



PM240-2: Contract Management Intermediate Level Certification Program

Training Description:

Effective contract management is essential for ensuring that organizations achieve value from their contractual relationships while minimizing commercial, legal, operational and financial risks. This comprehensive intermediate-level certification program is designed to enhance participants' understanding of contract management principles, methodologies and best practices across the entire contract lifecycle.

The program focuses on strengthening participants' ability to manage contracts proactively, from contract formation and negotiation support through contract administration, performance monitoring, change management, claims handling, dispute resolution, and contract closeout. Participants will gain practical knowledge of contract governance frameworks, risk allocation strategies, supplier relationship management, compliance monitoring and performance measurement techniques.

Through real-world case studies and practical exercises, attendees will develop the competencies required to effectively administer contracts, manage stakeholder expectations, monitor contractual obligations and address challenges that arise during contract execution. The training course aligns with internationally recognized contract management practices and provides participants with practical tools and templates that can be immediately applied within their organizations.

Training Objectives:

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

- ✓ Understand the complete contract management lifecycle and its strategic importance
- ✓ Interpret key contract clauses and contractual obligations
- ✓ Apply contract administration and governance best practices
- ✓ Monitor supplier and contractor performance effectively
- ✓ Identify, assess and mitigate contractual risks
- ✓ Manage contract variations, amendments and change orders
- ✓ Handle claims, disputes and conflict situations professionally
- ✓ Ensure contract compliance and regulatory adherence
- ✓ Strengthen stakeholder and vendor relationship management
- ✓ Conduct contract closeout and post-contract evaluations
- ✓ Improve organizational contract performance and value realization

Training Designed for:

This training course is intended for Contract Administrators, Contract Officers, Procurement and Purchasing Professionals, Commercial Managers, Project Managers, Supply Chain Professionals, Vendor Management Specialists, Operations Managers, Legal and Compliance Personnel, Finance Professionals involved in contract oversight, Engineers and Technical Professionals managing contractors and Professionals seeking intermediate-level certification in contract management.

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:

FUNDAMENTALS OF CONTRACT MANAGEMENT AND CONTRACT LIFECYCLE

- ❖ **Module 1: Introduction to Contract Management**
 - Role and importance of contract management
 - Contract management as a strategic business function
 - Contract lifecycle overview
 - Contract governance principles
 - Roles and responsibilities of contract managers
- ❖ **Module 2: Types of Contracts and Contract Structures**
 - Fixed-price contracts
 - Cost-reimbursable contracts
 - Time and materials contracts
 - Framework agreements
 - Service contracts and outsourcing agreements
 - EPC, EPCM, and construction contracts
- ❖ **Module 3: Key Contract Components**
 - Scope of work and specifications
 - Deliverables and milestones
 - Payment terms and pricing structures
 - Performance obligations
 - Warranties and guarantees
 - Termination provisions
- ❖ **Module 4: Contract Formation Principles**
 - Offer and acceptance
 - Contractual authority
 - Legal enforceability
 - Documentation requirements
 - Contract execution procedures
- ❖ **Practical Exercises:**
 - Contract review exercise
 - Identifying key contractual obligations and risks

DAY TWO:

CONTRACT ADMINISTRATION AND PERFORMANCE MANAGEMENT

- ❖ **Module 1: Contract Administration Best Practices**
 - Contract implementation planning
 - Contract administration processes
 - Documentation and record management
 - Contract communication protocols
- ❖ **Module 2: Managing Contract Deliverables**

- Tracking deliverables and milestones
- Monitoring contractor obligations
- Acceptance criteria management
- Performance verification methods
- ❖ **Module 3: Service Level Agreements (SLAs) and KPIs**
 - Developing performance indicators
 - Measuring contractor performance
 - SLA monitoring techniques
 - Performance reporting systems
- ❖ **Module 4: Supplier Relationship Management**
 - Building productive supplier relationships
 - Collaboration versus enforcement
 - Stakeholder engagement strategies
 - Managing contractor meetings
- ❖ **Practical Exercises:**
 - Designing a contract performance scorecard
 - Contractor performance evaluation exercise

DAY THREE:

CONTRACT RISK MANAGEMENT AND CHANGE CONTROL

- ❖ **Module 1: Contract Risk Management**
 - Identifying contractual risks
 - Risk allocation principles
 - Commercial and operational risks
 - Risk registers and mitigation plans
- ❖ **Module 2: Managing Contract Changes**
 - Variation orders and amendments
 - Scope change management
 - Change control procedures
 - Approval workflows
- ❖ **Module 3: Contract Compliance Management**
 - Regulatory compliance requirements
 - Internal governance controls
 - Compliance audits
 - Managing non-compliance situations
- ❖ **Module 4: Financial Management of Contracts**
 - Budget monitoring
 - Cost control techniques
 - Payment certification
 - Financial reporting and forecasting
- ❖ **Practical Exercises:**
 - Contract risk assessment exercise
 - Developing a contract change management process

DAY FOUR:

CLAIMS MANAGEMENT, DISPUTE RESOLUTION AND NEGOTIATION

- ❖ **Module 1: Contract Claims Management**
 - Types of contract claims
 - Causes of contractual disputes
 - Claims preparation and documentation
 - Claim evaluation techniques
- ❖ **Module 2: Managing Delays and Performance Issues**
 - Delay analysis fundamentals
 - Extension of time claims
 - Liquidated damages
 - Contractor recovery plans
- ❖ **Module 3: Dispute Resolution Mechanisms**
 - Negotiation
 - Mediation
 - Adjudication
 - Arbitration
 - Litigation overview
- ❖ **Module 4: Contract Negotiation Techniques**
 - Negotiation planning
 - Managing difficult negotiations
 - Win-win negotiation strategies
 - Commercial negotiation best practices
- ❖ **Practical Exercises:**
 - Claims assessment case study
 - Contract dispute negotiation simulation

DAY FIVE:

STRATEGIC CONTRACT MANAGEMENT AND CONTRACT CLOSEOUT

- ❖ **Module 1: Advanced Contract Governance**
 - Contract governance frameworks
 - Contract review committees
 - Escalation management
 - Executive reporting
- ❖ **Module 2: Contract Auditing and Performance Improvement**
 - Contract audit methodologies
 - Compliance monitoring techniques
 - Lessons learned process
 - Continuous improvement strategies
- ❖ **Module 3: Contract Closeout and Renewal**
 - Contract completion requirements
 - Final acceptance procedures
 - Closeout documentation
 - Contract renewal decision-making
- ❖ **Module 4: Building a High-Performance Contract Management Function**

- Contract management maturity models
- Digital contract management systems
- Contract analytics and reporting
- Future trends in contract management
- ❖ **Final Certification Exercise:**
 - Comprehensive contract management case study
 - Group presentation and discussion
 - Knowledge assessment and certification 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):

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

Training Fees:

USD\$ TBA as per the location - This rate includes **AGMEP AMI Certification**, 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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