

PRESS RELEASE

National Flood School Sets Dates For Water Damage Training For Insurance Professionals

The National Flood School has set the dates in 2012 for its popular Chartered Insurance Institute (CII) accredited Water Damage Awareness Day course - aimed at claims handlers and loss adjusters.

The Water Damage Awareness Day (WDAD) course focuses on the effect flood water has on different materials in a building and the overall damage it can cause.

Two dates are now set for the one-day programme for the early part of the year, Tuesday 21 February and Tuesday 22 May.

Demand is high, with office and field-based claims handlers who have completed the course gaining new skills that both drive up customer service levels and help reduce costs when overseeing a flood claim.

Training is delivered through a mix of classroom learning, as well as on-site at the National Flood School's purpose-built Flood House, located in Farnham, Surrey.

Believed to be the only one of its type in Europe, the Flood House is an eight-room structure made with materials and techniques typical to UK buildings.

It is flooded with 1,500 litres of water and then used to demonstrate restoration and drying techniques - a powerful training tool that brings to life the learning experience for delegates.

Chris Netherton, managing director of the National Flood School, said: "Ultimately, those who take part in the course have greater awareness and empathy when dealing with the insured, as well as the ability to question with credibility the methods and processes of restorative drying professionals.

"If insurance staff have an understanding of the most effective and efficient ways of drying buildings, they can potentially help save the industry as a whole millions of pounds a year."

More details about the course, can be found at www.nationalfloodschool.co.uk or by calling 01252 821185.

A video about the Water Damage Awareness Day Course, as well as other films relating to the National Flood School and the Flood House, can be seen at www.youtube.com/nationalfloodschool

www.nationalfloodschool.co.uk



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Press release issued by Jane Shepherd at Shepherd PR. For more information, or to arrange an interview with Chris Netherton, please call 01335 368020 or email jane@shepherd-pr.com

Notes To Editors

Recognised across the UK and Europe as a leader in the research, development, testing and education of a wide-range of techniques and systems to enhance the restoration of property damaged by flood and fire, the National Flood School was founded in 1988.

Based in Farnham, Surrey, The National Flood School shares its expertise to support and train restoration professionals and provides information and professional guidance for many other associated industries, including insurers and loss adjusters.

The organisation has three specific divisions: training, consultancy and research and development.

The National Flood School has been accredited by the British Damage Management Association (BDMA as a Licensed Training Centre.

This accreditation sees the National Flood School now offer regular courses under the BDMA Licensed Damage Management Training programme, alongside its own comprehensive training events.

It also writes and maintains the BSI Code of Practice for Professional Water Damage Mitigation (PAS 64).