



**Mould Tutor®**

**Life Coaching in Building Inspection.**



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## Mould Tutor® Training

### Background

Mould Tutor's aims are to reduce the costs & time taken up with mould calls & visits, and improve knowledge. This training empowers you with the skills needed to report on the unhealthy and damaging conditions that lead to mould and damp in housing. During these sessions we follow a practical pathway that forms a foundation for helping others control mould. Around 30% of the 216 million homes in Europe suffer with mould. This results in a massive cost to councils, landlords, tenants, and to the NHS.

### The Foundation Course (3 Hours)

The Mould Tutor® Foundation Course is for environmental health, housing, and asset officers, operational managers, sheltered housing staff, income officers, repairs operatives, clerk of works, compliance managers, surveyors, resident liaison officers, tenant support officers, income officers, call centre, and office staff.

### Feedback from recent sessions of what went well:

- Interaction.
- *Bubbly, fun, knowledge of tutor*
- Communication of practical solutions
- A customer focused friendly approach,
- Straight forward, quick and bite-size
- Case studies & gaining more understanding

**By the end of this course you will be able to:**

- Build on your existing understanding of why damp matters
- Gain awareness into the effect of damp on tenants, landlords, the building.
- Have basic knowledge to describe types of damp, insect damage, and rot.
- Anticipate what you will see, where you will see it and why it may be there.
- See equipment for recording damp environments, and common mistakes made when reporting defects. Learn how the equipment can be used to explain the concept of mould.
- Understand the effects and consequences of your comments and actions during your visit.
- Have a glossary of relevant describing words, and understand what they mean in context.

**Who'll benefit?**

Anyone making a visit to a mouldy home, taking a call about mould, or handling a complaint.

**How with this be taught**

Training room setting. Preferably seating with desks in a U shape. Practical exercises used along the way to check understanding.

**Is there a certificate?**

A certificate with 6 CPD points is given at the end of the session. This should be retained in the event the attendee wishes to complete the follow on courses.

**How long is the course?**

The course is 3 hours including a break.

**Why learn with us?**

Mould Tutor® is a service provided by The Mould & Damp Specialist Ltd. It has come about after over 8 years experience and application by director Independent Damp Surveyor Tanya Eldridge Certificated Surveyor in Remedial Treatments (CSRT). She also holds a CIH level 3 and a HNC in Construction (Distinction). Delegates on her courses have described them as enjoyable and informative, giving practical tools to carry out inspection work. Her aim is to have the UK leading the way in combating household mould. Achieved by inspectors making good technical records, and being able to communicate these skills in a way that keeps tenants on side, and motivates them to control mould for themselves. Tanya has been asked to speak at the 2018 International Residential Ventilation and Preservation of Buildings Conference at Warwick University.

**How to book?**

Please check our diary here to see availability

<http://www.mouldanddamp.com/mould-tutor-training/>

And then confirm your request with an email.

Our social & public housing day rate is £495 including vat. For that you can have one or two foundation courses. It works best with a maximum 16 delegates on each. (2017 & 2018 price. Within 65 miles of TN34 1TL £1 per mile one way thereafter)

## **Follow on courses, pathway, and support.**

(Certificate of The Mould Tutor® Foundation Level 1 is needed to access these).

Level 2

### **Legal, health & safety, tenancy & housing law.**

On this course you learn about the legal implications, relevant to mould & damp in housing, and what you should consider on an inspection where there is mould & damp. This includes common hazards are present where you are making physical tests and visits and how to avoid or reduce them. We also look at the health & safety considerations when making an inspection.

3 hours

Level 3

### **The Mould Tutor® visit.**

Lead the way in combating household mould. Suitable for front line staff tasked with mould resolution. On this course you learn to make good technical records, and being able to communicate these skills in a way that keeps tenants on side, and motivates them to control mould for themselves. You are further working towards a visit. This uses in depth case studies, proformas, and live scenario practice. Tutors to sign off competencies achieved. A pass is required to receive certificate.

1 day

Level 4

### **Become a Mould Tutor®. (Levels 1, 2 & 3 must have been attended)**

On this day you are to demonstrate how you apply the learning in the courses above. This includes a face to face case study, and accompanied visits to tenants. During these you will be assessed. Those demonstrating the correct behaviour and knowledge will receive Mould Tutor® accreditation, and then be invited to register as a Mould Tutor®

1 delegate per day or day equivalent.

***Registration for 'Mould Tutors' to be announced.***

### **Mould Tutor® software API**

This is for tenants to self serve on a portal or as a Mould Tutor Inspection module for inspectors who have passed levels Foundation to Level 3. It could be used on a mould interim inspection, or as a result of a complaint. The Algorithm Process has Patent Pending and is available raw for build out, or API could be imported to interface with your existing software. The interface guides the user to make the appropriate observations, ask the right questions, and to lead and empower the tenant to make the right choices of how they wish to control mould. An automatic report is then issued to landlord and tenant. An add on benefit is objections to taking action are pre-empted through the natural range of leading, open & closed questions. (Available under an annual license - Price on application).

### **Mould-Less Damp Meters**

[www.mould-less.co.uk](http://www.mould-less.co.uk)