



Crawford® Educational Services

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



2026 EDUCATIONAL OFFERINGS
A FULL SPECTRUM OF TRAINING PROGRAMS FROM
CRAWFORD EDUCATIONAL SERVICES (CES)



Table of contents

3-12

Instructor-led training

Casualty Loss Adjusting Principles
Transportation & Cargo Class
Advanced Casualty Claims Forum
Commercial Property Loss Adjusting
Residential Property Loss Adjusting
Homeowner Policy | Claim Handling Process | Scoping Losses
Construction Demonstration | Techniques | Terminology
Xactimate – Level 1 [Fundamentals]
Xactimate – Level 2 [Proficiency] User Certification Exam Prep

13-14

Online Programs - Self-Paced Training

15-16

Services and Support



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 Principles

IN PERSON | ATLANTA TRAINING CENTER | INSTRUCTOR-LED

The Casualty Loss Adjusting Principles 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 5 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 Marine and Cargo.

DETAILS

DURATION

6 days

TIME

8:00 am - 5:00 pm (EST)

COST

\$1,795

CE HOURS

Georgia	24 Hours
Florida	24 Hours
Texas	24 Hours

Offering Dates

Start	End
Monday February 23, 2026	Saturday February 28, 2026 (dismisses at noon)
Monday June 8, 2026	Saturday June 13, 2026 (dismisses at noon)
Monday October 5, 2026	Saturday October 10, 2026 (dismisses at noon)

Transportation & Cargo Class

VIRTUAL | 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 am - 5:00 pm (EST)

COST

\$695

CE HOURS

Georgia	15 Hours
Texas	15 Hours

Offering Dates

Start	End
Thursday February 26, 2026	Friday February 27, 2026
Thursday June 11, 2026	Friday June 12, 2026
Wednesday September 16, 2026	Thursday September 17, 2026
Thursday October 8, 2026	Friday October 9, 2026

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 am - 5:00 pm (EST)

COST

\$1,795

CE HOURS

Georgia	24 Hours
Florida	24 Hours
Texas	24 Hours

Offering Dates

Start	End
Monday September 14, 2026	Friday September 18, 2026 (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

5.5 days

TIME

8:00 am - 5:00 pm (EST)

COST

\$1,950

CE HOURS

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

Offering Dates

Start	End
Monday January 12, 2026	Saturday January 17, 2026 (dismisses at noon)
Monday April 13, 2026	Saturday April 18, 2026 (dismisses at noon)
Monday October 12, 2026	Saturday October 17, 2026 (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.

DETAILS

DURATION

3 weeks

TIME

7:45 am - 4:15 pm (EST)

COST

\$3,795

CE HOURS

Georgia	24 Hours
Florida	24 Hours
Texas	24 Hours

Offering Dates

Start	End
Monday January 26, 2026	Friday February 13, 2026 (dismisses at noon)
Monday April 20, 2026	Friday May 8, 2026 (dismisses at noon)
Monday July 13, 2026	Friday July 31, 2026 (dismisses at noon)
Monday October 5, 2026	Friday October 23, 2026 (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

1 week

TIME

8:00 am - 4:30 pm (EST)

COST

\$1,695

CE HOURS

Georgia	12 hours
Texas	12 hours

Offering Dates

Start	End
Monday January 26, 2026	Friday January 30, 2026
Monday April 20, 2026	Friday April 24, 2026
Monday July 13, 2026	Friday July 17, 2026
Monday October 5, 2026	Friday October 9, 2026

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

1 week

TIME

8:00 am - 4:30 pm (EST)

COST

\$1,695

Offering Dates

Start	End
Monday February 2, 2026	Friday February 6, 2026
Monday April 27, 2026	Friday May 1, 2026
Monday July 20, 2026	Friday July 24, 2026
Monday October 12, 2026	Friday October 16, 2026

Xactimate – Level 1 [Fundamentals]

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

1 week

TIME

8:00 am - 4:30 pm (EST)

COST

\$450

CE HOURS

Florida	5 hours
Georgia	5 hours
Texas	5 hours

Offering Dates

Start	End
Monday February 9, 2026	Friday February 13, 2026
Monday May 4, 2026	Friday May 8, 2026
Monday July 27, 2026	Friday July 31, 2026
Monday October 19, 2026	Friday October 23, 2026

Xactimate - Level 2 [Proficiency] User Certification Exam Prep

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

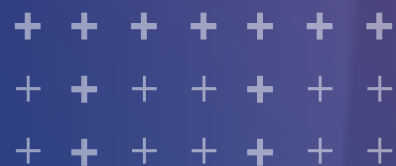
10:00 am - 2:00 pm (EST)

COST

\$450

Offering Dates

Start (Tuesday)	End (Thursday)
February 24, 2026	February 26, 2026
April 7, 2026	April 9, 2026
June 2, 2026	June 4, 2026
August 4, 2026	August 6, 2026
November 17, 2026	November 19, 2026
December 15, 2026	December 17, 2026



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
Principles & Advanced Casualty
Claims Forum**
Susan Thompson
susan_thompson@us.crawco.com

Cheri McGonagill-Spann
Cheri.McGonagill@us.crawco.com

Valorie Steinbeck
Valorie.Steinbeck@us.crawco.com

Commercial Property
Tom Carstens
Thomas_Carstens@us.crawco.com

Chris McDermott
Christopher_Mcdermott@us.crawco.com

Residential Property | Xactimate
Kevin Cheves
Kevin_Cheves@us.crawco.com

■ 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.

5335 Triangle Parkway NW, Peachtree Corners, GA 30092

Learn more at KMConDemand.com

CrawfordEducationalServices@us.crawco.com

Crawford[®]