



BRITISH DAMAGE MANAGEMENT ASSOCIATION

EXAMINATION SYLLABUS

CLAIMS TECHNICIAN

JULY 2021

BDMA CLAIMS TECHNICIAN

The objective of this certification is to enable the claims operative to communicate effectively with damage management practitioners, contractors and insurance professionals, especially on site, acknowledging appropriate recovery and restoration activity, recognising work that appears inappropriate and feeling confident about discussing potential courses of action.

As an accredited BDMA Claims Technician you will not be expected to be in a position to carry out damage management procedures, but you will need to have developed an in-depth understanding of the principles, standards and techniques that underpin good damage management practice.

In order to reach the standards, you will be required to pass the BDMA Claims Technician Exam and you will need to study the *BDMA Official Damage Management Training & Reference Module*, with particular attention to the information referenced in this Syllabus. You will also be required to complete a comprehensive training course in damage management principles and practice, such as the official BDMA Core Damage Management Technician Training Course which is only available via BDMA TRAINING.

The key to becoming an accredited BDMA Claims Technician is to develop a good understanding of the subjects covered in the *BDMA Official Damage Management Training & Reference Module* and to be aware of how Damage Management can minimise losses, prevent risks and add value to the claims process.

The syllabus outlines the minimum information you will need in order, to sit the Claims Technician examination and should be used as a guide to the level of knowledge that will give you a basic understanding of Damage Management best practice.

The Syllabus consists of four sections:

HEALTH & SAFETY MODULE
GENERAL MODULE
FIRE MODULE
WATER MODULE

NOTES:

¹ Some sections of the syllabus suggest you may wish to study additional relevant information in the *BDMA Official Construction Training & Reference Module*. You should be aware this Module is not a requirement for this accreditation but is available in conjunction with the BDMA Official Construction Training Course or can be ordered separately via the BDMA.

TRAINING COURSES

BDMA TRAINING offers official training programmes in both
Damage Management and Construction

Individuals wishing to gain accreditation as a BDMA Claims Technician are required to undergo a comprehensive Training Course in Damage Management prior to sitting the examination. Training in Construction is not a requirement for accreditation.

DAMAGE MANAGEMENT (REQUIRED)

BDMA Training Courses in Damage Management may, in some cases, be accessed through a bespoke corporate programme. Where this is not already available you should contact the BDMA to identify whether it would be appropriate to establish a corporate training programme for your organisation. Alternatively, individual places can be booked on courses scheduled throughout the year via the Training Calendar on the BDMA website.

The official BDMA Core Damage Management Training Course (Level 1) is only available via BDMA TRAINING.

Students will require a copy of the *BDMA Official Damage Management Training & Reference Module* which is available from the BDMA e-Academy.

CONSTRUCTION (OPTIONAL)

The BDMA Official Construction Training Course is delivered in conjunction with Wolverhampton University School of Engineering and the Built Environment. Students are provided with the *BDMA Official Construction Training & Reference Module*, which acts as an ongoing resource.

CLAIMS TECHNICIAN HEALTH & SAFETY MODULE

Health and Safety:

A basic understanding of Health & Safety is recommended prior to attending a BDMA Training programme. In most cases this will have been covered in-house.

*Additional relevant information you may wish to study:
BDMA Official Damage Management Training & Reference Module*

CLAIMS TECHNICIAN GENERAL MODULE

Buildings – Electrical Wiring:

The information to study is:

BDMA Official Damage Management Training & Reference Module

Other relevant information you may wish to study:

BDMA Construction Training & Reference Module

The outcomes of the learning experience should be an understanding of:

The basics of domestic electrical wiring circuits, what information is required for a temporary supply including extension cables, Health & Safety when dealing with electricity

Additional courses you may find useful:

BDMA Construction Training Course

Buildings – Heating & Ventilation, Air Conditioning & Plumbing Systems:

The information to study is:

BDMA Official Damage Management Training & Reference Module

Other relevant information you may wish to study:

BDMA Construction Training & Reference Module

Additional courses you may find useful:

BDMA Construction Training Course

The outcomes of the learning experience should be an understanding of:

The basics of domestic plumbing and sewage systems, the basic components of heating, ventilation, and air-conditioning systems (HVAC)

Buildings – Various Structural Systems:

