

Informa Connect

Academy



Contract Claims, Variations and Disputes

A Complete Guide to Contract Issues Management

FACE TO FACE TRAINING

22 - 23 May 2024 | Melbourne

LIVE ONLINE TRAINING

3 - 11 June 2024

11 - 14 November 2024



This course is a core unit in the Contract Management Professional Certification.



Use this course to help fulfil your Continuing Professional Development (CPD) educational requirements to retain your professional status.



Attend In-Person or Live Digital

REGISTER NOW

www.informacconnect.com/academy

Course Information

Face to Face
Training

MELBOURNE

22 - 23 May 2024

Live Online
Training

June 2024

Part 1 3 June

Part 2 4 June

Part 3 10 June

Part4 11 June

1pm - 5pm AEST

November 2024

Part 1 11 Nov

Part 2 12 Nov

Part 3 13 Nov

Part4 14 Nov

1pm - 5pm AEDT

Key Learning Objectives

- Understand all the aspects of contract claims and disputes
- Establish what issues/claims are and when they occur
- Properly identify potential contract issues
- Ensure claims are properly presented and supported by relevant facts
- Establish how claims should be quantified and valued
- Understand what contractual requirements are in relation to claims
- Determine an effective claims management procedure
- Understand obligations when assessing claims
- Discover specific negotiation and behavioural skills to reduce the amount of time and energy spent on claims
- Understand the possible behavioural outcomes and learn an approach to avoiding negatives
- Gain insights into the nature of the various approaches to contractual dispute resolution

Who Will Benefit

This practical masterclass is based on testing, applying and refining one's knowledge with real scenarios. It launches immediately into applying the instructor's expert knowledge and insights into tricky, complicated aspects of contract claims and disputes. It is structured around case studies.

It will benefit anyone working in the building, construction, engineering, production or supporting industries who is involved with the administration and management of contracts from the principal or contractor side.



Course Information

Meet Your Course Director

About the Course

How many times have legitimate claims for money and/or time been overlooked or rejected because they have not been identified or substantiated?

This practical course is based on carefully designed case studies that highlight what should happen, where people have gone wrong and best practices that you can utilise. It aims to ensure your issues are identified, managed and agreed within the restrictions imposed by any agreement or contract.

Where the contract or agreement provides little or no guidance regarding claims or disputes, the course will discuss what options are available and how they should be implemented.

The management of contract issues includes a number of steps which should be followed to ensure the best possible outcome is achieved. Therefore, the course will consider what information is required to properly substantiate and justify entitlement.

The contract claims and disputes training course will also look at how that information should be presented, what methods of evaluation are available and when to use them. It mixes updates in theory and concepts with practical wisdom.



Beverley Honig BA. LLB. MBA
Chief Executive Officer
Honeylight Enterprises Pty Ltd

Beverley Honig is an internationally qualified lawyer with over 20 years' experience in Australia, the United Kingdom and Middle East. A winner of The Australian Financial Review and Westpac 100 Women of Influence Awards, she is also listed in the Who's Who of Business in Australia and the Businesswomen Hall of Fame.

With her pre-eminent expertise in projects and contracts, she is the published author of several bestselling books, including textbook "Project Management: A Managerial Process (McGraw Hill, 15th edition), and "Making Contracts Work" (2010). Besides serving as a judge for the Essential Services Commission Appeals, Beverley is also a Board Director and Chairman of several public and private companies.



"Beverley was extremely engaging and delivered the course in a way that made it enjoyable to learn more about contract management. I thoroughly enjoyed the course."

PMO Support Office, Digital Transformation Agency (DTA)

"This course brought together a lot of knowledge I had but now will give me the ability to act more confidently in my role in contracts."

Contracts Specialist, Woodside

"The trainer is very experienced and shared valuable knowledge and practical aspects on the subject. She was very interactive, and explanations were clear and concise."

Supply Chain Coordinator, MODEC Management Services, Singapore

THE CMP CERTIFICATION FRAMEWORK

The CMP provides a robust method of up-skilling and recognising an individual's expertise and experience in contract management and procurement. Our combination of in-class teaching, facilitation, knowledge based testing and workplace evidence based examinations has been carefully crafted to not only teach knowledge and skills, but to also demonstrate how individuals can apply their knowledge to work based situations. This Certification is recognised by IIBT.

Contact us to see how we can help you: Visit www.informaconnect.com/academy, email training@informa.com.au or phone +61 (2) 9080 4399.

