

CONTRACT CLAIMS, VARIATIONS & DISPUTES MASTERCLASS

TRAINING COURSE:

A Complete Guide to Contract Issues Management

FACE TO FACE TRAINING

24 – 25 May 2023 • Melbourne | 17 – 18 July 2023 • Sydney

LIVE ONLINE TRAINING

June 2023

Part 1: 01st June

Part 2: 02nd June

Part 3: 08th June

Part 4: 09th June

Course Parts will commence at 12:00 and end at 16:00 (AEST). There will be short breaks during each course Part.

4 Part Series

Our Expert Course Instructor



Beverley Honig BA. LLB. MBA

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.

KEY LEARNING OBJECTIVES

- ▶ Understand the aspects of contract administration that impact claims and disputes
- ▶ Properly identify potential contract issues
- ▶ Establish how claims should be quantified and valued
- ▶ Understand what the 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



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



Informa Corporate Learning is a World Commerce & Contracting Learning Partner.



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

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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 around 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 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.

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 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.

Would You Like To Run This Course On-Site?

Informa Corporate Learning: On-site & Customised Training

If you have **8+** interested people, an onsite course can be an ideal solution. Speak with **Sushil Kunwar** on **+61 (2) 9080 4395** to discuss your customised learning solution, or email training@informa.com.au.

OUR EXPERT COURSE INSTRUCTOR



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.

Her wealth of experience has won her accolades from clients as well as tenders to design frameworks and training in this field. As a seasoned strategist and corporate trainer, Beverley has designed and delivered to more than 200,000 training participants globally, across Europe, the UK, Asia and the US on topics such as Effective Commercial Contract Management and Transformation in times of uncertainty.

She is also a well-known business advisor to corporations and governments globally in fields such as international business sourcing, contract management, project management and negotiation, having advised the top 500 companies globally.

WHAT OUR CLIENTS SAY

"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

"Trainer is very experienced and shared valuable knowledge and practical aspect on the subject. She was very interactive and explanations were clear and concise."

Supply Chain Coordinator, MODEC Management Services, Singapore

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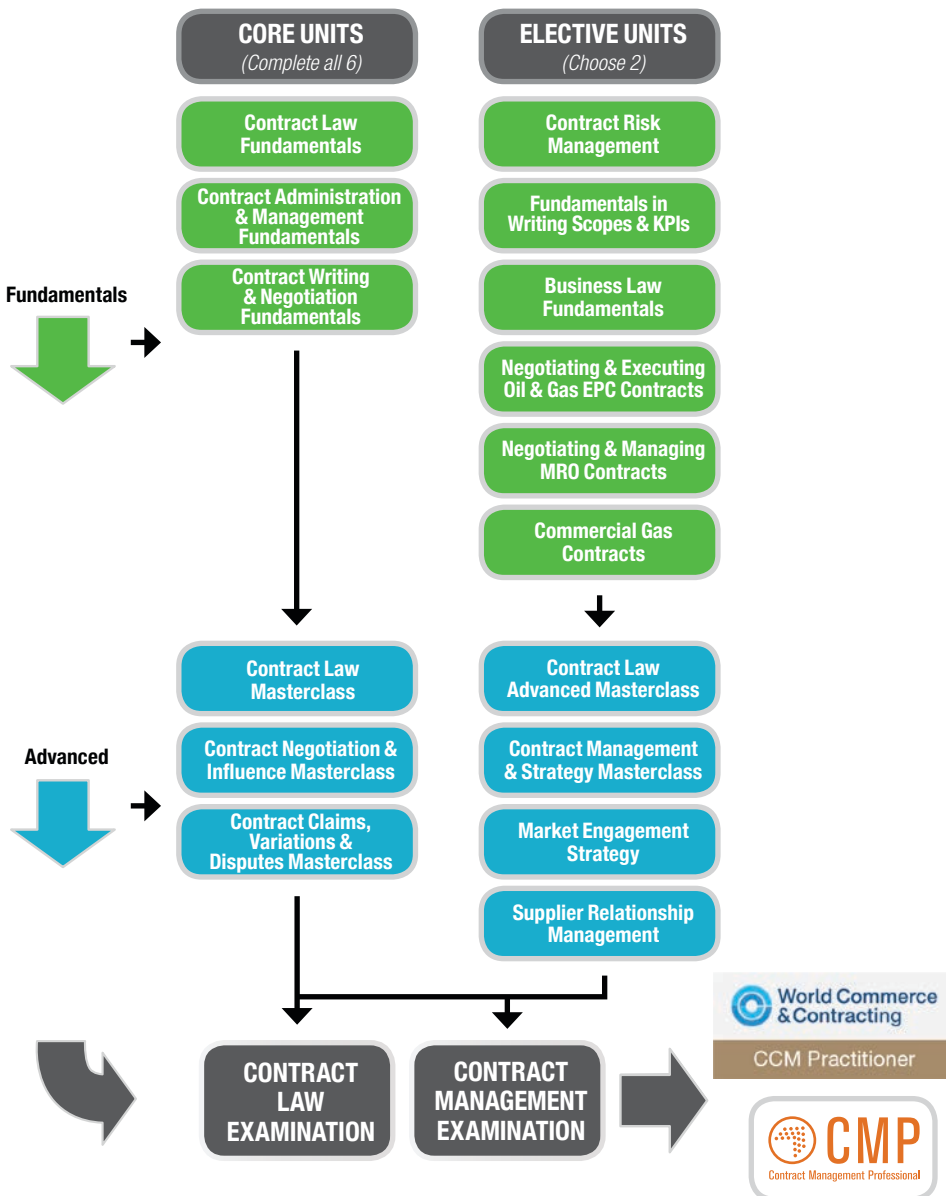
4 Part Series

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 and World Commerce & Contracting.

