT IDENTITY VERIFICATION (SIV)*

In addition to utilizing a unique username and password to access student profiles and course materials, each student is required to complete an affidavit at the end of the course attesting to his/her identity.

As a way to provide assurance of student identity and that the student receiving credit was the student who performed all of the coursework required, Student Identity Verification (SIV) is implemented on courses where jurisdictions require it.

**All online and live courses are non-transferable to another student, company, or school once they have been accessed.**

***Professional Home Inspection Online Course***

***120 Hours***

The Professional Home Inspection Online Course is offered to students in a home study format. This course provides graduates with the skills necessary to obtain employment as a home inspector, set up a home inspection company or add home inspection services to their current offerings. Designed by AHIT’s team of certified and extensively experienced home inspection instructors, students learn about structures, exteriors, roofing, electrical, plumbing, heating and cooling, interiors, and insulation and ventilation. In addition, students will learn what skills it takes to run a business. Upon completion, students will be able to conduct a thorough home inspection from the first contact with the customer to submitting a completed report.

Students receive an online user ID and password, study book, a sample inspection report, and tools in one initial shipment. Students are given 500 review questions throughout the course. A 100-question final exam at the end of the course must be passed with a minimum score of 75%. Upon successful completion of the course, graduates receive a certificate of completion. A toll-free number allows students to call instructional staff to discuss topics, tests, and projects; to request additional learning information; and to talk about the home inspection field.

*Retail Value of Materials Received in Professional Home Inspection Online Course<sup>1</sup>*

<i>Marketing and Operating a Profitable Home Inspection Business</i>	\$99.00	Home Maintenance Manual	\$4.00
<i>The Practical Guide to Home Inspection</i>	\$245.00	Tools	\$30.00
<i>Professional Home Inspection Online Course Workbook</i>	\$25.00	Handouts	\$10.00
Standard Inspection Report	\$12.50	TOTAL	\$425.50

## Outline

### **I. Introduction to Home Inspection**

- A. An Overview
- B. Home Inspection Content
- C. The Home Inspection Process
- D. The Inspection Report
- E. The Real Estate Transaction
- F. Standards of Practice
- G. About the Course

### **II. Structural**

- A. Foundations
- B. Framing
- C. Roofs

### **III. Exterior**

- A. Water Resistant Barrier
- B. Siding/Wall Cladding
- C. Windows
- D. Trim
- E. Exterior Structures
- F. Garages

### **IV. Roofing**

- A. Asphalt Shingles
- B. Wood Shingles/Shakes
- C. Concrete/Clay Tile
- D. Slate
- E. Asbestos Cement
- F. Metal
- G. Roll Roofing
- H. Built-up/Tar & Gravel/Hot-mop
- I. Membranes
- J. Flashing
- K. Chimneys
- L. Roof Drainage

### **V. Plumbing**

- A. Service Entrance Piping
- B. Distribution Piping
- C. Drain, Waste & Vent (DWV)

### **VI. Heating**

- A. Combustion Appliances
- B. Electric Appliances
- C. Thermostats
- D. Furnaces
- E. Boilers
- F. Wall Furnaces
- G. Floor Furnaces
- H. Hydro-Air Systems
- I. Heat Pumps
- J. Ductwork
- K. Piping

### **VII. Cooling**

- A. Refrigeration Cycle
- B. Split Systems
- C. Package Units
- D. Cooling Only
- E. Heat Pumps
- F. Standalone Systems
- G. Ductless Mini-splits
- H. Evaporative Coolers

### **VIII. Electrical**

- A. Principles of Electricity
- B. Overhead / Underground Service
- C. Clearances
- D. Main Panels
- E. Sub-Panels
- F. Fuses vs. Breakers
- G. Grounding
- H. Branch Circuit Wiring
- I. Fixtures/Receptacles and Switches

