dewpoint© professional

City & Guilds ACCREDITED

Water Damage Restoration Foundation

Principles of Mitigation, Assessment, Remediation and Structural Drying

This course has been specifically designed for office based insurance, housing and maintenance staff wanting to gain knowledge 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 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.

Course Benefits and Aims

Delegates who successfully pass the course will be awarded the nationally recognised Dewpoint Professional Water Damage Restoration Foundation Certificate, accredited by The City & Guilds of London Institute.
The course will enable delegates 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.

Assessment

Assessment of this course takes place at the end of the days training and undertaken on-line as an open-book, multiple-choice assessment of 25 questions. PASS: 80% or above, REFER: 0-79%.

Entry Requirements

The Dewpoint Professional Water Damage Restoration Foundation is open to all persons (regardless of experience) responsible for claims handling/management, within the insurance, housing or damage management industry. Although no previous knowledge is required, some knowledge and understanding of the industry would be useful.

Where can you go from here?

Once you have attained Course Certification, you are encouraged to further develop your knowledge and skills by completing 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 Remediation Advanced Course and the Mould Remediation Course.

Telephone: 01427 782 994 info@dewpointprofessional.co.uk www.dewpointprofessional.co.uk
Dewpoint Professional, River Cottage, Tillbridge Lane, Sturton by Stow, Lincoln, LN1 2DS

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Course Syllabus - Delegates should be able to show and illustrate:

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)

Pricing

1 – 4 attendees on a course £220 + VAT pp

5+ attendees on a course £210 + VAT pp

To book your place on the next course, please contact Dawn Brumpton 01427 782 994 or email info@dewpointprofessional.co.uk

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