The information to study is:

BDMA Official Damage Management Training & Reference Module

Other relevant information you may wish to study:

BDMA Construction Training & Reference Module

Additional courses you may find useful:

BDMA Construction Training Course

The outcomes of the learning experience should be an understanding of:

The huge variety of building systems in the UK and how to recognise a timber frame building, how exterior walls affect the drying of a building, the potential problems of vertical leaks and use of plasterboard, how to recognise an insulated floating floor, the variations in drying techniques dependent on the structure of the property and the effects of differential drying, the arguments for and against strip out, the advantages and disadvantages of restoration as opposed to reinstatement

Permeance:

The information to study is:

BDMA Official Damage Management Training & Reference Module

Additional courses you may find useful:

BDMA Construction Training Course

The outcomes of the learning experience should be an understanding of:
What Permeance is and its effect on the drying of buildings

Historic and Listed Buildings:

The information to study is:

BDMA Official Damage Management Training & Reference Module

Other relevant information you may wish to study:

BDMA Construction Training & Reference Module

Additional courses you may find useful:

BDMA Construction Training Course

The outcomes of the learning experience should be an understanding of:

The different rules and regulations affecting the work on these types of buildings, when specialist knowledge may sometimes be required

Damage Limitation – Basic Principles:

The information to study is:

BDMA Official Damage Management Training & Reference Module

The outcomes of the learning experience should be an understanding of:

The concept of primary and secondary damage, what a “triage” assessment is and how one is carried out, why some things take priority, what actions are taken to minimise secondary damage and how this affects the decisions made, how humidity control can minimise the effects of corrosion on the indoor environment, what can be done to reduce consequential loss

Cleaning and Restoration:

The information to study is:

BDMA Official Damage Management Training & Reference Module

The outcomes of the learning experience should be an understanding of:

The different types of cleaning techniques for different surfaces and materials, dry methods, wet methods and abrasive methods, the benefits of test cleaning

Transportation, Moving and Packing:

The information to study is:

BDMA Official Damage Management Training & Reference Module

The outcomes of the learning experience should be an understanding of:

The reasons for transporting goods away from site and how a triage assessment, affects this, the correct packing techniques for damaged documents and books

Technical – Chemicals:

The information to study is:

BDMA Official Damage Management Training & Reference Module

The outcomes of the learning experience should be an understanding of:

What pH is and how it affects the choice of cleaning products, what the Health & Safety requirements are when using chemicals, the importance of using the correct chemicals to the correct dilution rates

Odour Control:

The information to study is:

BDMA Official Damage Management Training & Reference Module

The outcomes of the learning experience should be an understanding of:

The fact that odours are a subjective experience, the difference between masking and removal of odours and when and why removal is preferred, how to recognise odour sources and what a musty odour indicates, the fact that smoke odour elimination is not a precise science and it cannot be measured, which odour removal techniques work better than others in different environments and why this happens, the fact that a persistent odour indicates an odour source

CLAIMS TECHNICIAN FIRE MODULE

Fire – Damage Limitation:

The information to study is:

BDMA Official Damage Management Training & Reference Module

The outcomes of the learning experience should be an understanding of:

How a basic fire damage triage should be carried out, the principles of damage limitation by identifying the potential for secondary damage and what actions could be implemented to prevent it, the corrosive and conductive effects of some fire residues, how smoke can stain items and its conductive nature can damage electronics, the different types of fires and why test cleaning is important, a heat gradient and the ramifications of different types of fire

Risk Assessments after Fires:

The information to study is:

BDMA Official Damage Management Training & Reference Module

The outcomes of the learning experience should be an understanding of:

How a risk assessment is carried out, the toxicity of fire residues, how airborne contaminants can be reduced, how and when ventilation should be used, air filtration and air scrubbing methods, how loose dry soot can be decontaminated

Contents – Furniture:

The information to study is:

BDMA Official Damage Management Training & Reference Module

The outcomes of the learning experience should be an understanding of:

How smoke residues affect wood and the appropriate restoration techniques, how acidic smoke residues can stain plastic laminates, the importance of early floor cleaning methods, how a triage of fire damaged items affects decision making

Contents – Miscellaneous Household Items:

The information to study is:

