

Each WLS Candidate, after successfully completing the pre-requisite requirements, must submit a Formal Report and Research Paper.

## Formal Report

1. The written portion of the report should be at least 2000 words double-spaced.
2. Candidates have up to 6 months to one year to submit the report from the date of passing their WLS exam.
3. In order for the Candidate to be inducted at the March convention, they must submit their report by the last workday in December; otherwise you must wait until the following year to participate in the formal Induction Ceremony.

Formal reports should be based upon an actual project, whether performed by the Candidate or not. Report content must be as follows:

1. Cover page
2. Information with reference to:
  - a. The property
  - b. Building or Homeowner
  - c. Building Manager
  - d. Insurance Company
  - e. Insurance Adjuster
3. Background information
  - a. Description of property
  - b. Description of damage
4. General description of the work that was performed
5. The sequence of events
6. A summary of the equipment and labor that was used
7. Summary of the costs by category
8. Documentation – before and after
  - a. Pictures of the structure and contents
  - b. Environmental conditions temperature, relative humidity and grains
  - c. Affected area, unaffected area, dehumidifier output, HVAC readings, exterior
  - d. Diagram of building showing affected areas and other significant features
  - e. Moisture content of materials, unaffected area
  - f. Moisture content of materials before, during and after the drying process
  - g. Value of drying and restoration. What did you save, what value proposition did the contractor bring to the owner/insurance group?

## Research Paper

1. Topics for the research paper are selected at the time of turning in the exam.
  - a. The topic is listed on the Candidate Topic Selection form.
2. This report must be original work on the assigned subject and must apply directly to the water loss restoration industry.
3. The research paper must be 1500 words excluding the abstract, references or supporting reference material.
4. The topic needs to be researched (library, internet, interviews, etc.) and sources need to be listed. The information should be reported in an orderly fashion with a summary provided at the end.
5. A 100-word abstract (or synopsis) of the report must be submitted with the Research Paper and placed at the very beginning of the paper as an introductory piece.
6. The Research Paper must be emailed in a .pdf format to [cmullaly@restorationindustry.org](mailto:cmullaly@restorationindustry.org) or if the files are too large to email, submit 3 copies on CD, in Microsoft Word format, by the last work day in December in order for the Candidate to be formally inducted at the March Induction Ceremony at the RIA convention.
  - a. If the Candidate does not submit the Formal Report and Research Paper by December 31, their documents will still be reviewed, but after those Candidates who have met the deadline.
  - b. Candidates whose "Late submissions" are approved will be eligible for participation in the Induction Ceremony the following year.
7. All Formal Reports and Research papers become the property of RIA and may or may not be published in part or in entirety in the association's magazine, C&R.



# WLS<sup>SM</sup> Formal Report & Research Paper 2011 Guidelines & Topic Selection

Please complete this form, select your topic and return to the WLS Course Advisor/Instructor during the WLS Certification School course week, and retain one copy for your records and reference.

Name \_\_\_\_\_ Date \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

1. Electronics, restoration of water damaged (procedures, methods, etc.
2. Treatment of water damaged electronic media, CD's, floppy disks, film, x-rays, vinyl records, etc.
3. Project management (residential, commercial, institutional, industrial)
4. Health and safety aspects of water damage (residential, commercial, institutional, industrial)
5. Issues & solutions for working in area-wide catastrophic flooding situations, staffing, logistics, housing, health & safety
6. Design and operation of desiccant dehumidifiers
7. Containment methods and procedures
8. Inspection methods and procedures
9. Interpersonal relations, handling the customer, handling "difficult" customers
10. Sources, equipment, rental resources, temporary heat and air conditioning
11. Chemical requirements
12. Unique characteristics of wind driven rain and hurricane damage
13. Testing and analysis equipment
14. Fine arts conservation, methods, conservators, processes and procedures
15. Heat Drying technologies: best applications, pros & cons
16. Pricing Strategies for water loss: Running Rate vs Fixed Costs, pros & cons
17. Single site large loss issues, staffing, training, etc.
18. Freeze drying, when and how sources
19. Cleaning and decontaminating water-damaged HVAC systems
20. Contracts, authorizations and waivers
21. Employee training: technical training, procedural
22. Employee training: human resource specific
23. Inventory control and packing procedures
24. Understanding power requirements
25. Housing and health issues in catastrophe losses
26. Dealing with general Adjusters in large losses
27. Restoration issues in hospitals
28. Restoration issues for public entities
29. How to set up a company health and safety program
30. Effective volunteer contributions of working in the social sector of the non-profit world

## Formal Report and Research Paper Checklist

The following checklist will help the Candidate to insure the highest quality Formal Report and Research Paper. This checklist is divided into two categories: "Required" elements for the Report and "Recommended" elements.

### FORMAL REPORT

- Title page
- Candidate statement
- Introduction
- Background
- Investigation
- Inspection
- Scope of repairs
- Specifications and price
- Price basis
- Conclusion
- Photographs
  1. When incorporating photos into the Formal Report, it is best to place them throughout the body of the paper by the appropriate section.
  2. Each photo must be labeled with identifying caption and /or copy explaining the specifics of the situation being described
  3. Photos must be cropped and sized appropriately for the Formal Report
- Diagrams and documents such as estimates, floor plans, monitoring sheets, etc.
  1. Reports should be presented as an "integrated report" that include invoices, photos and documentation logs, and not as separate documents/attachments to the actual report itself.
- Candidate's professional background & credentials
- Page numbers throughout the document
- References noted in correct format and style

### RESEARCH PAPER

- Abstract/Introduction
- 1500 word for the primary portion of the paper
- Bibliography or resource references listed and annotated as appropriate at the end of the Paper
- Professional credentials, short biography about the Candidate
- Page numbered
- All required components of the paper must be integrated into one .pdf file and submitted for review as the final version of the paper.

### SUBMISSION REQUIREMENTS

- All reports and papers must be submitted **electronically** to facilitate a more expedient review process and reduce an archival storage burden.
- All documents must be submitted in a **pdf format** to protect the integrity of the documents and the electronic review process. This will also help in compressing large graphic files for easier electronic transfer.
- Candidates must submit their Formal Report via email to: [chereth@restorationindustry.org](mailto:chereth@restorationindustry.org).
- RIA adheres to the Dec. 31st deadline for all submissions** in order for approved Candidates to participate in the formal Induction Ceremony held at the yearly RIA March Convention.
- All reviews are done on an "as-submitted basis" throughout the year with credentials given upon acceptance. RIA will enforce the 6 month to 1 year timeframe for completion.
  - a. The Formal Report and Research Paper must be created in the Microsoft Office suite and saved as a .pdf.
- If the Formal Report is too large to send electronically, the document can then be saved on CD and 3 CDs are to be mailed to the RIA office, along with a hard copy of the Formal Report. Please send to the attention of Cynthia Hereth.
- Candidates who do not submit the Formal Report in the above stated format forfeit the review process.*
- RIA is not responsible for making copies, electronic or otherwise, of the Candidate's Formal Report.*