

**April 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 4 - Understand and apply claims technical management
2	4 - Understand and apply claims technical management 5 - Understand and calculate the cost of management practices
3	1 - Understand the claims environment 3 - Understand and apply claims management practices
4	1 - Understand the claims environment 2 - Understand and apply claims service management principles

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