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FAQ's...

Dewpoint **Professiona**l

General information for delegates following completion of Dewpoint training courses

info@dewpointprofessional.co.uk

www.dewpointprofessional.co.uk

This booklet has been designed to provide you with quick and easy answers to common questions you may have after the training.

Inside, you'll find information on:

- Checklist of documents to complete and submit (Including ID)
- Privacy Notice
- Course Feedback & Evaluation
- Certificate issuing – timeframe and where is it posted
- What are the options for re-sitting course/assessment
- Post Nominals
- Membership
- What's next!
- CPD

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Have you read/completed the following documents and requirements?

Documents:

- Privacy notice https://dewpointprofessional.co.uk/wp-content/themes/dewpoint-2023/files/Dewpoint-Privacy-Notice.pdf (Read)
- Code of Conduct and Standards - https://dewpointprofessional.co.uk/wp-content/themes/dewpoint-2023/files/Dewpoint-Code-of-Conduct-and-Standards.pdf (Read)
- Course evaluation and feedback https://dewpointprofessional.co.uk/feedback/ (Complete online)

Have you provided us with a VALID copy of your personal identification (ID)?
It is preferrable that your form of identification includes a digital photograph.

Examples:

- Passport (UK or international; unexpired)
- Driving licence (full/provisional) photocard (UK or EU; unexpired)
- EU national identity card (unexpired)

How long will it take to receive my course certificate?

Course certificates are normally posted within 7 days of completion of the course date. All certificates are sent to the address on the booking form unless otherwise requested.

I have not received my course certificate after 7 days?
Your certificate will be posted to the person who booked the courses if that wasn't you please contact the booker. Please check that your course has been paid for, in-full, as course certificates will not be issued without FULL payment being received. All course certificates will be posted to the address listed on the completed booking form.

If you still not have received your course certificate after 14 days, please contact:

Dawn Brumpton **Email:** **info@dewpointprofessional.co.uk**
Tel: **01427 782994**

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I did not pass the assessment. What options are available to me?

Re-sitting Assessment	You can re-sit your course assessment. Any course assessment re-sit must be completed within 1 week of the course. The first re-sit is free of charge. Any subsequent re-sit attempts will incur a fee of £50 + VAT per attempt.
Re-sitting course & assessment	You can re-sit the course & assessment at a 50% discounted.

What 'post-nominals' do I have that I can use?

Your individual membership certificate will clearly state which post-nominals you have achieved and are entitled to use, and in the specific format for use, as they should be shown.

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What logo can I use on my website, social media and email signatures?
Once you have completed the course you can email info@dewpointprofessional.co.uk and request a logo pack appropriate to the course you have completed. For correct use of logos please see our Code of Conduct https://dewpointprofessional.co.uk/wp-content/themes/dewpoint-2023/files/Dewpoint-Code-of-Conduct-and-Standards.pdf

How long is my certificate for complete valid for?

Your certificate is valid for life and does not require renewal. However, we strongly recommend ongoing CPD to ensure your knowledge remains current and aligned with evolving legislation, guidance, and best practice.

How can I verify to external customers/clients that I have completed a Dewpoint course?

You can verify your status in a number of different ways:

1. Become a member of Dewpoint Professional and your name, company name and course you attended will be listed on our website for as long as you membership is valid.
2. Reference and evidence of your course certificate

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What is Dewpoint accredited membership?

Dewpoint Professional Accreditation & Membership is awarded to delegates who have attended a relevant Dewpoint course and **PASSED** the relevant course assessment requirements.

This **does no**t apply to delegates who have attended a Dewpoint course and not passed the assessment requirements.

How long does my Dewpoint accredited membership last for?

Dewpoint accredited membership is initially awarded annually on successful completion of one of our 'Foundation or Advanced' courses and **PASSING** of the relevant course assessment.

- Accredited membership automatically expires after 1 year, unless renewed
- Accredited members are required to adhere to Dewpoint Professional Accreditation & Membership Terms & Conditions to maintain their membership status
- Failure to adhere to Dewpoint Professional Accreditation & Membership Terms & Conditions at the appropriate grade may result in suspension or termination of membership (and benefits)

What am I entitled to as a Dewpoint accredited member?

Accredited membership has a number of benefits, including:

- Discount on future training courses. You will be offered current discounts on courses
- Access to over 30 courses which compliment your professional development.
- Priority booking. Your booking will receive priority over external course delegates
- Technical support, advice, guidance and feedback from our technical department

What else should I be doing now that I have completed the course?

1. **Reflection** Reflect back on the training course, to make sure you fully understand what you have learned and how this will be applied.
2. **Reviewing** Review the training course, with your manager, what have you have learned and what positive contributions you can make.

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3. **Action** Put you learning into practice, transferring your knowledge into skills, evaluate the results, and make improvements, where necessary.

4. **Planning** Identify knowledge and skill gaps, prioritise what you need to learn first, what resources you need and put it into action...

I would like to undertake further Dewpoint courses. How do I find out what else is available?

All our current courses are listed on our website and social media. However, we do recommend you attend a relevant CPD course after 2 years of your initial training.

Website	Facebook	Twitter
www.dewpointprofessional.co.uk	**@dewpointprofessional**	**@dewpointinfo**

Continual Professional Development

Continuing Professional Development is widely recognised as fundamental to the improvement of standards and skills for professionals within the damage management industry.

Dewpoint accredited members are responsible for:

- Completing CPD requirements, within the context of their membership terms and conditions and involvement with other industry professional bodies
- Planning, recording and maintaining their own personal development portfolio and CPD records within the context of their membership terms and conditions
- Maintaining and enhancing their knowledge, skills and capabilities, relevant and up to date with current damage management standards and other applicable legislation

Dewpoint Professional Approved Provider Number



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Fire & Smoke Remediation – Foundation



Fire & Smoke Remediation - Advanced



Mould Remediation – Foundation



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Mould Remediation – Advanced



Water Damage Restoration – Foundation



Water Damage Restoration – Advanced



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Moisture Meter Essentials for Building Professionals



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