

Professional Fire and Smoke Restoration: Mitigation, Assessment and Remediation for Practitioners

Centre Number: 795036
Course Venue: Choice of venues
Course Code: FSDR1
Duration: 1 Days
Grade: 1 (Entrance Level)
Accreditation: City & Guilds
Assessment: Multiple Choice
Assessment

This course has been designed specifically for office-based insurance professionals and claims handlers wanting to gain Dewpoint Professional Certification and City & Guilds Accreditation in the Principles of Professional Fire and Smoke Damage Restoration. Claims Handlers responsible for dealing with customers and restoration contractors are required to have a basic understanding of the Fire and Smoke 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 Fire and Smoke 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

Students who successfully complete the course and accompanying course assessment will be awarded the nationally recognised Dewpoint Professional Grade 1 Fire and Smoke Damage Restoration certificate, fully accredited by City & Guilds.

The course will enable the student to develop the necessary knowledge and skills required to undertake claims handling with reference to Professional Fire and Smoke Damage Restoration enabling them to:

- Manage Fire and Smoke damage claims in a more efficient and effective manner
- Develop a better understanding of fire and smoke damage and its various stages of mitigation assessment and remediation
- Effectively identify and challenge 'bad practice' and service delivery

Entry Requirements

The Dewpoint Professional Grade 1 Fire and Smoke Restoration is open to all persons (regardless of experience) responsible for claims handling/management, within the insurance or damage management industry. Although no previous specific knowledge of Fire and Smoke damage Restoration is required, some knowledge and understanding of the insurance and/or damage management industry would be useful.

Where can you go from here?

Once you have attained Course Certification & Accreditation, you are encouraged to further develop your knowledge and skills by completing higher graded accredited courses in Fire and smoke damage restoration, resulting in a broader and deeper knowledge of understanding.

Additionally, you could complete the associated Dewpoint Professional: Water 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

Part One

- Professional standards and applicable legislation (overview)
- Principles of damage management (overview)
- Principles of fire and smoke damage restoration
- Health, safety and environmental management (overview)

Part Two

- Combustion science (overview)
- Classifications of fires
- Classification of smoke damage

Part Three

- Principles and application of Mitigation and Triage
- Principles and application of Incident loss assessment and reporting
- Principles and application of Environmental sampling

Part Four

- Principles and application of Remediation
- Cleaning science (overview)
- Completion reports

**To book your place on the next course, please contact Dawn Peel
01427 788 837 or email info@dewpointprofessional.co.uk**