

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

Centre Number: 795036
Course Venue: Lincoln
Course Code: WDR3
Duration: 3 Days
Grade: 3 (Entrance Level)
Accreditation: City & Guilds
Assessment: Practical and Multiple

This course is designed for damage management practitioners, field based insurance professionals and surveyors wishing to gain a City & Guilds Accreditation in professional water damage restoration. Those responsible for assessing, remediating and managing water damage incidents have a duty of care to others and are expected to possess a myriad of skills and in-depth knowledge in the related subjects. Introducing the 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 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 2 part course assessment will be awarded the nationally recognised Dewpoint Professional Course in Water Damage Restoration – Grade 3 (Entrance Level) certificate, fully accredited by City & Guilds.

The course will enable the student to develop the necessary knowledge and skills required to understand, practice and manage Professional Water Damage Restoration enabling them to:

- Understand and apply the principles of Professional Water Damage Restoration in a safe and ethical manner.
- Understand and apply the principles of mitigation and triage, incident loss assessment, remediation and restorative drying.
- Provide a cost effective and efficient delivery of the project and perform with more confidence.

Entry Requirements

The Dewpoint Professional Water Damage Restoration – Grade 2 (Entrance Level) is open to all persons (regardless of experience) responsible for site based operations, within the insurance or damage management industry. Although no previous specific knowledge of Water Damage Restoration is required, some knowledge and understanding of the insurance and/or damage management industry would be useful as well as having a basic knowledge of the English language, mathematics and science.

Where can you go from here?

Once you have attained Course Certification and Accreditation, you are encouraged to further develop your 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 and Smoke Damage Restoration Course and the Dewpoint Professional Mould Remediation Course to complement your existing Dewpoint Certification and City & Guilds Accreditations.

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Course Syllabus

With a foundation of having already attended the Grade 1 Water Damage Restoration Course or the Grade 2 Water Damage Restoration course the Grade 3 Water Damage Restoration course offers a more in depth explanation of specific subjects whilst incorporating various and in-depth practical and written exercises.

Part One - Management 1

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

General Management:

Professional standards in damage management; principles of water damage restoration.

Health and Safety (Overview):

Statutory obligations and general duties of care; employers and employees duties; risk assessment; hazardous conditions and substances; general microbiology (an overview).

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 Water Damage:

Covered perils; essential claims information.

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; required information; pre-existing conditions.

Drying and Completion Reports:

Completion reports (restorative drying, clearance, project).

Water and Materials:

Science of water; classification of materials; moisture content in materials; porosity and permeance; sorption and desorption (wetting and drying).

General Microbiology (Overview):

Bacteria, viruses, parasites, fungi/mould).

Part Two - Operations 1

In Unit C, students should be able to discuss:

Effects of Water:

Classifications and categories of loss; effects of damage (direct and indirect); fungal and mould contamination; prevention of secondary damage.

Equipment, Materials and Chemicals:

Water damage restoration equipment, materials and chemicals.

Mitigation and Restoration:

Triage assessment; Key stages in mitigation; recommending restoration.

Remediation (Overview):

Cleaning science (overview); general principles of sampling and cleaning; general principles of microbial sampling and remediation.

Part Two - Operations 2

In Unit D, students should be able to discuss:

Psychometrics:

Psychrometric terms and definitions; practical use of psychrometric chart; calculation of moisture loads.

Drying Physics (Overview):

Principles of energy exchange and vapour pressure differentials.

Moisture Meters and Assessment:

Methods of assessment; general principles of operation; physical limitations; recording and interpretation of moisture readings; moisture maps and moisture profiles.

Drying equipment (Overview):

Types of equipment; general principles of operation; methodology; calculation of power requirements and electrical costs.

**To book your place on the next course, please contact Dawn Peel
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