### **IX. Insulation**

- A. Materials
- B. Vapor Retarders

### **X. Ventilation**

- A. Attic
- B. Crawl Space

### **XI. Interiors**

- A. Walls and Ceilings
- B. Floors
- C. Windows and Doors
- D. Stairs and Railings
- E. Room-by-Room Inspection

### **XII. Fireplaces and Woodburning Appliances**

- A. Masonry Fireplaces
- B. Factory-built Fireplaces
- C. Inserts
- D. Pellet Stoves
- E. Flues and Chimneys
- F. Clearances

### **XIII. Pools and Spas**

- A. Liners
- B. Finishes
- C. Filters
- D. Pumps
- E. Skimmers
- F. Self-fill Mechanisms
- G. Pop-up heads
- H. Vacuums/Cleaners

### **XIV. Standards of Practice & Code of Ethics**

- A. State Requirements
- B. Continuing Education
- C. Trade Associations

### **XV. Business Practices**

- A. Contracts
- B. Payments
- C. Recordkeeping
- D. Insurance

*Clock Hours*

One clock hour equals 50 minutes of classroom, lab, or field time.

*Student/ Teacher Ratio*

The maximum students in any class are 25 with one instructor. The average student-teacher ratio for labs and fieldwork is 13:1.

*Classroom Format and Schedule*

Classes start at 8 am and conclude by 6 pm each day. There is one lunch break for 40 minutes and two rest breaks during the day of 10 minutes each. To successfully complete each course students must attend all classes, complete all hours as indicated, attain a minimum grade of 75% on all tests, and satisfactorily complete all projects. Course start dates are listed at the end of this catalog. Courses are short and intense. The nature of the courses encourages students to work collaboratively and study together. No formal study groups are arranged outside of the classroom.

*Overview*

Through a combination of online videos, live lectures, and field training, students are provided with the skills necessary to obtain employment as a home inspector, set up a home inspection company, or add home inspection services to their current offerings. Designed by AHIT's team of certified and extensively experienced home inspection instructors, students learn about structures, exteriors, roofing, electrical, plumbing, heating and cooling, interiors, and insulation and ventilation. In addition, students will learn what skills it takes to run a business. Teaching techniques include hands-on exercises, live inspections, report writing, and on-site equipment evaluation/testing. Students will learn how to conduct a thorough home inspection from the first contact with the customer to submitting a completed report.

Students will receive all the learning material in one initial shipment. A toll-free number allows students to call instructional staff to discuss topics, tests, and projects, to request additional learning information, and to talk about the home inspection field prior to and after class completion. Students must successfully complete a final examination with at least a score of 75% to receive a Completion Certificate.

*Retail Value of Materials Received in 3-Day Professional Home Inspection Blended Course<sup>2</sup>*

<i>Marketing and Operating a Profitable Home Inspection Business</i>	\$99.00	Home Maintenance Manual	\$4.00
<i>The Practical Guide to Home Inspection</i>	\$245.00	Tools	\$30.00
<i>Professional Home Inspection Online Course Workbook</i>	\$25.00	Handouts	\$10.00
Standard Inspection Report	\$12.50	TOTAL	\$425.50

## Outline

### Professional Online Course Outline +

#### Day 1

Registration  
Industry Introduction Virtual Home  
Inspection Lunch  
Virtual Home Inspection

#### Day 2

Instructor-led Home Inspection and Report Review  
Lunch  
Virtual Home Inspection  
Lecture

#### Day 3

Instructor-led Home Inspection and Report Review  
Lunch Lecture Questions

## REGISTRATION & TUITION

Students may register for class through [www.ahit.com](http://www.ahit.com) for the online course or by phone (800-441-9411) for live training. To complete registration, students must sign an Enrollment Agreement for classes to be taken through American Home Inspectors Training.

