

## Customer Service and Tarion Requirements

HCRA Approved Course | HCRA Exam Included

**2 DAYS or  
4 HALF DAYS**

### Attend this course if you:

- Want to learn more about the HCRA Warranty requirements and obligations
- Are interested pursuing a career path in construction management
- Are a builder or vendor applying for a license as a first-time applicant who needs to meet competency requirements put in place under section 38 of the New Home Construction Licensing Act, 2017 (NHCLA)

## DESCRIPTION

This is the seventh and final education requirement to become a licensed new home builder with the Ontario Home Construction Regulatory Authority. This course will provide you with the required HCRA credit for this subject area. We lay out what the new home warranty requires and Tarion's process for administering and enforcing this. We explain how the builder engages with Tarion at the individual project level. We will clarify step-by-step what you as a builder need to do to comply with your legal obligation under Ontario's legislation for new home builders to provide warranty coverage.

Both the HCRA and Tarion incorporates Customer Service in this education module for a good reason. The foundation for success for any builder depends on customer satisfaction. The subject touches virtually any contact you have with customers, and anything you produce for them. Since most builders look to referrals as a critical source of new business, Customer Satisfaction is effectively your primary marketing tool. To do that job for you, it needs to be embedded in all that you and your employees do. We will explore how you as an owner can make that happen without having it draw you in as the one who has to do all the work.

This is a 16-hour classroom course presented over two full days or four half days of instruction.

## TOPICS WILL INCLUDE

- Regulation, customer service & the needs of the new home market
- Customer satisfaction and your business success
- The Home Construction Regulatory Authority (HCRA) and your builder license
- Tarion Protocols and Standards for Performance

## HCRA COMPETENCY EXAM

This HCRA Competency course helps prepare you for the HCRA Competency Exam, which is included in this course. The exam is optional, however, if you are applying for your HCRA License, successful completion of the exam is required for your application. Upon completion of the course, you will receive an email with instructions on how to complete your online exam. The exam is available 24/7, an appointment is not required and you will have access to complete your exam for 60 days. Pass mark is 70%.

### HOW TO REGISTER

- ✓ Call (613) 727-7729
- ✓ Email: [training@algonquincollege.com](mailto:training@algonquincollege.com)
- ✓ Register online: [www.algonquincollege.com/corporate](http://www.algonquincollege.com/corporate)

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