BEST PRACTICES IN CLAIMS MANAGEMENT



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Introduction

A claim is a formal demand for money or time, and it succeeds or fails on the quality of the file behind it. Contractors who document events as they happen and issue notices on time recover what they are owed; those who reconstruct the story a year later rarely do. Best practices in claims management are therefore about preparation, not argument. This Best Practices in Claims Management Training Course gives contracts managers, claims specialists, and project professionals a complete working method for building and defending claims. Participants learn claim identification and notice, causation and entitlement, quantification methods, documentation and evidence, negotiation and settlement, and dispute escalation.

Best Practices in Claims Management Course Objectives

- Apply claims management frameworks and lifecycle discipline.
- Apply notice requirements, time bars, and condition precedents correctly.
- Establish entitlement through contract clauses and causation analysis.
- Apply delay analysis methods: as-planned, impacted, and time impact.
- Apply disruption, productivity, and acceleration claim quantification.
- Apply cost build-up methods for prolongation and overhead claims.
- Build contemporaneous records, evidence files, and claim narratives.
- Apply claims negotiation, settlement structuring, and quantum compromise.
- Apply claims avoidance through change management and early warning.
- Measure performance with recovery rate, claim cycle time, and cost of claims.

Course Methodology

- Facilitated sessions built on real claim files, programmes, and cost records.

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- Case workshops on notice failures, causation disputes, and quantum arguments.
- Delay analysis, cost build-up, and evidence review exercises with live data.
- Claim narrative writing and negotiation practice labs.
- Group exercise on a claim submission with entitlement and quantum sections.

Who Should Take This Course

- Contracts managers and claims specialists.
- Quantity surveyors and commercial managers.
- Planning engineers and delay analysts.
- Project directors handling major claims.
- Legal advisors supporting claims and disputes.
- Procurement and contract administration staff.

Best Practices in Claims Management Course Outlines

Day 1: Claims Framework and Prevention

- Types of claims: time, cost, disruption, and acceleration.
- Causes: change, delay, interference, and unforeseen conditions.
- Claims lifecycle from event to settlement.
- Notice requirements, time bars, and condition precedents.
- Early warning systems and change management discipline.
- Roles of the contract administrator, engineer, and commercial team.
- Claims avoidance through contract administration.

Day 2: Entitlement and Notice Discipline

- Establishing entitlement from contract clauses.
- Causation analysis and its evidence requirements.
- Concurrent delay and its treatment.
- Mitigation duties and their effect on recovery.
- Notice drafting and record submission.
- Reservation of rights and protective notices.
- Common procedural failures and their consequences.

Day 3: Time Analysis and Delay Quantification

- Programme analysis and baseline validation.
- As-planned versus as-built comparison.
- Impacted as-planned and time impact analysis methods.
- Window analysis and critical path review.
- Disruption and loss of productivity assessment.
- Acceleration and mitigation claim assessment.
- Presenting delay analysis in an arbitration-friendly format.

Day 4: Cost, Quantum, and Evidence

- Direct cost build-up: labour, plant, material, and subcontract.
- Prolongation, preliminaries, and site overhead claims.
- Head office overhead methods and formulae.
- Finance charges, interest, and currency effects.
- Loss of profit and opportunity claims.
- Contemporaneous records and evidence file construction.
- Claim narrative writing and quantum presentation.

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Day 5: Negotiation, Dispute, and Performance

- Claims negotiation strategy and settlement authority.
- Quantum compromise and commercial settlement.
- Mediation and adjudication of claims.
- Arbitration preparation for claims.
- Post-claim review and lessons learned.
- KPIs: recovery rate, claim cycle time, and cost of claims.
- Building a claims management improvement roadmap.

Conclusion

By successfully completing the Best Practices in Claims Management Training Course, participants will have acquired a thorough working knowledge of claims frameworks and prevention, entitlement and notice discipline, time and delay analysis, cost and quantum build-up, and claims negotiation and dispute handling. They will leave able to build a claim that stands on contemporaneous evidence, quantify entitlement with recognised methods, and settle or argue it from a prepared position. Gentex Training Center delivers this programme with contracts, claims, and commercial practitioners working on live claims.

FAQs for the Best Practices in Claims Management course

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Q1 What is the "Best Practices in Claims Management" course about?

It is a five-day programme on preparing, quantifying, and settling contractual claims. It covers claims frameworks and prevention, entitlement and notice discipline, delay analysis, cost and quantum build-up, and claims negotiation and dispute handling.

Q2 What are the key benefits of the "Best Practices in Claims Management" course?

Participants protect entitlement with timely notices and contemporaneous records, quantify time and cost claims with recognised methods, and negotiate from a prepared position instead of reacting to a rejection. They also reduce claim volume by managing change and early warning properly.

Q3 What skills will I gain from the "Best Practices in Claims Management" course?

You will gain claims lifecycle and prevention management, entitlement, causation, and notice discipline application, delay and disruption analysis and quantification, and cost build-up, evidence, negotiation, and settlement management.

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Q4 What tools, methods, or standards are covered in the "Best Practices in Claims Management" course?

The course works with claim type classification across time, cost, disruption and acceleration, cause analysis covering change, delay, interference and unforeseen conditions, the claims lifecycle from event to settlement, notice requirements, time bars and condition precedents, early warning systems and change management discipline, contract administrator, engineer and commercial team roles, entitlement establishment from contract clauses, causation analysis and its evidence requirements, concurrent delay treatment, mitigation duties, notice drafting and record submission, reservation of rights and protective notices, programme analysis and baseline validation, as-planned versus as-built comparison, impacted as-planned and time impact analysis, window analysis and critical path review, disruption and loss of productivity assessment, acceleration and mitigation claim assessment, direct cost build-up covering labour, plant, material and subcontract, prolongation, preliminaries and site overhead claims, head office overhead methods and formulae, finance charges and interest, loss of profit and opportunity claims, contemporaneous record keeping and evidence file construction, claim narrative writing, quantum presentation, negotiation strategy and settlement authority, quantum compromise and commercial settlement, mediation and adjudication of claims, arbitration preparation, post-claim review and lessons learned, and KPIs covering recovery rate, claim cycle time and cost of claims.

Q5 How is the "Best Practices in Claims Management" course applied in real-world practice?

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Teams apply it when issuing a notice of claim within a contractual time bar, preparing a time impact analysis for an extension of time, building a prolongation cost claim with site records, responding to a rejection with a quantified rebuttal, negotiating a commercial settlement before arbitration, and reviewing recovery rate and claim cycle time after closeout.