

Professional Fire and Smoke Restoration: Mitigation, Assessment and Remediation for Practitioners

Centre Number: 795036
Course Venue: Choice of venues
Course Code: FSDR1
Duration: 1 Days
Grade: 1 (Entrance Level)
Accreditation: City & Guilds
Assessment: Multiple choice exam

This course has been designed specifically for office-based insurance professionals and claims handlers wanting to gain Dewpoint Professional Certification and City & Guilds Accreditation in the Principles of Professional Fire and Smoke Damage Restoration. Claims Handlers responsible for dealing with customers and restoration contractors are required to have a basic understanding of the Fire and Smoke damage restoration process and how this fits within the management of the claim from FNOL through to fulfilment. Introducing the basic principles and practices of Fire and Smoke Damage Restoration (as it applies to buildings), this course provides the framework on which professionals can build upon.

Why choose City & Guilds?

City & Guilds has over 130 years of experience in vocational education, having been created in response to the needs of businesses to develop a pipeline of well-trained talent. Built on the heritage to create vocational services that continue to meet the changing needs of businesses in the UK and around the world. City & Guilds accreditation is an instantly recognisable mark of quality and credibility and recognises the process and delivery of a bespoke training programme which doesn't result in a qualification, but has an end assessment.

Course Benefits

Students who successfully complete the course and accompanying course assessment will be awarded the nationally recognised Dewpoint Professional Course in Fire and Smoke Damage Restoration – Grade 1 (Entrance Level) certificate, fully accredited by City & Guilds.

The course will enable the student to develop the necessary knowledge and skills required to undertake claims handling with reference to Professional Fire and Smoke Damage Restoration enabling them to:

- Manage Fire and Smoke damage claims in a more efficient and effective manner
- Develop a better understanding of fire and smoke damage and its various stages of mitigation assessment and remediation
- Effectively identify and challenge 'bad practice' and service delivery

Entry Requirements

The Dewpoint Professional Fire and Smoke Restoration – Grade 1 (Entrance Level) is open to all persons (regardless of experience) responsible for claims handling/management, within the insurance or damage management industry. Although no previous specific knowledge of Fire and Smoke damage Restoration is required, some knowledge and understanding of the insurance and/or damage management industry would be useful.

Where can you go from here?

Once you have attained Course Certification & Accreditation, you are encouraged to further develop your knowledge and skills by completing higher graded accredited courses in Fire and smoke damage restoration, resulting in a broader and deeper knowledge of understanding.

Additionally, you could complete the associated Dewpoint Professional: Water Damage Restoration Course and the Dewpoint Professional Mould Remediation Course to complement your existing Dewpoint Certification and City & Guilds Accreditations.

Professional Fire and Smoke Remediation: Mitigation, Assessment and Remediation for Practitioners

Course Syllabus

Part One - Management 1

In Unit A, students should be able to discuss and demonstrate:

- General Management:
Professional standards in damage management; principles of fire and smoke damage restoration.
- Health and Safety (Overview):
Statutory obligations and general duties of care; employers and employees duties; risk assessment; hazardous conditions and substances.
- Environmental Management (Overview):
General principles of environmental management; sustainability and waste management.
- Quality management and customer service:
General principles of quality management and customer service; measuring performance and continual improvement.
- Insurance and Fire and Smoke damage:
Covered perils; essential claims information.

Part Two - Operations 1

In Unit C, students should be able to discuss and demonstrate:

- Combustion science:
Oxidation and combustion; definition of terms; classifications of smoke and smoke residues.
- Physics of smoke transport:
Physics of smoke transport (temperature gradients, pressure differentials, building design and environmental conditions)
- Classifications of loss and damage:
Classifications of smoke and smoke residues; categories of damage (actual burn, heat, smoke and latent).
- Effects of fire and smoke damage:
Effects of damage (chemical, biological and physical damage); primary, secondary and tertiary damage.

Part One - Management 2

In Unit B, students should be able to discuss and demonstrate:

- Project management in general:
Principles of project management; project communication; preventing project risk.
- Inspections and reports:
Inspection methodology; sampling and assessment; required information; pre-existing conditions.
- Contamination and completion reports:
Contamination profiling; completion reports (clearance, project)

Part Two - Operations 2

In Unit D, students should be able to discuss and demonstrate:

- Mitigation and Remediation:
Triage assessment; key stages in mitigation; recommending restoration; odour science and remediation (overview)
- Equipment, materials and chemicals:
Fire and smoke damage restoration equipment, materials and chemicals and their applications
- Decontamination and cleaning:
Cleaning science (overview); general principles of cleaning; restoration agents and pH; principles of 'test cleaning' and 'pre cleaning'; general principles of odour perception and control.

**To book your place on the next course, please contact Dawn Peel
01427 788 837 or email info@dewpointprofessional.co.uk**