A deposit is required at the time of registration as follows:

Professional Home Inspection Online Course: Full

5-Day Ohio Curriculum of Experience and Professional Home Inspection Online Course: \$695.00

5-Day Ohio Curriculum of Experience: \$695.00

Online training must be paid in full upon enrollment. A deposit (equivalent to the cost of online training) will hold a space in a live training class. The balance must be paid in full two weeks prior to the first day of class. Students will not be permitted to attend class unless tuition is paid in full. Financing is available to students who are unable to pay in full upon enrollment. Enrollment will close two weeks prior to the start of class.

### *Tuition and Pricing Policies*

Students enrolled in the same program may pay different tuition based upon effective dates of promotions. Tuition at the time of enrollment is final. Students who modify a program or service in a manner which will reduce or increase tuition may also pay a different price than other students.

Students who meet the following qualifications are eligible for tuition discounts:

- Students enrolling as part of a group
- Students enrolling under the same course schedule where discounts are available to all students
- Military personnel
- Tuition prices for courses in Kansas are below (see *Payment Schedules*).

American Home Inspectors Training does not offer scholarships or loans. Financing is available to qualified students. Students should contact their admission counselor for details.

COURSE TITLE	LENGTH OF COURSE DAYS	ACTUAL CONTACT HOURS PER COURSE	TOTAL COST OF COURSE	PAYMENT OPTIONS	CREDENTIAL OFFERED
Professional Home Inspection Online	Not more than 12 months	120 Hours	\$695.00	Payment due in full at time of	Certificate of Completion
3-Day Professional Home Inspection Blended	3 Days + Online (not more than 12 months)	147 Hours (27 live + 120 online)	\$1,495.00	\$695 deposit due at enrollment, \$800.00 due two weeks before first	Certificate of Completion

### *Payment Schedules*

### *PAYMENT POLICY*

1. Students are required to fully pay all tuition no later than two (2) weeks prior to the start of a class. If full payment is not received, then AHIT has the right to withdraw the student until the balance is paid in full. If student's balance is paid within the two weeks of the start date of class, they will be allowed to attend as long as there is availability.
2. If a student does not contact American Home Inspectors Training to schedule payment for an outstanding balance, then AHIT will invoice the student for payment two (2) weeks prior to the class start date.
3. AHIT reserves the right to refer any outstanding balance to a collection agency.

## ACADEMIC INFORMATION, ATTENDANCE, & STANDARDS OF PROGRESS

### *SYLLABUS*

Course outlines are accessible in your LMS profile.

### *Attendance*

Attendance in live classes is taken twice daily, during the morning session and again in the afternoon. Students are asked to sign/initial for each class attended. Attendance information is recorded and retained in the class files.

Students are expected to attend all classes within the time the course is scheduled in order to receive a Completion Certificate. Students may request withdrawal and make up the missed classes during the next scheduled course. Paid tuition will be refunded according to the applicable refund policy.

#### *Absence*

Students are responsible to attend every hour of each training course. If personal emergencies occur, then students may speak with the instructor to arrange ways to make-up missed sections. Students must satisfactorily complete course requirements in order to graduate and receive a Completion Certificate.

#### *LATE ARRIVAL/EARLY DEPARTURE/MAKE-UP WORK*

Students who are absent due to late arrival or early departure should consult with the instructor to schedule required make-up time.

#### *LATE ENROLLMENT*

There are no provisions for late enrollment.

#### *LEAVE OF ABSENCE/WITHDRAWAL*

Students may request a leave of absence for extenuating circumstances. Arrangements may be made to re-enter the next available course or other upcoming classes. Students must complete the live coursework within 12 months. Students must complete the online training within 12 months. If a student stops attending classes and is placed on a leave of absence in lieu of a withdrawal from school, then the school must document the nature of the leave of absence and the date the leave of absence ends. No leave of absence may exceed six (6) months unless otherwise approved in writing. A student who fails to return to school at the end of a leave of absence shall be formally withdrawn from the school and any refund of tuition and fees shall be issued in accordance with the last date of a student's attendance in class or participation in an academic activity.

