

2018 CE CLASS SCHEDULE

HOARDING – AN EXTREME CLAIM SITUATION (2 hours)

Thursday, March 8, 9:30-11:30 a.m.

Park University-Lenexa Campus, 17101 W. 87th St. Pkwy., Lenexa, KS 66219

Course Objectives:

- Examine hoarding and its impact on insurance claims
- Learn to identify when and to what degree hoarding is occurring and develop skills to work with a hoarder during the claims process
- Understand the savings when a professional restorer who specializes in hoarding is used

INTRODUCTION TO ELECTRONICS RESTORATION (1 hour) BED BUGS, SKUNKS AND OTHER VARMINTS IN MY CLOSET (1 hour)

Thursday, May 17, 9:30-11:30 a.m.

Park University-Lenexa Campus, 17101 W. 87th St. Pkwy., Lenexa, KS 66219

Course Objectives:

Introduction to Electronics Restoration

- Understand what electronics restoration encompasses
- Reduce severity of the claim by the use of correct restoration processes when considering electronics/media types and contaminants
- Create accountability, efficiency and transparency for tracking electronics through appropriate use of on-site and restoration facility inventories

Course Objectives:

Bed Bugs, Skunks and other Varmints in My Closet

- Explain how to deal with bed bugs in bedding and other areas
- Understand the complications of restoring textiles affected by skunk spray, urine, feces and blood
- Understand the benefits of using a qualified textile restoration specialist to lower and control costs

TEXTILE RESTORATION: DON'T BE TAKEN TO THE CLEANERS (2 hours)

Thursday, August 16, 9:30-11:30 a.m.

Park University-Lenexa Campus, 17101 W. 87th St. Pkwy., Lenexa, KS 66219

Course Objectives:

- Understand what textile restoration is and how it differs from a retail dry cleaning operation
- Learn how to lower and control the textile portion of the claims costs
- Understand key benefits to the homeowner, adjuster and agent of a successfully managed textile claim

ETHICS FOR INSURANCE PROFESSIONALS (3 hours)

Thursday, Nov. 8, 9:00 a.m.-12:00 p.m.

Park University-Lenexa Campus, 17101 W. 87th St. Pkwy., Lenexa, KS 66219

Course Objectives:

- Identify ethical issues of the insurance business
- Explain why ethical behavior matters for insurance professionals
- Practice making ethical decisions in sales and claims situations