BDMA Official Damage Management Training & Reference Module

The outcomes of the learning experience should be an understanding of:

How a triage should be carried out on smoke affected contents and the decisions to make from it, the effects of smoke residue and possible restoration techniques for electrical and electronic items, textiles, ceramics, artwork, photographs, kitchenware, documents and books, and recorded media, how items can also be affected by water damage, the potential value of collectables, the problems with smoke contamination of LPs, CDs, DVDs and audio/video cassettes, the potential effects of cleaning on items already suffering from wear and tear, the options for freeze/vacuum drying techniques for documents, books and photographs, when to involve specialist restorers

Surveying – Chloride Testing:

The information to study is:

BDMA Official Damage Management Training & Reference Module

The outcomes of the learning experience should be an understanding of:

Where chlorides come from, the benefits of chloride testing and its limitations, what is affected by chlorides and what actions could be taken if chlorines are detected

Technical – Fires, Smoke and Soot:

The information to study is:

BDMA Official Damage Management Training & Reference Module

The outcomes of the learning experience should be an understanding of:

Fire types and how they predict the type of contamination, the significance of oxygen starved and oxygen rich fires, what a protein fire is and its effects on the buildings and contents, the behaviour of smoke and what points in a building it will contaminate, how high and low pressure affects the behaviour of smoke, the effects of water when involved with smoke residues

CLAIMS TECHNICIAN WATER MODULE

Water Damage Limitation:

The information to study is:

BDMA Official Damage Management Training & Reference Module

The outcomes of the learning experience should be an understanding of:

Applying a triage to water damage assessment and the classifications of the water source/s, why it is important to identify a vertical flood and the age of the incident, the effects on materials of the different types of water ingress, water damage limitation and decontamination methods, what a water damage risk assessment is and how the Health & Safety issues around foul water affect the decisions made about restoration, how water vapour moves through the air and the ways in which this can be controlled, when stripping out may be appropriate, what damage limitation services are available

Drying Equipment and Usage:

The information to study is:

BDMA Official Damage Management Training & Reference Module

The outcomes of the learning experience should be an understanding of:

The different types of equipment available to the damage management industry and how they are used, the limitations and benefits of different types of equipment

Moisture Measuring:

The information to study is:

BDMA Official Damage Management Training & Reference Module

The outcomes of the learning experience should be an understanding of:

How moisture measurements in most water damage materials are taken, what type of readings come from a resistance meter, radio wave meter and a digital thermo-hygrometer and what they mean, what other moisture measuring methods are available, how moisture in concrete and dense material is measured, how and why moisture meters must be calibrated, the importance of Relative Humidity (RH%)

Drying Buildings and Contents:

The information to study is:

BDMA Official Damage Management Training & Reference Module

The outcomes of the learning experience should be an understanding of:

What 'dry' means in normal occupation of a building, why it is important to remove 'liquid' water from a building and what equipment is used to do this, what energy is required to create evaporation in a building, the importance of creating a "balanced drying system", how desiccant, refrigerant dehumidifiers and high capacity heating systems are installed, what a humidistat can do, the effects of water and humidity on wood, the restoration possibilities for water damaged furniture, documents and photographs, when to involve specialist restorers

Microbiological Surveying after Black Water Contamination:

The information to study is:

BDMA Official Damage Management Training & Reference Module

The outcomes of the learning experience should be an understanding of:

What bacterial swabbing is and what type of laboratory analysis is available

Technical – Microbiology and Water Damage:

The information to study is:

BDMA Official Damage Management Training & Reference Module

The outcomes of the learning experience should be an understanding of:

How changes in the equilibrium moisture content in buildings effects mould growth, some typical methods of controlling mould

Technical – Psychrometry:

The information to study is:

BDMA Official Damage Management Training & Reference Module

The outcomes of the learning experience should be an understanding of:

The effects of temperature on Relative Humidity (RH%) and how hygroscopic material is in turn affected by RH%, what Equilibrium Relative Humidity (ERH) is and the significance of an ERH above 80%, what Specific Humidity is and what effects air movement has on evaporation

Technical – Moisture Mechanics:

The information to study is:

BDMA Official Damage Management Training & Reference Module

The outcomes of the learning experience should be an understanding of:

How water vapour transmits through air, how vapour pressure differential is calculated