

## Professional Water Damage Restoration: Mitigation, Assessment, Remediation and Structural Drying

Centre Number: 795036  
Course Venue: Choice of venues  
Course Code: WDR1  
Duration: 1 Day  
Grade: 1 (Entrance Level)  
Accreditation: City & Guilds  
Assessment: Practical and  
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 Water Damage Restoration. Those responsible for dealing with customers and restoration contractors are required to have a basic understanding of the water 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 water damage restoration (as it applies to buildings), this course provides the framework on which professionals can build upon.

## Why choose City & Guilds?

City & Guilds Accreditation:

- is an instantly recognisable mark of quality and credibility
- recognises the process and delivery of a bespoke training programme which doesn't result in a qualification, but has an end assessment
- is only awarded to the highest quality programmes

Once earned, you can be confident your Accreditation is well respected within your industry.

## Course Benefits

Students who successfully pass the course and accompanying practical assessment and examination will be awarded the nationally recognised Dewpoint Professional Entrance Level Course in Water Damage Restoration - Grade 1 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 water damage restoration enabling them to:

- Manage water damage claims in a more efficient and effective manner
- Develop a better understanding of water damage and its various stages of mitigation, remediation and restorative drying be able to identify 'bad practice' and challenge restoration contractors
- Add value to the claim and their respective organisations and perform with more confidence.

## Entry Requirements

The Dewpoint Professional Entrance Level Course in Water Damage Restoration - Grade 1 is open to all persons (regardless of experience) responsible for claims handling/management, within the insurance or damage management industry. Although no previous knowledge 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 their knowledge and skills by completing higher graded accredited courses in water damage restoration - resulting in a broader and deeper knowledge of understanding.

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

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## Course Syllabus

### Part One

- Professional Standards and Applicable Legislation
- Principles of damage management
- Principles of water damage restoration
- Health and Safety and Environmental management (overview).

### Part Two

- Classification of water damage incidents
- The effects of water and contaminants
- Particular issues (condensation, microbial, salts damage, concrete floors, pre-existing conditions)

### Part Three

- Principles and Application of Mitigation and Triage
- Principles of Incident Loss Assessment and Reports
- Completion Reports
- Principles of Remediation

### Part Four

- Principles of Moisture Assessments (Instruments, Methodology, Readings)
- Principles and Application of Restorative Drying (Drying physics, Equipment, Application)



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