dewpoint© professional

ACCREDITED ACTIVITY 24 CPD CREDITS #1015300

City & Guilds ACCREDITED

Water Damage Restoration Advanced

Mitigation, Assessment, Remediation and Structural Drying

This 3 day course (please note 2 days are trained live-on-line via teams followed by 1 day in-erson practical day training in Lincoln), has been specifically designed for damage management practitioners, field based insurance professionals, surveyors and housing managers wanting to gain knowledge in the field of 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. Following this course delegates will be able to understand and apply 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.

Course Benefits and Aims

Delegates who successfully pass the course will be awarded the Dewpoint Professional Water Damage Restoration Advanced Certificate, accredited by The City & Guilds of London Institute.
The course will enable the delegate to develop the necessary knowledge and skills required to undertake claims management with reference to 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 and remediation.
- Provide a cost effective and efficient delivery of the project and perform with more confidence.

Assessment

Assessment of this course (which is in 2 parts) takes place at the end of the 2nd and 3rd days training.
Part 1 on-line open-book multiple choice assessment of 50 questions.
Part 2 practical short answer questions. PASS: 80% or above, REFER: 0-79%.

Entry Requirements

The Dewpoint Professional 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, 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, you are encouraged to further develop your knowledge and skills by completing courses in Fire and Smoke Damage Restoration, and Mould Remediation, 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

Water Damage Restoration Advanced

Mitigation, Assessment, Remediation and Structural Drying

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

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.

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.

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).

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.

Pricing*

1-3 attendees on a course £522 + VAT pp

4-6 attendees on a course £510 +VAT pp

7-8 attendees on a course £492 + VAT pp

9-11 attendees on a course £462 + VAT pp

*Please note 2 days are trained live-on-line via teams followed by 1 day practical training in Lincoln.

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

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