



Crawford Educational Services

We don't just know it. We teach it.



2025 EDUCATIONAL OFFERINGS
A FULL SPECTRUM OF TRAINING PROGRAMS FROM
CRAWFORD EDUCATIONAL SERVICES (CES)



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Instructor-led Training

Crawford Educational Services provides Instructor-led courses designed exclusively for the insurance industry, through traditional classroom training, as well as virtual delivery.

Our classes are led by certified instructors who use engaging lecture, group discussions, and practice exercises to facilitate learning.

For more course details, available course CE credit hours, and to register for a class, go to KMConDemand.com, then select INSTRUCTOR-LED COURSES near the top of the page.

Each class has specific prerequisites and pre-study requirements.

COURSE COSTS

INCLUDE:

Required pre-study
and classroom materials

EXCLUDE:

Travel, lodging, meals,
other expenses

REFUND POLICY:

Refunds available until 14 days
prior to the first day of class.

Casualty Loss Adjusting Class

IN PERSON | ATLANTA TRAINING CENTER | INSTRUCTOR-LED

The Casualty Loss Adjusting Class’s target audience is licensed adjusters beginning a career as a Casualty Adjuster that need to develop the knowledge and technical skills necessary to successfully handle liability claims in a supervised environment.

This instructor-led course is held over 6 days in our Atlanta Training Center and is interactive with each participant having the opportunity to role play and apply the knowledge they have learned throughout the class. Participants work through case study scenarios covering topics such as Personal Lines Auto coverage, Homeowner Liability Coverage, Commercial General Liability Coverage, slip/fall claims, negotiation strategies, Fair Claims Handling Practices, digital/mobile apps, Claim Platform Quick Tips, litigation management, suit avoidance, subrogation, field investigations, recorded statements, scene inspections and canvass, transportation claims, on-scene investigations (call outs), and Transportation and Cargo.

DETAILS

DURATION

6 days

TIME

8:00 - 5:00

COST

\$1,795

CE HOURS

Georgia	24 Hours
Florida	24 Hours
Texas	24 Hours
Alabama	24 Hours

Offering Dates

Start	End
Monday February 3, 2025	Saturday February 8, 2025
Monday June 2, 2025	Saturday June 7, 2025
Monday October 20, 2025	Saturday October 25, 2025

Transportation & Cargo Class

IN PERSON | ATLANTA TRAINING CENTER | INSTRUCTOR-LED

This is a sub-class offering of the Casualty Loss Adjusting Class and may be taken as a standalone class.

This class is designed for adjusters who will be working in the specialized field of transportation and cargo claims. Participants will gain foundational knowledge of the industry, insurance policy analysis, transit terms and interests. Class agenda includes on-scene response, requisite investigation and survey best practices learning essential skills. Through interactive workshops, case studies and expert insights, field interviews and inspection, assessment of liability, measures of loss and damage and technical reporting participants will leave with the knowledge to effectively manage transportation and cargo claims.

DETAILS

DURATION

2 days

TIME

8:00 - 5:00

COST

\$695

Offering Dates

Start	End
Thursday February 6, 2025	Friday February 7, 2025
Thursday June 5, 2025	Friday June 6, 2025
Thursday October 23, 2025	Friday October 24, 2025

Advanced Casualty Claims Forum

IN PERSON | ATLANTA TRAINING CENTER | INSTRUCTOR-LED

The Advanced Casualty Claims Forum’s target audience is licensed adjusters with a minimum 3 years of experience as a Casualty Adjuster, or those who have recently completed the Casualty Loss Adjusting Principles class with an interest in expanding their skills in handling more complex casualty claims.

This instructor-led course is held over 5 days in our Atlanta Training Center. The class structure will utilize and promote a team environment. Each participant will be required to use their prior class and work experience to navigate through case studies of complex casualty claims, including: Commercial General Liability claims; Personal Auto claims; Uninsured Motorists claims and Homeowner Liability claims.

Each participant is challenged to further develop critical thinking in the claim handling process and present cases and resolutions in a concise manner to the class.

DETAILS

DURATION

5 days

TIME

8:00 - 5:00

COST

\$1,795

CE HOURS

Georgia	24 Hours
Florida	24 Hours
Texas	24 Hours

Offering Dates

Start	End
Monday July 14, 2025	Friday July 18, 2025 (dismisses at noon)

Commercial Property Loss Adjusting

IN PERSON | ATLANTA TRAINING CENTER | INSTRUCTOR-LED

This CE qualified, instructor-led course is for property adjusters interested in expanding their skills in handling the full adjustment of commercial property loss claims from the First Notice of Loss to settlement.

Topics include commercial policy analysis, construction, commercial valuations, coinsurance, insurable interests, tenant improvement and betterment handling, multiple coverage/damage issues, utilization of experts, managing the loss adjustment, business income valuations and stock loss calculations.

Class participants learn how to apply these topics using complex case studies to complete schedules, the Statement of Loss and reports, and further develop the skillsets essential to handling commercial property loss adjustments. Participants will also learn how to complete extended policy analysis, multiple coverage/damage issues, experts engagement, relevant loss management skills and business interruption loss calculations.

