MERCURY

Effective Contract Administration Skills Course

25 – 29 January 2027
Vienna (Austria)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Effective Contract Administration Skills Course

Ref: 9050_1081214 **Date:** 25 – 29 January 2027 **Location:** Vienna (Austria) **Fees:** 5900 Euro

Introduction:

This interactive contract administration skills course aims to provide participants with the knowledge, concepts, skills, and tools necessary to manage and administer contracts after their award. Participants will learn all the processes and activities required to implement contractual obligations.

The contract administration skills course will also cover contract administration best practices, discuss what contract administration is, and delve into the responsibilities of contract administrators.

Targeted Groups:

This contract administration skills course will be highly beneficial to all those involved in implementing, managing, or administering contracts in the post-award phase of the contracting process and who want to learn about the best practices in contract administration.

This contract administration skills training includes certified contract administrators, contract administration specialists, and those seeking contract administration certification.

Course Objectives:

At the end of this contract administration skills course, the participants will be able to:

- Outline the major activities and steps of contract administration, highlighting the importance of effective contract administration.
- Identify administration tools that are used during the implementation as well as the role of the contract administrator.
- Create a system to evaluate contractors, determine their strengths and weaknesses, and demonstrate the importance of partnership in contract administration.
- Explain the different types of variation orders, claims, and damages.
- Prepare for negotiating contract variations and claims to reach a satisfactory settlement.

Targeted Competencies:

At the end of this contract administration skills course, the target competencies will be able to:

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- Contract administration, including contract administration principles and define contract administration.
- Change management.
- Managing contractors.
- Managing claims and disputes.
- Resolving disputes.
- Partnership with contractors.

Contract Administration Certification Track:

For individuals looking to validate their expertise and enhance their career prospects, a contract administration certificate program can formally recognize their skills. This contract administration skills course offers foundational knowledge that can assist participants in preparing for further certification in contract administration.

Course Content:

Unit 1: Principles of Contracts:

- Elements of a contract.
- Contract Framework.
- Purposes of contract administration.
- Difficulties encountered in contract administration.
- Contract administration major steps.
- Competencies of contract administrators.

Unit 2: Contract Administration Tools:

- Key principles in contract administration tools and techniques.
- Knowing your contract inside out.
- Contract provisions affecting implementation.
- Exploration of contract administration tools.
- Dissection technique for greater understanding of contracts.
- Records management system as a cornerstone in administration.
- Change control system to handle contract adjustments.
- Claims administration process.
- Issues and risks logs.
- Risk management plans.
- Clarified roles and responsibilities in contract administration.
- Performance reporting for contract oversight.
- Developing schedule plans for contract milestones.
- Lessons learned as valuable feedback for future contract administration.
- Considerations for International Contracting.

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Unit 3: Contractor Evaluation:

- Questionnaires and surveys to assess contractor performance.
- Contractors ratings and how they influence future engagements.
- Key performance indicators as metrics for contractor evaluation.
- Targets and benchmarks for contractor services.
- Service level agreement SLA and its role in contract administration.
- Managing subcontractors effectively.
- Foster a partnership with contractors for project success.

Unit 4: Changes, Claims, and Disputes:

- Navigating changes and variation orders.
- The change process and how to manage it effectively.
- Considering breach of contract and its ramifications.
- Money damages and their implications in contract administration.
- Considering equitable remedies in contract disputes.
- Claims and dispute resolution.
- Alternative dispute resolution mechanisms:
  - Mediation.
  - Arbitration.
- Guidance for appropriately closing out contracts.

Unit 5: Negotiation:

- Negotiation preparation for contract administrators.
- Clearly defined negotiation objectives.
- Adherence to negotiation guidelines for optimal outcomes.

Conclusion:

By understanding the basic contract administration course content and excelling in the skills and principles taught, participants can position themselves as prime candidates for pursuing a contract administration certification, setting them on the course to become certified contract administrators adept at managing contracts efficiently and effectively.