If students are unable to complete the course during the schedule session or fail to meet AHIT standards for satisfactory progress or completion, re-enrollment is required. A discounted fee of 50% of the original purchase price will be.

#### *R E-ENROLLMENT/READMISSION*

See "Leave of Absence." Students who have been absent during live class training must make arrangements for enrollment in another class. A fee may apply.

#### *GRADING*

Students are graded on a pass/fail system. Those who attend live training must be present for all class time. The expectation is that students will engage fully, ask questions, and where required during field training, complete inspection reports of acceptable quality. If satisfactory progress is not made during class, AHIT reserves the right to require that the student re-enroll. See "Leave of Absence." A fee may apply. For prelicense courses, students must successfully complete a final examination with at least a score of 75% (80% in South Dakota and 70% in Illinois) to receive a Completion Certificate.

Depending on your state's requirements, a Completion Certificate will be available online or issued via U.S. mail within 72 hours of completing all requirements.

#### *SATISFACTORY PROGRESS*

Students may receive feedback about their skills and knowledge based on in-class participation, fieldwork, and completion of reports.

<sup>1</sup> In the event of an extension or re-enrollment, it is the responsibility of the student to verify with a school representative that the course approval is still active.

#### *UNSATISFACTORY PROGRESS*

Should a student receive a grade of less than 75% (except for SD, IL) he/she will be notified in writing immediately after the test is taken and graded. He/she will be requested to take the exam at another time. A second exam failure may result in a student needing to retake the course.

<sup>1</sup> In the event of an extension or re-enrollment, it is the responsibility of the student to verify with a school representative that the course approval is still active.

#### *PROBATION*

There are no probationary periods because the lengths of the courses are short. Students have the choice to withdraw or re-enroll the next time the course is offered if there is no satisfactory progress. Students should consult with the school regarding their class options.

#### *COMPLETION*

Students will receive a Completion Certificate upon satisfactory completion of all course requirements including minimum grades, attendance, and any other requirements.

#### *RECORDS*

Student files are retained for the minimum time required by state regulations. Online student files are maintained online in our cloud-based servers, and paper files are held at our corporate office, located at:

*American Home Inspectors Training  
18500 W Corporate Drive Suite 250  
Brookfield, WI 53045*

Student records may be requested in writing by the student at any time. Student records are confidential. No records will be made available to employers, prospective employers, family members, or other schools unless a written request has been made by the student.

Please visit our website to [view our FERPA policy](#).

#### *TRANSFER OR GRANTING OF CREDIT*

No life experience, credit through challenge exams, or previous training may be applied to any course.

There is no guarantee that home inspection courses can be transferred to other schools. It is the student's responsibility to confirm whether credits will be accepted by another institution of the student's choice.

## STUDENT SERVICES

*Non-Discrimination*

American Home Inspectors Training does not discriminate on the basis of race, color, religion, gender, gender identity and/or expression, national origin, disability, marital status, sexual orientation, or military status. in the establishment of fees, entrance qualifications, or standards for successful completion of any course. It is expected that students will conduct themselves in a professional manner and demonstrate respect for their instructors and fellow classmates. The school reserves the right to terminate a student on any of the grounds listed below. Termination notice will be in writing citing the reasons for termination. Tuition will be refunded according to the applicable refund policy.

Reasons for Termination:

- Not complying with school rules and regulations
- Unprofessional conduct
- Unsatisfactory academic progress
- Excessive absence or lateness
- Failure to pay fees when due
- Cheating or falsifying records
- Breach of enrollment agreement
- Entering school site while under the influence or effects of alcohol, drugs, or narcotics of any kind
- Carrying a concealed or potentially dangerous weapon
- Sexual harassment
- Harassment of any kind including intimidation and discrimination.

#### *Dismissal/Readmission*

Students who have been dismissed or terminated may be readmitted at the school director's discretion.

