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**Course Name**

# Best Practices In Claims Management

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**Sector Name**

Project & Contract Management

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## Best Practices In Claims Management

### Course Introduction

In today's complex project environment, effective claims management has become a critical success factor in ensuring contractual fairness, minimizing disputes, and protecting the financial health of projects. Claims often arise due to delays, scope variations, unforeseen circumstances, and contractual misunderstandings. Poor handling of claims can quickly escalate into costly disputes, lengthy arbitrations, and even litigation, consuming both time and resources.

This **5-day** intensive program provides participants with a comprehensive framework for managing contract claims at every stage — from identification and documentation, through evaluation and negotiation, to resolution and risk mitigation. The course combines theoretical principles with practical case studies, giving participants valuable insights into how to approach real-world claim scenarios. With a strong focus on proactive claim prevention, analytical methods, and dispute resolution strategies, this program equips participants with the tools needed to safeguard projects, build defensible positions, and strengthen their organization's capacity to manage contractual risks.

## Best Practices In Claims Management

### Target Audience

- ✓ Contract Professionals
- ✓ Project Managers
- ✓ Contract Administrators
- ✓ Contract Engineers
- ✓ Project Engineers
- ✓ Risk manager / Contract Risk Professionals
- ✓ Project Owners/Employers
- ✓ Contractors and equipment/material suppliers
- ✓ Contract Administrators and
- ✓ Quantity Surveyors
- ✓ Legal advisers

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## Best Practices In Claims Management

### Learning Objectives

- ✓ Develop a comprehensive understanding of contracts and the nature of contractual claims.
- ✓ Acquire the skills to streamline and manage the claims process more effectively.
- ✓ Apply evaluation techniques to identify potential claims and determine available defences.
- ✓ Build the expertise needed to add value as a key contributor within any claims management team.
- ✓ Gain practical insights from real-life projects and lessons learned from industry experiences.

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## Best Practices In Claims Management

### Course Outline

#### ✓ DAY 01

##### Understanding Contractual Claims

- ✓ Fundamentals of contracts and their role in project delivery
- ✓ Defining contractual claims: types, nature, and significance
- ✓ Common sources of claims in projects (scope changes, time, cost, quality, unforeseen conditions)
- ✓ Rights and obligations of contracting parties
- ✓ Documentation and record-keeping as the foundation of successful claim management
- ✓ **Case study:** identifying potential claims in real projects

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### Course Outline

#### ✓ Day 02

##### **Variations and Delay Claims**

- ✓ Variations under contracts: causes, categories, and contractual provisions
- ✓ Identifying delay claims and understanding excusable vs. non-excusable delays
- ✓ Time-related claims: extensions of time (EOT), liquidated damages, and concurrency of delays
- ✓ Tools and techniques for delay analysis (e.g., as-planned vs. as-built, time impact analysis)
- ✓ Risk allocation in delay and variation claims
- ✓ **Practical workshop:** analyzing delay scenarios and their contractual consequences

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### Course Outline

#### ✓ Day 03

##### Preparing and Presenting Claims

- ✓ Essential components of a well-structured claim submission
- ✓ Best practices in claim preparation: clarity, accuracy, and evidence-based documentation
- ✓ Quantification of claims: evaluating costs, productivity impacts, and damages
- ✓ Organizing claim narratives, schedules, and supporting records
- ✓ Communication strategies for presenting claims to stakeholders
- ✓ **Interactive session:** drafting and presenting a sample claim

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### Course Outline

#### ✓ Day 04

##### **Contract Completion and Close-Out**

- ✓ The link between project close-out and claims settlement
- ✓ Final accounts, variation orders, and outstanding claims
- ✓ Procedures for contract completion: documentation, certification, and final settlement
- ✓ Resolving disputes before close-out to avoid escalation
- ✓ Lessons learned: preventing claims in future contracts through proper closure practices
- ✓ **Group exercise:** mock close-out and claims review

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### Course Outline

#### ✓ Day 05

##### **Breaches of Contract and Remedies**

- ✓ Understanding what constitutes a breach of contract
- ✓ Employer vs. contractor breaches and related claims
- ✓ Legal remedies for breach: damages, termination, specific performance
- ✓ Strategies for defending against breach allegations
- ✓ Alternative Dispute Resolution (ADR): mediation, adjudication, arbitration, and litigation
- ✓ Final workshop: analyzing breach scenarios and developing resolution strategies
- ✓ **Wrap-up:** key takeaways and building a proactive claims management culture

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### Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Sept. 28, 2026	Oct. 2, 2026	5 days	4250.00 \$	UAE , Abu Dhabi
June 8, 2026	June 12, 2026	5 days	4950.00 \$	England , London
Nov. 15, 2026	Nov. 19, 2026	5 days	4250.00 \$	KSA , Riyadh
April 5, 2027	April 9, 2027	5 days	4250.00 \$	UAE , Dubai

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