

**Guide for the BDMA Claims Technician Online Examination**

# Examination

The examination is based entirely on the syllabus which is published on the BDMA website, [www.bdma.org.uk.](http://www.bdma.org.uk/) Any other training courses or material will support your performance in the exam but it is recommended that you study the syllabus as widely as possible.

# Examination structure

The time allowed to complete the examination is 3 hours. The test is made up of a combination of multiple-choice questions (MCQs) and written answers. There are 186 MCQs and 5 questions which need a written answer. The MCQs are worth 1 mark each and the marks for each written assignment are shown on the question. *Note that there is only one correct answer for each question.*

**The MCQs make up 75% of the available marks and the questions that need a written answer make up 25% of the available marks.**

The paper is split into 2 sections. The first section contains the multiple-choice questions and the second section contains the questions requiring a written answer.

**The pass mark for the examination is 70%.**

# Training

The BDMA: Core Damage Management – Technician & Claims Technician – 2 day classroom course

The BDMA: e-Academy: Damage Management Training & Reference – BDMA e-Academy eLearning

# Reading list

Customer Care Excellence. Sarah Cook: ISBN 0-749-45066-5

Principles of Health & Safety at work. Allan St John Holt,IOSH: **ISBN-13:** 978-1138855151

**Periodicals / Magazines**

The Standard (BDMA Quarterly Magazine)

# Websites

Financial Conduct Authority (FCA):<https://www.fca.org.uk/>- FCA Handbook, Treating Customers Fairly (use search facility on FSA website)

Chartered Institute of Environmental Health – [www.cieh.org](http://www.cieh.org/)

Chartered Insurance Institute - [www.cii.co.uk](http://www.cii.co.uk/)

British Institute of Cleaning Science – [www.bics.org.uk](http://www.bics.org.uk/)

Business Link – [www.businesslink.org.uk](http://www.businesslink.org.uk/)