ABOUT IIBT



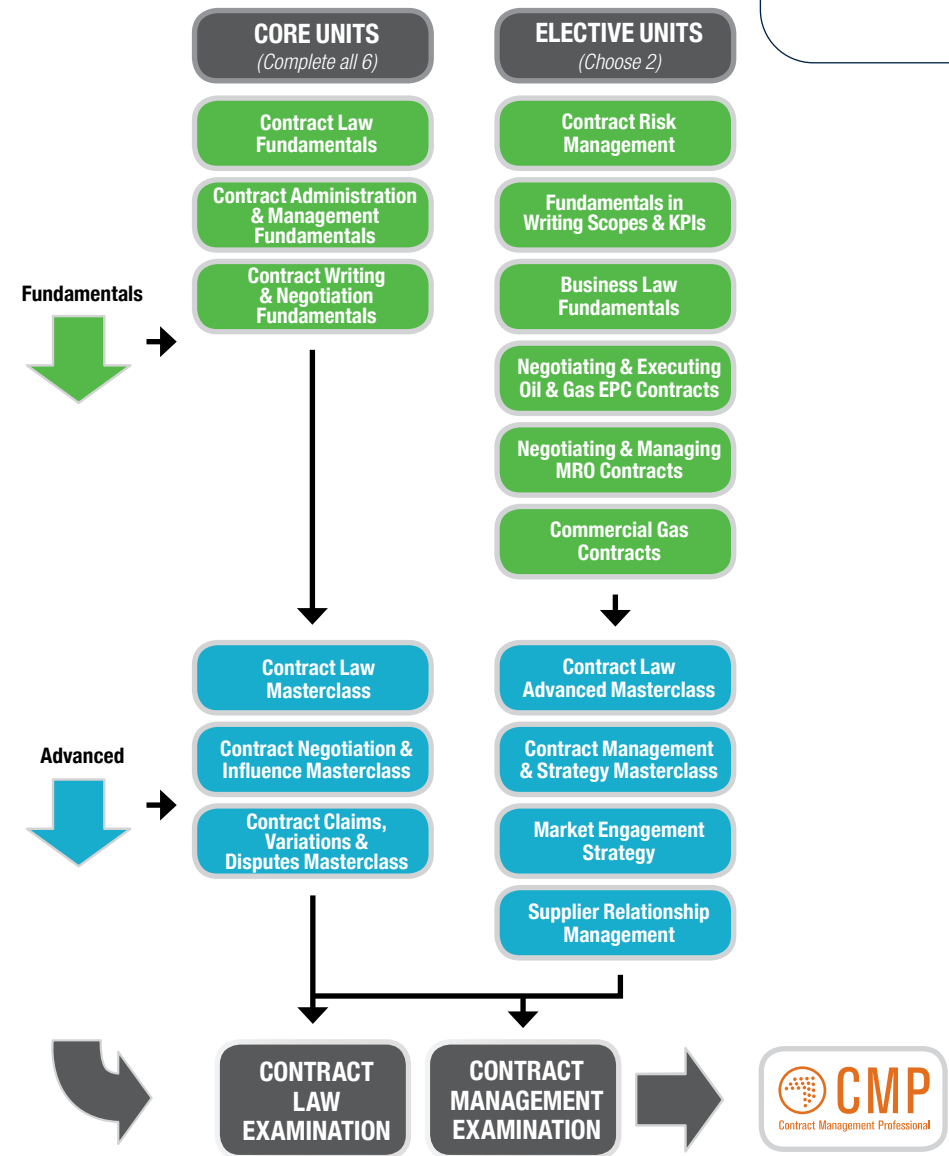
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THE IIBT / INFORMA CONNECT ACADEMY ALLIANCE

IIBT and Informa Connect Academy joined together to provide a pathway for those who complete Informa's CMP at the Master level. All CMP Masters will receive Recognised Prior Learning (RPL): 2 units of credit in the 12 month, Higher Education, University level Diploma of Business Administration.

- Business Law (BL101)
- Management in Organisations (MGT101)

***This is a Higher Education Diploma equivalent to first year university NOT a Vocational Education Diploma.**



Course Outline

REVIEW OF KEY CONTRACT ADMINISTRATION ELEMENTS (AND CONTRACT PROVISIONS REGARDING CONTRACT ADMINISTRATION) THAT CAN IMPACT CLAIMS

- The concept of Privity
- Terms of contract versus conditions of contract in the claims process
- Waiver versus forbearance
- Order of precedence
- Other relevant points

REVIEW OF CLAIMS AND THE CLAIMS PROCESS

- When do claims arise?
- Most common claims relating to costs and or time
- Basic/complex claims
- Common subjects of claims (non or part payment of variations/late payment/D&D/poor or inadequate contract documents, etc.)

DISCUSSION

Comparing and contrasting aspects of contract claims and disputes and how they could have been avoided in the first place

CLAIMS MANAGEMENT

- Collect and review data regularly
- Highlight potential issues as they arise
- Identifying specific claims
- Following the timing within the contract/or being reasonable
- Issues with applications for payment
- Maintain communication to achieve agreement

Activity: How should a potential claim be handled?