#### *Dress Code*

Dress is casual and neat. Some days include work on actual inspection sites where work clothes are appropriate. Students will need an extra pair of clean shoes to be worn at field training sites.

#### *Drug Free School and Workplace*

No student, instructor, or employee may be on the school premises or field/lab site under the influence or in the possession of any controlled substance. As a drug and alcohol-free environment, individuals under the influence or in the possession of any controlled substance will be subject to immediate dismissal/removal. Individuals may request counseling for substance abuse and will be referred to community resources.

#### *Smoking*

There is no smoking within the schools, labs, or offices. Individuals may smoke outside. There is no smoking at the field sites.

#### *Sexual Harassment and Hazing Policy*

AHIT takes the issue of sexual harassment very seriously. Sexual harassment includes unwelcome sexual advances or offensive comments, gestures, or physical contact of a sexual nature between and/or among students and staff. Sexual harassment or harassment because of age, race, color, religion, national origin, sexual orientation, or disability, will not be tolerated. This includes any kind of intimidation or discrimination. Investigation of such concerns will be undertaken promptly and handled confidentially. Behavior that denigrates the integrity of another student (hazing) will not be tolerated. If a student or employee feels that he or she has suffered a form of

discrimination or harassment, then the individual should immediately contact a supervisor or school director. Students or staff involved may be subject to dismissal or termination.

## RULES OF CONDUCT

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## UNRESOLVED DISPUTES

### *Grievance Procedure*

Students are expected to address any disagreements or conflict directly with the school. If the complaint cannot be resolved by management, then the student's information will be forwarded to the leadership team for review. Please allow a minimum of 3 business days to receive communication from the school. Every attempt at a satisfactory resolution will be made.

### *Kansas Unresolved Disputes*

A review of the complaint will be documented in the student file and in the Complaint Log and an attempt at a satisfactory resolution put in place. The results of the meeting will also be documented. Should the student believe the problem(s) was still not satisfactorily resolved, and then s/he may contact the Kansas Board of Regents 1000 SW Jackson, Suite 520 Topeka, KS 66612-1368 or 785-430-4240.

## REFUND AND CANCELLATION POLICIES

### **REFUND AND CANCELLATION POLICIES**

Within five (5) business days after the date of purchase, a student may cancel class and will be issued a full refund, minus the \$250 cost of materials and books, provided that the online training has not been accessed or if live classes have not been attended. Shipping costs are non-refundable. No refunds will be issued if online training has been launched or if live classes have started. Students who do not attend their scheduled class and have not been approved to reschedule, per the below terms, are not eligible for a refund and forfeit their tuition.

*HOME INSPECTION REPORTING SOFTWARE REFUND POLICY (InspectIT)*

Within five (5) business days after the date of purchase, a student may cancel class and will be issued a full refund. After five (5) days of purchase, refund eligibility amount is based on the amount of time the software has been used, maximum of 80% refund of the initial purchase price.

*Terms of Service*

Your software maintenance agreement begins 12 months after the activation date of your device and continues monthly through the term of use ('Service Commitment').

*Lack of Payment*

If for any reason your account falls more than thirty (30) days behind due to lack of payment, then your software will be deactivated immediately, and you have thirty (30) days to contact American Home Inspectors Training with new billing information. Any suspended account over ninety (90) days is subject to closure and loss of all data. AHIT reserves the right to refer any outstanding balance to a collection agency.

**SHIPPING POLICY**

Following are the terms and condition that constitute our Shipping Policy (for orders containing hard copy textbooks). Standard shipping rates apply and are the responsibility of the student.

*DOMESTIC SHIPPING POLICY*

*Shipment Processing Time*

All orders are normally processed within two (2) business days of purchase. Orders are not shipped or delivered on weekends or holidays. Shipping is available to a physical address only; UPS cannot ship to a PO Box.

