MERCURY

# Contractor Administration Mastering Training

26 – 30 April 2027
Amsterdam (Netherlands)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
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**Ref:** 15067_1081227 **Date:** 26 – 30 April 2027 **Location:** Amsterdam (Netherlands) **Fees:** 5600 Euro

## Introduction:

This contract administration training course will equip participants with the comprehensive knowledge, concepts, skills, and tools necessary to manage and administer contracts effectively after the award phase. Throughout this training, there will be a strong emphasis on contract administration best practices.

Participants in this dynamic, interactive contract administration course will be proficient in all processes and activities required to implement contractual obligations efficiently, minimize costs, improve service delivery, and achieve timely outcomes for their organization.

Obtaining a contract administration certification can be a significant career milestone for those looking to formalize their expertise. This credential proves a deep understanding of the field. It demonstrates the holder's commitment to professional development and adherence to industry-standard practices.

Best practices in contract administration can lead to the successful delivery of contract objectives and foster strong, transparent relationships between contracting parties. This contract administration course aims to instill these best practices for optimal contract administration performance.

## What is Contract Administration?

Before delving into the details of the course, it's crucial to understand the definition of contract administration. Contract administration encompasses all the processes and activities connected with the oversight and management of a contract post-award.

Successful contract administration ensures that all parties fulfill their contractual obligations as intended, thus preventing conflicts and fostering a professional relationship between the parties involved.

## Targeted Groups:

This contract administration course is for professionals implementing, managing, or administering contracts in the post-award phase of the contracting process. It is especially beneficial for those eager to adopt best practices in contract administration. It is ideal for procurement staff and administrative contractors who must develop sophisticated contract administration skills.

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## Course Objectives:

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

- Develop robust contract plans, including ITTs, scope of work, and award strategies.
- Understand the contract administration process thoroughly with an outline of its major activities and steps.
- Craft effective contract execution plans.
- Prepare for and negotiate contract variations and claims to reach satisfactory settlements.
- Identify and utilize various contract administration tools during implementation, as well as comprehend the pivotal role.
- Establish systems for contractor evaluation, recognizing their strengths and weaknesses while underscoring the importance of partnership in contract administration.
- Efficiently allocate resources to manage contracts effectively and safely.
- Comprehend the legal aspects of contract management.
- Develop and monitor robust Key Performance Indicators KPIs and Service Level Agreements SLAs to manage contractors and facilitate improved performance.
- Manage claims, variations, and disputes professionally and amicably.
- Clarify the different types of variation orders, claims, and damages.

## Targeted Competencies:

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

- Mastery of contract administration practices.
- Change management proficiency.
- Effective management of contractors.
- Competent handling of claims and disputes.
- Skills in resolving conflicts amicably.
- Foster successful partnerships with contractors.
- Strong negotiation abilities.

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# Course Content:

## Unit 1: Principles of Contracts:

- Learn about the critical elements of a contract.
- Understand the contract framework.
- Know the purposes and importance of contract administration.
- Explore common challenges encountered in contract administration.
- Know the major steps involved in the contract administration process.
- Explain the Key competencies of an effective contract administrator.

## Unit 2: Contract Administration Tools:

- Investigate the key principles of contract administration.
- In-depth knowledge of your contract.
- Provisions affecting the implementation of the contract.
- An overview of the tools and techniques for superior contract administration.
- Dissection techniques for better understanding.
- Implement a records management system.
- Utilize a change control system.
- Effective claims administration practices.
- Maintain issues and risk logs.
- Develop risk management plans.
- Clarify roles and responsibilities.
- The essentials of performance reporting.
- Develop schedule plans for contract administration.
- Learn from international contracting experiences.

## Unit 3: Contractor Evaluation:

- Usage of questionnaires and surveys for contractor evaluation.
- Contractors ratings and how they influence future partnerships.
- Define key performance indicators KPIs.
- Establish targets and benchmarks.
- Draft and implement service level agreements SLAs.
- Considerations for managing subcontractors.
- The role of partnership with contractors in achieving mutual goals.

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## Unit 4: Changes, Claims, and Disputes:

- Navigate changes and variation orders.
- Understand the change process.
- Address breach of contract scenarios.
- Navigate money damages and equitable remedies.
- Handle claims and disputes effectively.
- Explore alternative dispute resolution ADR methods, including mediation and arbitration.
- Ensure a smooth contract closeout.

## Unit 5: Negotiation:

- Prepare for negotiations in the context of contract administration.
- Set clear negotiation objectives.
- Adhere to established negotiation guidelines.

## Unit 6: Negotiation Strategies, Tactics, and Trust-Building:

- Master thirteen critical negotiation tactics.
- Understand and avoid common negotiation mistakes.
- Strategies for dealing with difficult negotiators.
- Cultivate trust and rank trust-building behaviors in negotiations.
- Rank the ten trust-building behaviors in negotiations.

## Conclusion:

Upon completion, the course may offer a contract administration certificate, affirming participants' newly acquired skills and knowledge and preparing them to create effective contract administration plans for their organizations. Such a certification cements one's expertise in contract administration. It is a testament to the completion of rigorous contract administration training.