

**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/)