dewpoint© professional

City & Guilds ACCREDITED

Water Damage Restoration Foundation Online

Mitigation, Assessment, Remediation and Structural Drying

This onlilne course has been specifically designed for office based insurance professionals and housing claims handlers wanting to gain 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 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 and accompanying assessment will be awarded the nationally recognised Dewpoint Professional Water Damage Foundation Online Certificate, fully accredited by City & Guilds.
The course will enable the delegate 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 and Grades

Assessment of this course takes place at the end of course and consists of 20 multiple choice questions. Results are graded 0% - 64% - FAIL, 65% - 80%, PASS, 81% - 90% MERIT and 92% - 100% DISTINCTION.

Entry Requirements

The Dewpoint Professional Foundation Online Course in Water Damage Restoration 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 further accredited courses in water damage restoration, resulting in a broader and deeper knowledge of understanding.

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:

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

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

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

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

Pricing

1-5 attendees on a course £80 + VAT pp

6-10 attendees on a course £75 + VAT pp

11-15 attendees on a course £70 + VAT pp

16-20 attendees on a course £65 + VAT pp

*We are able to train these courses at a location of your choice. Please note all costs incurred on the day are at your cost including hire fees, refreshments and overnight accommodation. We also require a minimum of 10 persons to attend any off-site training. Travel and subsistence for the trainer is usually charged at £250 per night (which include the night prior to the course and may include the day of the training depending on location).

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