

dewpoint[©]
professional

FAQ's...

Dewpoint Professional General information for students following completion of Dewpoint training courses

info@dewpointprofessional.co.uk

www.dewpointprofessional.co.uk

General information for students following completion of dewpoint training courses

Have you read/completed the following documents and requirements?

Documents:

- Learner information sheet (Complete & return)
- Privacy notice <https://www.dewpointprofessional.co.uk/files/Dewpoint-Privacy-Notice.pdf> (Read)
- Course evaluation and feedback <https://dewpointprofessional.co.uk/feedback/> (Complete online)

Have you provided us with a VALID copy of your personal identification (ID)?

It is preferable that your form of identification includes a digital photograph.

Examples:

- Passport (UK or international; unexpired)
- Driving licence (full/provisional) photocard (UK or EU; unexpired)
- EU national identity card (unexpired)

How long will it take to receive my course certificate?

Course certificates are normally posted within 7 to 14 after completion of the course date.

I have not received my course certificate after 14 days?

Please check that your course has been paid for, in-full, as course certificates will not be issued without FULL payment being received. All course certificates will be posted to the address listed on the completed booking form.

If you still not have received your course certificate after 14 days, please contact:

Dawn Brumpton **Email:** info@dewpointprofessional.co.uk

Tel: **01427 782994**

I did not pass or receive the assessment level I anticipated. What options are available to me?

- 1. Re-sitting** You can re-sit your course assessment.
Any course assessment re-sit must be completed within 2 months of the initial course assessment date, at a cost of £ 50.00 plus VAT.

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What 'post-nominals' do I have that I can use?

Your individual membership certificate will clearly state which post-nominals you have achieved and are entitled to use, and in the specific format for use, as they should be shown.

How long does my City & Guilds accreditation last for?

City & Guilds accreditation is a life-long accreditation.

How can I verify to external customers/clients that I have completed a Dewpoint course?

You can verify your status in a number of different ways:

1. Reference the Dewpoint accredited member section on our website
2. Reference and evidence of your course certificate

What is Dewpoint accredited membership?

Dewpoint Professional Accreditation & Membership is awarded to Students who have attended a relevant Dewpoint course and **PASSED** the relevant course assessment requirements.

This **does not** apply to Students who have attended a Dewpoint course and **FAILED** the relevant course assessment requirements.

How long does my Dewpoint accredited membership last for?

Dewpoint accredited membership is initially awarded automatically, for **2 years** on successful completion of one of our 'Foundation or Advanced' courses and **PASSING** of the relevant course assessment.

- Accredited membership automatically expires after 2 years
- Accredited members are required to adhere to Dewpoint Professional Accreditation & Membership Terms & Conditions to maintain their membership status
- Failure to adhere to Dewpoint Professional Accreditation & Membership Terms & Conditions at the appropriate grade may result in suspension or termination of membership (and benefits)

What am I entitled to as a Dewpoint accredited member?

Accredited membership has a number of benefits, including:

- Discount on future training courses. You will be offered current discounts on courses

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- Access to over 30 courses which compliment your professional development.
- Priority booking. Your booking will receive priority over external course Students
- Access to the Dewpoint 'Technical Library', access to technical documents, glossary of important industry terms and definitions
- Private members Group on Facebook. Within the Group, you can share learning experiences, project experiences, in a real-time environment
- Technical support, advice, guidance and feedback from our technical department

What else should I be doing now that I have completed the course?

1. **Reflection** Reflect back on the training course, to make sure you fully understand what you have learned and how this will be applied.
2. **Reviewing** Review the training course, with your manager, what have you have learned and what positive contributions you can make.
3. **Action** Put you learning into practice, transferring your knowledge into skills, evaluate the results, and make improvements, where necessary.
4. **Planning** Identify knowledge and skill gaps, prioritise what you need to learn first, what resources you need and put it into action...

I would like to undertake further Dewpoint courses. How do I find out what else is available?

All our current courses are listed on our website and social media. However, we do recommend you attend a relevant CPD course after 2 years of your initial training.

Website	Facebook	Twitter
www.dewpointprofessional.co.uk	@dewpointprofessional	@dewpointinfo

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Continual Professional Development

Continuing Professional Development is widely recognised as fundamental to the improvement of standards and skills for professionals within the damage management industry.

Dewpoint accredited members are responsible for:

- Completing CPD requirements, within the context of their membership terms and conditions and involvement with other industry professional bodies
- Planning, recording and maintaining their own personal development portfolio and CPD records within the context of their membership terms and conditions
- Maintaining and enhancing their knowledge, skills and capabilities, relevant and up to date with current damage management standards and other applicable legislation

Contact: Dawn Brumpton

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