

October 2013 Examination – 820 Advanced claims	
Question	Syllabus learning outcome(s) being examined
1	2 - Understand and apply claims service management principles 3 - Understand and apply claims management practices
2	5 - Understand and calculate the cost of management practices
3	3 - Understand and apply claims management practices
4	1 - Understand the claims environment

***This list is not exhaustive; marks will be awarded for relevant information and other learning outcomes.***