*Shipping Delivery Estimates*

<b>Shipment Method</b>	<b>Estimated Delivery Time</b>	<b>Notes</b>
UPS Ground	3-5 Business Days	Estimated arrival window initiates once the order has been processed.
UPS Second Day	2 Business Days	
UPS Next Day	1-2 Business Days	

\*UPS Next Day and Second Day delivery is only available for orders with delivery addresses within the continental United States.

*INTERNATIONAL SHIPPING*

*Shipment Processing Time*

All orders are normally processed within two (2) business days of purchase. Orders are not shipped or delivered on weekends or holidays. Standard international shipping rates apply. Estimated delivery time for international orders depends on Carrier. If shipping via UPS; delivery should occur 2-7 business days after processing.

*PRODUCT RETURNS AND REFUNDS*

Pre-authorization is required for all returns. If a school or bookstore is returning books in bulk, please contact Publishing Support at 800-441-9411 or [publishingsupport@mbitiontolearn.com](mailto:publishingsupport@mbitiontolearn.com). For individuals, please contact 800-441-9411 or [support@mbitiontolearn.com](mailto:support@mbitiontolearn.com) for pre-authorization.

The chart below shows how many days a customer (school or individual) has to return a product. Books must be returned in good condition. Damaged product will not be accepted. Products are subject to examination by warehouse Returns Department.

Customer/Products	Mbition Policy
Individuals	14 days from date of invoice for current titles
Private Schools	3 months from date of invoice for current titles and old editions
Colleges	6 months for all colleges from date of invoice for current titles and 3 months for old editions
Retail	3 months from date of invoice for current titles and 3 months for old editions
Schools - K12	3 months from date of invoice for current titles and 3 months for old editions
Software/CDs/Access codes	Fully returnable if package/seals unbroken Non-returnable items include image libraries, termite/radon/septic courses, business cards, brochures, and racks cards.
E-books	Not returnable/sales final

*Product Return Requirements*

Invoice required	Returns must include the invoice, or the return will not be accepted. Duplicate invoices can be requested by contacting 800-441-9411 or <a href="mailto:support@mbitiontolearn.com">support@mbitiontolearn.com</a> , for a processing fee.  You must provide a copy of the packing slip, invoice, and chargeback (if applicable).
Refund method	Individuals: Credit card will be refunded.  Schools/Bookstores: Refunds will be credited toward your account to be used on your next order, unless otherwise specified.  Please allow up to 3-4 weeks for processing.

Damaged/defective product	Customers must notify us within 30 days to receive a return authorization letter. Customer will then have 14 days from letter date to make a return.
Return shipping cost	Customer is responsible for shipping cost to return books. In addition, customer pays for a \$2.00 'Returns Handling Fee' which will be deducted from total credit. Returning multiple units will incur a \$0.25 cents per unit fee.
Non-refundable shipping cost	Shipping is non-refundable unless, pre-authorized by customer service due to a publisher or warehouse error. If products are not shipped to the correct address provided, credit will be penalized less the shipping cost to ship products to the warehouse.

*RESCHEDULING CLASS*

Within five (5) business days of the date of purchase, a student may reschedule class dates at no additional cost. In the event of an extenuating circumstance, and at the discretion of the director, a student may request a one-time change to their class dates. Written notice is required two full weeks prior to the start date of scheduled class. The student will be charged a non-refundable \$150 fee, and tuition must be paid in full at the time the request is made. No requests within two weeks of the start date of class will be allowed, and a student who does not attend will forfeit their tuition.

*EXPIRATION AND EXTENSIONS*

Courses must be completed within 12 months of enrollment date. If you are unable to complete your course within the initial 12-month period, then you may extend your course access for a fee of \$50 per month, when allowed by the regulatory body. Students must contact AHIT within 30 days of expiration to obtain an extension. Access to the course after 30 days from initial expiration requires re-enrollment. A discounted fee of 50% of the original purchase price will be charged.<sup>2</sup>

*EXTENUATING CIRCUMSTANCES*

In the case of extenuating circumstances, the director will consider a settlement that is reasonable and fair to the student and the school.

