

## Module 34

### Scope & Measurement

This course provides management and loss adjusters with a basic course designed for them to be able to manage fire and flood claims with confidence. The focus is on scope of works, competent contractor actions and economic restoration within stated time line.

#### Contractor selection

- Insurance
- Management competence issues
- Worker competence
- Health & safety
- Paperwork
- Guarantees

#### Scope of works

- Triage
- Primary damage
- Secondary damage
- Control
- Mitigation

#### Historic damage

- Indicators
- Avoiding scope drift

#### Drying regimes

- Different drying techniques
- Measuring effective drying process
- Equipment specification
- Equipment use
- Establishing the drying goal

#### Inspection Techniques

- Visual inspection
- Use of boro scopes
- Use of CCTV
- Chloride assessments
- Moisture Measurement
- Interpretation of cleanliness

## **Use of measurement equipment**

- Conductive meters
- Ultrasonic meters
- Thermal hygrometers
- Psychometrics
- Infra red thermal imaging
- Calcium chloride
- Vapour box
- Humidity sleeves
- Limitations in British Standards

## **WME standards**

- Comparisons as a tool
- Interpretation of moisture content

## **Completion standards**

- Cleanliness
- Sanitation
- Odour
- Dry

## **Contractor failure points**

- Scope drift
- Failure to control or mitigate the claim
- Secondary damage issues
- Mould
- Corrosion
- Odour