Contact us to see how we can help you:

Visit www.informa.com.au/training, email training@informa.com.au or phone +61 (02) 9080 4384



Informa Corporate Learning is a Learning Partner of the World Commerce & Contracting which is a not for profit association and the only global body promoting standards and raising capabilities in commercial practice.

ABOUT IIBT



The International Institute of Business & Technology Aust (IIBT) is a highly respected,

Government approved, Australian provider of higher education and VET programs. Their suite of programs includes a University level **Diploma of Business Administration**, equivalent to the first year of a business related undergraduate degree at Australian Universities. www.iibt.wa.edu.au

THE IIBT / INFORMA CORPORATE LEARNING ALLIANCE

IIBT and Informa Corporate Learning 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.**

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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 subject of claims (non or part payment of variations/late payment/D&D/poor or inadequate contract documents etc)

Discussion

- Comparing and contrasting claims 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 be reasonable
- Issue 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 contract
- Can it be valued using the contract?
- If contract is not an option what basis can be used (discuss alternatives)
- Supporting documents

Activity

- What should be considered

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 calculation reasonable
- Comply with contract when notifying (ref: Construction Contracts Act)
- Can 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 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 claims negotiation
- Principles of Cognitive Behavioural (self) Leadership™ in claims negotiation

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 when valuing claims?

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Easy Ways to Register

1 Web
www.informa.com.au/contractclaims

2 Telephone
+61 (02) 9080 4384

3 Email
training@informa.com.au

Learn Anywhere, Learn Anytime

Catering to meet all your learning needs:

- Get **high quality** practical training from our expert instructors
- From **Face To Face, Online** and **Blended Learning**, get a superior solution for your learning needs
- Learn **live online** in an interactive environment
- **Invest** in yourself. Invest in your team.

Contact one of our training consultants on training@informa.com.au to find out more.

Contract Claims, Variations & Disputes Masterclass - Face To Face Training

| Course Codes | Location | Course Dates | Early Bird price valid until ME - 5 May 23 SY - 30 Jun 23 | | Standard price valid after ME - 5 May 23 SY - 30 Jun 23 | | 4+ Dels Discount | |
|--------------|-----------|-------------------|---|-------------------|---|-------------------|------------------------|-------------------|
| | | | | | | | | |
| P23GL11ME | Melbourne | 24 - 25 May 2023 | \$2,995 + \$299.50 GST | \$3,294.50 | \$3,095 + \$309.50 GST | \$3,404.50 | \$2,476 + \$247.60 GST | \$2,723.60 |
| P23GL11SY | Sydney | 17 - 18 July 2023 | \$2,995 + \$299.50 GST | \$3,294.50 | \$3,095 + \$309.50 GST | \$3,404.50 | \$2,476 + \$247.60 GST | \$2,723.60 |

Contract Claims, Variations & Disputes Masterclass - Live Online Training

| Course Code | Location | Course Parts | Month | Standard Price | | 4+ Dels Discount |
|-------------|----------------------|--------------|-----------|------------------------|-------------------|---|
| P23GL11CBV | Live Online Training | All 4 Parts | June 2023 | \$2,195 + \$219.50 GST | \$2,414.50 | Great Savings: When you book 4 or more participants! Call us today on +61 (2) 9080 4384 or email training@informa.com.au to take advantage of the discount offer. |

Privacy Policy & Updating your Details:

Please visit us online at www.informa.com.au/privacy for a full privacy policy. Database amendments can be sent to database@informa.com.au or phone **+61 (0) 2 9080 4017. ABN: 66 086 268 313**

Informa Corporate Learning – On-site & Customised Training

Informa Corporate Learning 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 Corporate Learning?

- 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.

Our Long Standing Clients Include:

Rio Tinto, Siemens, Yarra Trams, Oz Minerals, Southern Program Alliance, SBS, Sarawak Government, Petronas, Boehringer Ingelheim, Glencore, Bluescope Steel, Baker Hughes, ActewAGL, Ambulance Victoria, ANU, Arrow Energy, Australian Super, Barrick, BHP, Chevron Australia, ConocoPhillips, CSIRO, Dalrymple Bay Coal Terminal, Department of Education, Department of Planning, Electricity Generating Authority of Thailand (EGAT), ENI Australia, EY, Fortescue Metals Group, Health Purchasing Victoria, IBM, IP Australia, Jemena, Metro Trains, Origin Energy, Public Transport Authority – WA, QGC – BG Group, Queensland Rail, Rio Tinto, Romgaz, South Australia Health, Woodside and more...

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