WORKSHOP

Troubleshooting a complex, multifaceted construction industry claim – learn from what went wrong and how the ‘impasse’ was eventually satisfactorily resolved:

- Consider entitlement – is it reasonable?
- Issue notices in accordance with the contract
- Can it be valued using the contract?
- If the contract is not an option, what basis can be used (discuss alternatives)
- Supporting documents

Activity: What should be considered when valuing claims?

Case study: Best practice management of defects – the contractual remedies and the practical procedures for ensuring they are realised

CLAIMS ASSESSMENT

- Consider entitlement
- Sufficient information
- Basis of reasonable calculation
- Comply with a contract when notifying (ref: Construction Contracts Act)
- Can the claim be passed on – if so, is further info required

ADDRESSING DISPUTES

- Various approaches to dispute resolution process
- Explanation of the various steps of the process
- The contract administrator’s role in each stage
- Overview of managing lawyers who are involved in the process
- Management reporting of the progress of the dispute resolution process

- Explaining the various alternatives – Escalation, facilitation, mediation, arbitration litigation, etc

Case study: Understanding and resolving an international contracting dispute without lawyers

CLAIMS-SPECIFIC NEGOTIATION AND BEHAVIOURAL SKILLS

- Using ‘soft’ skills in the context of very ‘hard’ negotiation circumstances
- How to deal with the ‘tough guy’ in an arising dispute claims situation
- Tactics you can expect to encounter when the going gets tough – and how to counter them using both technical tactics and behavioural knowledge
- Key principles of the behavioural approach to claim negotiations
- Principles of Cognitive Behavioural (self) Leadership™ in claim negotiations

ACTIVITY: NEGOTIATION WORKSHOP

In this workshop activity, participants will be guided through an exercise based on a ‘real life’ experience/case study. At the end of each stage of the exercise, participants will be told what happened in the real case. This information will then be used as the basis for progressing through the next stage of the workshop.

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Easy Ways to Register



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training@informa.com.au

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Course Code	Location/ Format	Course Dates	Early Bird price valid until 3 May 24	Standard price valid after 3 May 24	Great Savings:	
P24GL11ME	Melbourne	22 - 23 May 2024	\$3,195 + \$319.50 GST	\$3,514.50	\$3,495 + \$349.50 GST	\$3,844.50

When you book **4 or more** participants! **Call us** today on **+61 (2) 9080 4399** or email **training@informa.com.au** to take advantage of the discount offer.

Course Code	Location/ Format	Course Parts	Course Dates	Standard Price		Great Savings:	
P24GL11AUV	Live Digital	All 4 Parts	3 - 11 June 2024	\$2,495 + \$249.50 GST	\$2,744.50	When you book 4 or more participants! Call us today on +61 (2) 9080 4399 or email training@informa.com.au to take advantage of the discount offer.	
P24GL11AU02V	Live Digital	All 4 Parts	11 - 14 November 2024	\$2,495 + \$249.50 GST	\$2,744.50		

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ABOUT INFORMA CONNECT ACADEMY

Informa Connect

Academy

Informa Connect Academy is a premier provider of global education and training solutions that caters to a diverse range of professionals, industries, and educational partners. We are dedicated to promoting lifelong learning and are committed to offering learners expert guidance, training, and resources to help them stay competitive in a rapidly changing world.

Our comprehensive range of courses and programmes are tailored to meet the needs of all professionals, from aspiring specialists to seasoned experts. We partner with elite academic organisations and industry leaders with unmatched expertise in their respective fields to deliver an exceptional learning experience.

ON-SITE & CUSTOMISED TRAINING

Informa Connect Academy has a long-standing track record of delivering very successful customised learning solutions achieving real and measurable value for our clients through our senior training consultants. If you have 8+ interested people, an on-site course can be the ideal solution – giving you the opportunity to customise our course content to your specific training needs, as well as attracting significant savings compared to public course costs.

WHY CHOOSE ON-SITE WITH INFORMA CONNECT ACADEMY?

- 1. Custom design** – Together, we will identify the best blended learning solution for your culture, your people and your training objectives.
- 2. Quality assured** – We design market-leading training programs, concepts and methodologies, with a 400+ course portfolio. Our rigorously selected 900+ instructor faculty are recognised experts in their field. Quality of their content and delivery methods is assured through continuous monitoring and evolution.
- 3. On-site training** is a cost effective way to train your people and achieve your defined outcomes.

Speak with **Sushil Kunwar** on **+61 (2) 9080 4370** to discuss your customised learning solution, or email inhouse@informa.com.au