

October 2014 Examination – 820 Advanced claims

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

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