DETAILS

DURATION

6 days

TIME

8:00 - 5:00

COST

\$1,950

CE HOURS

Georgia	24 Hours
Texas	26 Hours
Florida	24 Hours
Alabama	24 Hours

Offering Dates

Start	End
Monday February 24, 2025	Saturday March 1, 2025 (dismisses at noon)
Monday April 28, 2025	Saturday May 3, 2025 (dismisses at noon)
Monday November 10, 2025	Saturday November 15, 2025 (dismisses at noon)

Residential Property Loss Adjusting

IN PERSON | ATLANTA TRAINING CENTER | INSTRUCTOR-LED

This CE qualified, Instructor-led class provides the foundation for property claims professional careers as field and desk adjusters.

The course content includes three modules of study: Homeowner Policy, Claim Handling Process, Scoping Losses; Construction Demonstration, Techniques and Terminology; Xactimate Level 1 [Fundamentals] training.

These three modules are taught in sequential order, however, can be taken separately. Each model is further described below.

DETAILS

DURATION

3 weeks

TIME

7:45 - 4:15

COST

\$3,795

CE HOURS

Georgia	24 Hours
Florida	24 Hours
Texas	24 Hours
Alabama	24 Hours

Offering Dates

Start	End
Monday January 27, 2025	Friday February 14, 2025 (dismisses at noon)
Monday March 31, 2025	Friday April 18, 2025 (dismisses at noon)
Monday July 14, 2025	Friday August 1, 2025 (dismisses at noon)
Monday October 6, 2025	Friday October 24, 2025 (dismisses at noon)

Homeowner Policy | Claim Handling Process | Scoping Losses

IN PERSON | ATLANTA TRAINING CENTER | INSTRUCTOR-LED

This is the first module of the Residential Property Loss Adjusting class and may be taken as a stand-alone class.

This class is designed to provide policy analysis experience by closely examining the layout and anatomy of a homeowners policy, enabling the property adjuster to quickly make coverage decisions, identify exclusions, and/or limitations.

Other topics include the claims process, inspection process, common adjuster tools, and customer service best practices.

DETAILS

DURATION

5 days

TIME

7:45 - 4:15

COST

\$1,695

CE HOURS

12 hours – Georgia, Texas

Offering Dates

Start	End
Monday January 27, 2025	Friday January 31, 2025
Monday March 31, 2025	Friday April 4, 2025
Monday July 14, 2025	Friday July 18, 2025
Monday October 6, 2025	Friday October 10, 2025

Construction Demonstration | Techniques | Terminology

IN PERSON | ATLANTA TRAINING CENTER | INSTRUCTOR-LED

This is the second module of the Residential Property Loss Adjusting class and may be taken as a stand-alone class.

This class provides an overview of typical construction methods, procedures, materials and finishes of common residential construction. It uses a mix of how-to videos with guided commentary, reviews of actual property claims using 3D scans to scope common property losses, properly identify products, determine what is necessary to facilitate appropriate repairs and write accurate repair estimates.

DETAILS

DURATION

5 days

TIME

7:45 - 4:15

COST

\$1,695

Offering Dates

Start	End
Monday February 3, 2025	Friday February 7, 2025
Monday April 7, 2025	Friday April 11, 2025
Monday July 21, 2025	Friday July 25, 2025
Monday October 13, 2025	Friday October 17, 2025

Xactimate Fundamentals (Level 1)

IN PERSON | ATLANTA TRAINING CENTER | INSTRUCTOR-LED

This is the third module of the Residential Property Loss Adjusting class and may be taken as a stand-alone class.

This CE qualified class is facilitated by an Xactimate Certified Trainer. This class is designed for new to intermediate Xactimate Users.

Scenarios in the Xactimate Level 1 and Level 2 workbook, will be used to develop efficient techniques and best practices to complete professional estimates, preparing students for the Level 1 certification exam.

DETAILS

DURATION

5 days

TIME

7:45 - 4:15

COST

\$450

CE HOURS

5 hours – Florida, Georgia, Texas

Offering Dates

Start	End
Monday February 10, 2025	Friday February 14, 2025
Monday April 14, 2025	Friday April 18, 2025
Monday July 28, 2025	Friday August 1, 2025
Monday October 20, 2025	Friday October 24, 2025

Xactimate Proficiency (Level 2) & Refresher

VIRTUAL | INSTRUCTOR-LED

This class is virtually facilitated by an Xactimate Certified Trainer and is designed for intermediate Xactimate users to increase their sketch and estimate writing proficiency and credibility in completing more complex estimates.

Participants will learn short cuts and tips to increase speed and accuracy of estimate writing and will be prepared for the Xactimate User Level 2 Certification Exam.

DETAILS

DURATION

12 hrs / 3 days

TIME

10:00 am - 2:00 pm (EST)*

COST

\$450

*Time subject to change to accommodate west coast attendees.

