

**April 2015 Examination – 820 Advanced claims**

| Question | Syllabus learning outcome(s) being examined  |
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| 1        | 1 – Understand the claims environment<br>2 – Understand and apply claims service management principles<br>3 – Understand and apply claims management practices<br>4 – Understand and apply claims technical management |
| 2        | 1 – Understand the claims environment<br>2 – Understand and apply claims service management principles   |
| 3        | 2 – Understand and apply claims service management principles<br>3 – Understand and apply claims management practices  |
| 4        | 1 – Understand the claims environment<br>2 – Understand and apply claims service management principles<br>3 – Understand and apply claims management practices<br>4 – Understand and apply claims technical management |

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