*MULTI-STATE LICENSING*

1. If a student desires to obtain a license in multiple states that require live training, then AHIT will work with each such student to determine the best schedule for the student.
2. Student will be charged 100% of the more expensive class and assessed an additional \$500 fee for each additional live class.

3. Students have six (6) months from the completion date of the first class to enroll in an additional class to take advantage of this discount. More than six (6) months after completion of the class, student will be charged full price.

*CHANGES MADE BY THE SCHOOL*

1. If AHIT cancels a live class (for any reason), then a student may transfer into another session of his or her choice at no expense to the student. If the student chooses to attend a session in an adjacent state or of a longer duration, then the student is required to pay any difference if the chosen class is a higher price than their original enrolled course.
  - a. AHIT is not responsible for any travel expenses (e.g., air, hotel, car rental, etc.) the student incurs.
2. If AHIT cancels a class and the student wishes to modify his or her registration from a live class to an online class, then he or she is eligible to receive the partial refund of the live class equal to the difference between the live class price and the online class price.
3. If the school is unable to make alternative arrangements that are satisfactory to the student, then the school will refund all monies paid by the student of the class, if the regulatory agency only allows live training.

NOTE: For students who are residents of, or taking live class training in, ALABAMA, ARIZONA, COLORADO, GEORGIA, KANSAS, KENTUCKY, MICHIGAN, MINNESOTA, OHIO, PENNSYLVANIA, TENNESSEE, and WISCONSIN, the state-specific Enrollment Agreement contains the applicable refund and cancellation policy. GI Bill students taking the class in WISCONSIN should follow the GI Bill refund and cancellation policy listed in the Wisconsin Enrollment Agreement

## ADMINISTRATION AND FACULTY

Mbition LLC is owner of American Home Inspectors Training (AHIT) and Mbition Learn Real Estate.

### Leadership

Rebecca Turco, Senior Vice President

### Instructors

Chris Kjeldsen: BS, Univ. of Northern Colorado  
Steve O'Donnell: BS, Univ of Michigan  
James Schumacher: degree pursued, Ill. Central College

### School Operations

Matthew Barlow  
Rachella Bennett  
Brita Pricco-Beyers

Administrative offices are open Monday through Friday and are available to provide full student and graduate support during the following times:

Monday – Friday: 8:00am to 5:00pm (Central)  
Saturday – Sunday: Closed  
PHONE: 800-441-9411  
EMAIL: [admin@mbitiontolearn.com](mailto:admin@mbitiontolearn.com)

Students enrolled in classes held over the weekends and during times not reflected above have access to trainer/trainers for support and other questions that may arise.

American Home Inspectors Training will be closed for business the following holidays:

New Year's Day	Thanksgiving
Memorial Day	Christmas Eve Day
Fourth of July	Christmas Day
Labor Day	

### **TECHNICAL SUPPORT**

For technical assistance, please call Technical Support at 800-441-9411 or email at [support@mbitiontolearn.com](mailto:support@mbitiontolearn.com). Technical Support is available to provide support during the following times:

Monday – Thursday: 7:30am to 7:00pm (Central)  
Friday: 7:30am to 6:00pm (Central)  
Saturday: 8:00am to 4:00pm (Central)  
Sunday: Closed

## Disclosures

American Home Inspectors Training, an Mbition LLC school, makes no representations except as expressly set forth in this catalog, and under no circumstances does American Home Inspectors Training make any claim, promise, or guarantee for employment or state licensure.

American Home Inspectors Training reserves the right to change courses, start dates, tuition, and to cancel courses. Any changes will be made in accordance with State Board rules and regulations. The information contained in this policy is true and correct to the best of American Home Inspectors Training's knowledge.