



<b>Course:</b>	<b>Professional Certificate in Contract Administration: A Practical Approach</b>
<b>Contact hours:</b>	<b>24</b>
<b>Prerequisite:</b>	<b>Participants should be familiar with the business environment (private or public) and organizational processes.</b>

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## **Course Overview**

The course explains and emphasizes the importance of contract administration in business success. The course covers all the activities and processes of contract administration from the contract award to contract closeout. It provides tools, methods and approaches for the successful management of the day-to-day operations of the contract. In this 8-module course participants will learn how to manage contract operations, maintain contract relationships and mitigate contract risks to achieve desired contract outcomes.

## **Target Audience**

The course will be very beneficial to procurement professionals, marketing and sales managers, project managers and team leads, operation managers, entrepreneurs and all persons who are involved in the management or operations of contracts or have an interest in doing so.

## **Learning Outcomes**

On completion of the course, participants will have gained the knowledge to:

1. Understand the nature and role of contract administration and the contract administrator.
2. Manage the effective transition from contract development to contract implementation.
3. Understand contract clauses in terms of the obligations, protection and guiding information.
4. Operate in a manner that effectively manages contract performance
5. Manage contract claims and disputes
6. Manage changes, variations and contract amendments
7. Identify and manage contract risks
8. Manage stakeholder relationships

9. Terminate/closeout contracts effectively
10. Ensure proper documentation throughout the contract administration process

## **Course Outline**

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- 1. The nature and role of contract administration  
(Learning outcome 1)**
  - a. Scope of contract administration
  - b. Contract management objectives
  - c. Resourcing for effective contract administration
  - d. Selecting the contract administration team
  - e. The importance of good contract administration
  
- 2. Post contract essentials, including development of the contract management plan  
(Learning outcome 2)**
  - a. Developing the contract management plan
  - b. Contract review to develop common understanding
  - c. Managing the handover between the negotiating team and the contract management team
  - d. Contractor mobilization
  - e. Kick-off meeting
  
- 3. Understanding different forms of contract and contract terms and conditions  
(Learning outcome 3)**
  - a. Different forms of contracts
  - b. Contracts for works
  - c. Contract for services
  - d. Conditions, representations and warranties
  - e. Remedial provisions within a contract
  - f. Other common contractual terms
  
- 4. Managing contract payment and risks  
(Learning outcomes 4, 7)**
  - a. Identifying and assessing contract risks
  - b. Risk management tools and approaches
  - c. Contract payment process
  - d. Linking payment with milestones
  - e. Managing payment risks
  
- 5. Managing change, amendments and variations  
(Learning outcomes 4, 6)**
  - a. Management of change (MOC) procedure
  - b. Managing contract variations
  - c. The amendment process

- d. Updating contract for changes
- e. Managing cost, time and quality

**6. Managing claims, disputes and stakeholder relationships  
(Learning outcomes 5, 8)**

- a. Managing contract claims
- b. Dispute resolution procedures
- c. Dispute resolution methods
- d. Negotiation techniques
- e. Stakeholder relationship management

**7. Managing contract operations and performance  
(Learning outcome 4, 9, 10)**

- a. Setting key performance indicators (KPIs)
- b. Performance measurement and reporting
- c. Performance review meetings
- d. Contract management key operating procedures
- e. Documentation control and communication
- f. Contract renewal, termination and closeout

**8. Role, skills and knowledge of the contract administrator  
(Learning outcome 1)**

- a. Decision making skills
- b. Knowledge of the contract and of contract management methodology
- c. Communication and negotiations skills
- d. Team leadership (multi-disciplinary teams)
- e. Change management