CLAIMS MANAGEMENT & DISPUTE RESOLUTION IN CONTRACTS



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Introduction

Claims Management & Dispute Resolution in Contracts Training Course prepares contract professionals to handle claims from first notice to final settlement. Participants study entitlement, causation and quantification, then work through delay, disruption, variation and payment claims across construction, supply and services contracts. Furthermore, the course explains negotiation, mediation, adjudication, expert determination and arbitration, including the ICC and UNCITRAL rules. In addition, learners build claim files, draft notices and run a simulated mediation. As a result, they leave able to protect contractual rights, control exposure and resolve disputes before they escalate.

Claims Management & Dispute Resolution in Contracts Course Objectives

- Explain the legal basis of claims, entitlement and remedies for breach.
- Identify claim events, notice periods and time-bar requirements.
- Build claims on proven causation, entitlement and quantification.
- Prepare extension of time claims supported by delay analysis.
- Quantify cost claims, including overheads, financing and disruption losses.
- Compile contemporaneous records, correspondence and evidence files.
- Apply variation, payment and termination procedures correctly.
- Draft notices, claim submissions and response documents.
- Evaluate negotiation, mediation, adjudication and expert determination routes.
- Manage arbitration proceedings under ICC and UNCITRAL rules.

Course Methodology

- Instructor-led sessions built on contract clauses, case law and decided awards.

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- Claim drafting workshops using notice templates and narrative structures.
- Delay and quantum analysis exercises with worked calculations.
- Case studies on construction, supply and long-term services disputes.
- Simulated mediation and negotiation with structured debriefs.
- Templates, checklists and claim file structures retained after the course.

Who Should Take This Course

- Contract and claims managers.
- Quantity surveyors and cost engineers.
- Project managers and commercial managers.
- Legal counsel and dispute resolution advisors.
- Procurement and vendor management professionals.
- Consultants, auditors and employer representatives.

Claims Management & Dispute Resolution in Contracts Course Outlines

Day 1: Contract Foundations and Claim Entitlement

- Contract formation, terms and conditions of contract.
- Breach, remedies and limitation of liability clauses.
- Entitlement, causation and the burden of proof.
- Notice provisions, time bars and condition precedent.
- Force majeure, hardship and change in law.
- Standard forms compared: FIDIC, NEC and JCT.
- Setting up a claims register and early warning system.

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Day 2: Preparing Delay and Cost Claims

- Delay events, culpability and responsibility allocation.
- Delay analysis methods: time impact and impacted as-planned.
- Extension of time claims and concurrent delay.
- Disruption and loss of productivity quantification.
- Cost heads: preliminaries, overheads and financing charges.
- Evidence: programmes, progress reports and site records.
- Common reasons claims fail and how to avoid them.

Day 3: Variations, Payment and Contract Breach

- Variation procedures and instruction requirements.
- Valuation of variations and omission adjustments.
- Interim and final payment applications and certificates.
- Non-payment, suspension rights and interest entitlements.
- Set-off, deductions and retention release.
- Acceleration, suspension and termination for default.
- Termination for convenience and demobilisation costs.

Day 4: Negotiation, Mediation and Adjudication

- Negotiation strategy, BATNA and concession planning.
- Structured settlement and interest-based bargaining.
- Mediation process, mediator selection and settlement agreements.
- Expert determination and its binding effect.
- Statutory adjudication: notices, timetables and enforcement.

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- Dispute boards and interim binding decisions.
- Simulation of a mediation session with feedback.

Day 5: Arbitration and Dispute Strategy

- Arbitration clauses, seats and institutional rules.
- Commencing arbitration: notices, pleadings and tribunals.
- Evidence, witness statements and expert testimony.
- Interim measures, security for costs and costs awards.
- Enforcement of awards and the New York Convention.
- Cross-border disputes and choice of law.
- Applied workshop: building a dispute resolution strategy.

Conclusion

By successfully completing Claims Management & Dispute Resolution in Contracts, participants will gain a thorough working knowledge of claim entitlement, delay and quantum analysis, variation and payment procedures, and every main dispute resolution route. They will also have acquired the discipline to build evidence files and argue positions clearly in negotiation, mediation and arbitration. Gentex Training Center delivers the programme through drafting workshops and simulations, so learners practise each stage as they study it.

FAQs for the Claims Management & Dispute Resolution in Contracts course

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Q1 What is the "Claims Management & Dispute Resolution in Contracts" course about?

It covers how claims are identified, prepared and settled under commercial contracts. Topics include entitlement and notice rules, delay and cost quantification, variations and payment, then negotiation, mediation, adjudication, expert determination and arbitration.

Q2 What are the key benefits of the "Claims Management & Dispute Resolution in Contracts" course?

You learn to secure contractual entitlements and settle disputes earlier, at lower cost. The course also improves claim quality, strengthens negotiating positions and reduces the risk of losing valid claims on procedural or evidential grounds.

Q3 What skills will I gain from the "Claims Management & Dispute Resolution in Contracts" course?

Contract claims preparation and notice management, delay analysis and quantum assessment, negotiation and mediation practice, and arbitration and dispute strategy management.

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Q4 What tools, methods, or standards are covered in the "Claims Management & Dispute Resolution in Contracts" course?

Standard contract forms including FIDIC, NEC and JCT, notice and time-bar provisions, time impact and impacted as-planned delay analysis, BATNA-based negotiation planning, mediation and expert determination procedures, statutory adjudication, and ICC and UNCITRAL arbitration rules with the New York Convention.

Q5 How is the "Claims Management & Dispute Resolution in Contracts" course applied in real-world practice?

Professionals use it to issue notices on time, build claim files, respond to counterclaims, manage payment disputes and prepare for mediation or arbitration. Participants draft notices and submissions and take part in a simulated mediation.