CAREER MANAGEMENT CONSULTANCY &TRAINING
كرير للإستشارات الإدارية والتدريب
CMCT

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PM308:

Post Award Management:

Managing Contract Performance, Negotiating Claims and Resolving Disputes

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Training Description:

Managers and professionals involved in the contracting process need to be effective and efficient in applying **contract administration** and **management** principles and practices. Without the necessary knowledge and skills, they won't obtain the best results from contractors, sub-contractors, suppliers and others with whom their organisation is implementing works projects. This Post Award intensive training course will give contract administration staff the foundations to administer contracts with contractors (and sub-contractors) effectively.

Participants will develop the following competencies:

- ✓ Learn what can go wrong when managing a contract – and how it can damage their business
- ✓ Identify – and prepare for - risks and issues that lie ahead in a contracting situation
- ✓ Increase their control of contract performance from the very start – before the contract is signed
- ✓ Consider what to do if things go wrong – including stepping in, substitution, terminating and dispute resolution.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Provide better outcomes from contracts, through better contract management and administration
- ✓ Monitor contract performance
- ✓ Know how to analyse contract obligations and risks
- ✓ Prepare for contract claims and disputes
- ✓ Control variations to contract
- ✓ Manage contract default, and consider remedies including termination

Training Designed for:

This course is intended for Contract Administrators, Quantity Surveyors, Civil Engineers, Mechanical Engineers, Project Coordinators, Project Engineers, Project Managers (new to Contract Management), Construction Managers, Contract Engineers.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

- ❖ **Introduction to the Management and Administration of Contracts post-award**
  - What is Effective Contract Management and Administration and why do we need it?
  - The causes and effects of contract failure
  - Analysis of the Contract requirements
  - Defining the Job to be done – specifications and the scope of work

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- Key Players in Contract Management and Administration
- Building a relationship for contractor performance

DAY TWO:

❖ Structures to ensure that what has been contracted for gets delivered

- Contract Types and how different models manage risk
- Contract templates: FIDIC, NEC, other contract models and templates
- Principal performance obligations of the parties
- Contractor warranties
- Monitoring service performance using Service Level Agreements and KPIs
- Minimising the requirements for and impact of contract variations

DAY THREE:

❖ Handling Contractor claims

- What's in the contract to support a claim by either side?
- Extension of Time claims by Contractors
- Employer Risk events leading to claims for
  - Delay and prolongation
  - Disruption and loss of productivity
  - Acceleration
- Time related claims from Employers
  - Liquidated and Ascertained Damages
  - Penalties
  - "Time at Large"
- Compensation Claims under the Contract
- Using Negotiation to manage contract claims

DAY FOUR:

❖ Contractual Dispute Management

- Differentiating claims from disputes
- Contract disputes in international contracts
- Dispute Avoidance and Adjudication Boards
- Alternative Dispute Resolution methods:
  - Mediation
  - Expert determination
  - Early neutral evaluation
- Arbitration and Litigation

DAY FIVE:

❖ End of Agreement Contract Administration

- Applying Bonds and guarantees
- Operating the liquidated damages clause
- Handling defect liability and retention sums
- Checklist of Contract administration tasks from award to close-out
- Contract termination and handover

❖ Course Conclusion

- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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