

**Guide for the BDMA Level 2 Senior Technician Online Examination**

# Examination

The examination is based entirely on the syllabus 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 ¾ hours. The test is made up of a combination of multiple-choice questions (MCQs) and written assignments.

**The MCQs are worth 1 mark each and the marks for each written assignment are shown on each question. *Note that there is only one correct answer for each MCQ.***

The paper is split into 4 sections:

Core General Fire Water

22% 38% 15% 25%

To pass the exam the candidate must achieve a pass rate of **60% in each section**.

**The overall pass mark for the examination is 65%.**

The number of questions and total marks for each section is broken down below.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Core Section** |  | No. of  MCQ's | No. of Written | Available Marks |
| Complaints |  | 2 | 8 | 10 |
| Customer Service |  | 2 | 8 | 10 |
| Ethics |  | 6 | 4 | 10 |
| Health & Safety |  | 9 | 23 | 32 |
| Insurance Policies & Conditions |  | 0 | 8 | 8 |
| Totals |  | **19** | **51** | **70** |
|  |  |  |  |  |
| **General Section** |  | No. of  MCQ's | No. of Written | Available Marks |
| Buildings – Electrical Wiring |  | 3 | 8 | 11 |
| HVAC & Plumbing systems |  | 8 | 3 | 11 |
| Buildings - Structural systems |  | 3 | 4 | 7 |
| Damage Limitation |  | 2 | 20 | 22 |
| Cleaning & Restoration |  | 6 | 14 | 20 |
| Transportation & Packing |  | 3 | 4 | 7 |
| Chemicals |  | 6 | 6 | 12 |
| Equipment & Tools |  | 5 | 12 | 17 |
| Odour control |  | 4 | 11 | 15 |
| Totals |  | **40** | **82** | **122** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Fire Section** |  | No. of  MCQ's | No. of Written | Available Marks |
| Damage Limitation |  | 2 | 24 | 26 |
| Furniture, Carpets & Upholstery |  | 3 | 4 | 7 |
| Surveying - Chloride testing |  | 3 | 0 | 3 |
| Fire, smoke and soot |  | 7 | 4 | 11 |
| Totals |  | **15** | **32** | **47** |
|  |  |  |  |  |
| **Water Section** |  | No. of  MCQ's | No. of Written | Available Marks |
| Damage limitation |  | 1 | 16 | 17 |
| Drying equipment |  | 3 | 8 | 11 |
| Moisture measuring |  | 3 | 4 | 7 |
| Water behaviour |  | 0 | 8 | 8 |
| Building drying |  | 0 | 4 | 4 |
| Microbiological Contamination |  | 2 | 0 | 2 |
| Microbiology and Water |  | 4 | 10 | 14 |
| Pyschrometry |  | 0 | 19 | 19 |
| Totals |  | **13** | **69** | **82** |
|  |  |  |  |  |

# Training

The BDMA: Core Damage Management – Senior Technician Refresher (Instructor led Training)

The BDMA e-Academy: Damage Management Training & Reference (e-Learning)

# 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

Dampness in Buildings. T.A. Oxley and E.G. Gobert: **ISBN-13:** 978-0750620598

Standard for the repair of buildings following flooding. CIRIA C623: ISBN 0-86017-623-1

Restorative Drying. Dri-eaz: ISBN 0-9776701-0-4

Flooding and Historic Buildings – Technical Advice Note, (*English Heritage*)

**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 FCA 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/)