Offering Dates

Start (Tuesday)	End (Thursday)
January 7, 2025	January 9, 2025
March 4, 2025	March 6, 2025
May 20, 2025	May 22, 2025
June 24, 2025	June 26, 2025
September 16, 2025	September 18, 2025
November 18, 2025	November 20, 2025
December 9, 2025	December 11, 2025



Online Programs — Self-Paced Training

Our Learning Management System, KMC OnDemand®, provides a powerful learning platform for accessing, managing, and tracking online programs.

KMC OnDemand® contains an extensive library of industry training and allows adjusters to maintain state-specific continuing education license requirements.

The online, self-paced environment provides learners with flexible, interactive sessions. KMC OnDemand® is mobile enabled and courses can be taken anytime, anywhere.

KMC OnDemand® Course List

All courses listed below are CE approved in a growing number of states nationwide. For full course descriptions and useful state specific information, visit [KMConDemand.com](https://www.kmcondemand.com).

Adjuster Interactions

- Communicating with Customers on Their Terms (3 modules)
- Negotiations (3 modules)

Adjuster Safety

- Adjuster Safety (4 modules)
- Auto Liability (12 modules)
- Auto Physical Damage (7 modules)
- Auto Subrogation (2 modules)
- Rental Reimbursement (3 modules)

Casualty

- Advanced General Casualty I (7 modules)
- Advanced General Casualty II (6 modules)
- Casualty Core Skills I (5 modules)
- Casualty Core Skills II (7 modules)
- Casualty Core Skills III (11 modules)
- Commercial General Liability (9 modules)
- Crime Insurance (3 modules)
- Personal Liability (7 modules)

Claim Law

- Adjuster Law (3 modules)

Ethics

- Ethics and Integrity (6 modules)
- Ethics in the Workplace (1 module)
- Insurance Ethics (3 modules)

Fraud

- Insurance Fraud Awareness (1 module)

Liability

- Coverage and Liability in CAT Claims (1 module)

Property

- Cabinet Claim Basics (3 modules)
- Commercial Property Policy (5 modules)
- Countertop Claim Basics (2 modules)
- Door Claim Basics (2 modules)
- Earthquake (6 modules)
- Handling Cyber Attack Claims (2 modules)
- Inland Marine (3 modules)
- Residential & Commercial Low Slope Roofing Systems (3 modules)
- Residential Property Policy (11 modules)
- Residential Roof Systems & Repair - Composition Shingles (3 modules)
- Residential Roof Systems & Repair - Wood Roofs (3 modules)
- Scoping a Fire Loss (3 modules)
- Tree and Landscape Losses (2 modules)

Risk Management

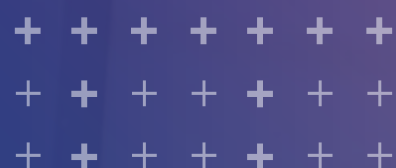
- The Basics of Risk Management (1 module)

Transportation

- Commercial Trucking (5 modules)
- Truck Accident Investigation for Non-Casualty Adjusters (3 modules)

Workers Compensation

- Tests, Injuries and Conditions (3 modules)
- WC - Employees Injured Away from Employer Premises (1 module)
- Workers Compensation Core Skills I (8 modules)
- Workers Compensation Core Skills II (7 modules)
- Workers Compensation (Advanced) Core Skills III (5 modules)
- Workers Compensation (Advanced) Core Skills IV (5 modules)



Services and Support

Apart from our instructor-led, virtual, and online programs, Crawford Educational Services offers learning tools and technology designed exclusively for the insurance industry.

Our Expert Team

The experienced team at Crawford Educational Services produces personalized, on-demand training to bridge skill and competency gaps.

Instructor Contact Information:

Casualty Loss Adjusting Class & Advanced Casualty Claims Forum

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■ KMC OnDemand®

KMC OnDemand® provides a robust collection of self-paced, continuing education courses that help adjusters maintain their state licenses. This service includes:

Online learning management system

- Virtual course library
- Learning and development tools, such as glossaries, web links, and course support
- Records management

■ License Compliance System

Our KMC OnDemand® continuing education tracking system monitors state insurance licensing requirements, providing timely alerts as expiration dates become imminent. CEs awarded outside of the KMC OnDemand® platform are also tracked, enabling one-stop maintenance for adjuster compliance. This self-managed resource eliminates the need to use company IT resources and offers full integration into KMC OnDemand®, including customized reporting, online affidavit, and proctor forms.

- Add licenses and certify information to be true and accurate
- Generate reports on license status (Active, Expiring, and Out of Compliance)
- Manage renewals

■ Customized Learning and Certification Programs

Driven by a dynamic process that evaluates the strengths and needs of your organization, we develop custom learning solutions for adjuster teams, risk and claims departments, and organizations. By leveraging our hundreds of existing courses, programs, software, and interactive learning platforms, we can customize a curriculum to meet specific organizational goals. Our training and certification programs reflect our commitment to academic excellence, customized content, and truly flexible formats to best fit within the context of your organization.

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Learn more at KMConDemand.com

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Crawford[®]