

AN 8-WEEK DISTANCE LEARNING COURSE

Starting 29 March 2010 • Ending 21 May 2010

Includes

Optional online final assessment

SUCCESSFUL CONTRACT MANAGEMENT AND ADMINISTRATION

A SELF-MANAGED, WRITTEN, DISTANCE LEARNING COURSE

This practical step-by-step course will allow you optimum control of your commercial contracts. Refine your knowledge of best practice techniques in 8 modules over 8 weeks (approximately 3-4 hours study a week).



THIS COURSE WILL:

- **DETAIL** the key components of professional contract management
- **EXPLAIN** clearly what the law means in practice to ensure you work within it
- **GIVE** you control of the financial aspects of the contract and explain how they relate to your business
- **SUPPLY** top negotiating tactics, tips and best practice to boost your confidence in the role of negotiator
- **IMPROVE** your technical drafting skills to include all key considerations for your organisation
- **ADVANCE** your knowledge of the principles of commercial risk analysis and management
- **PROVIDE** you with a comprehensive source of information which can be returned to time and again for reference and clarification

Designed for

Contracts managers, procurement managers, office managers, legal officers, customer services and anyone who is responsible for negotiating and managing contracts regularly

www.falconbury.co.uk/distancelearning

Save up to 50%

SEE INSIDE FOR DETAILS...

Overview

Why choose the 'Successful Contract Management and Administration' distance learning written course?

Your role is exceptionally demanding and growing in complexity. Are you fully equipped?

The truly successful contract manager or administrator has a sound grasp of contract and commercial law, understands the financial principles on which the contract is made, has the confidence and insight of a skilful negotiator and, on top of all that, has the administrative skills to manage the project through to a successful conclusion. A tall order? Challenging, certainly, but totally achievable. This is a specially-designed course, which sets out the knowledge-base and all the techniques required in a step-by-step, accessible and practical way.

If you are involved in one of these areas this course will benefit you:

- Setting up or negotiating contracts
- Managing the contracts or commercial function
- Purchasing/procurement
- Project managers
- Managing outsourcing contracts in local government or public sector organisations
- Technical or scientific specialist area with a concern for effectively managing the commercial aspects of this function
- Sales or business development role with responsibility for contract negotiation

What this distance learning course offers you:

- **Flexibility** – learn at a pace and place of your own choosing
- **Well-designed** course focussed on practical relevance
- **Manageable** weekly instalments and self-assessment progress questions
- **Self-managed** study – no compulsory marked tests or assignments for submission
- **Access** to professional advisors and authors of the course
- **Practical** focus on key areas of contract management and administration skills
- **Certificate** on course completion
- **30% discount off** the public course *Business and Contract Law*
- **Guideline answers** for self-assessment questions
- **Optional final assessment** upon completion of the course

Online final assessment

Upon completion of the course there is an OPTIONAL final assessment in the form of an online multiple-choice paper. This is evaluated by the Academy of Distance Learning in Business training faculty.

NEED IT NOW?

Please see our website for more details on how this course can be downloaded for you to start learning immediately www.falconbury.co.uk

NEED IT FOR YOUR WHOLE TEAM?

This course can provide fantastic value for training and developing your whole team. If you are interested in a corporate multi-participant deal please contact **Caroline Glen** on **+44 (0)20 7729 6677** or caroline.glen@falconbury.co.uk



Course content

Module 1

UNDERSTANDING THE BROAD PICTURE – PROFESSIONAL CONTRACT ADMINISTRATION

- Applying Total Quality Management (TQM)
- Doing things right (first time)
- Business ethics
- Business awareness
- Defining the legal environment
- Understanding the structure of the law
- Types of contract
- What is the nature of the contract?
- Key elements of contract formation
- Written and oral contracts
- Terms and conditions
- Breach, termination and damages
- Statutory requirements
- Techniques for contract negotiation

Module 2

MASTERING WRITTEN SKILLS AND KEY CONTRACT CONSIDERATIONS

- Defining your commercial objectives
- What are the contract documents
- Contract clauses
- Contract amendments
- Commercial reports
- Estimates, quotations and tenders
- Requests for quotation, etc
- Subcontracts
- Contracts under standard or model conditions
- Negotiated contracts
- Contracts of different price types
- Possession, ownership and risk
- Handling defects after delivery
- Cancellation for convenience
- Customer-furnished equipment/data
- Ensuring payment
- Timeliness of performance

Module 3

EFFICIENT ADMINISTRATION TECHNIQUES AND SKILLS

- The concepts
- Intellectual property law
- Commonplace considerations
- Background and foreground material
- Keeping the contract up-to-date
- The contract file
- Quotations register
- Key contract details and dates
- Commercial issues
- Payment considerations
- Quotations and contract changes
- Other administration techniques
- Effective communication and personal skills

Module 4

SUCCESSFUL NEGOTIATING SKILLS AND BEST PRACTICE TECHNIQUES

- Legal foundation for negotiation
- Freedom to negotiate
- Agreements of the parties
- Duty to disclose information
- Representations, promises and puffery
- Duress and undue influence
- Exclusion clauses
- Unfair contracts
- Best practice negotiation rules and principles
- Managing the relationship
- Effective expectation engineering
- Supporting documents and evidence
- Platform building
- Taking defensive measures
- Identifying time bombs
- Developing corporate, general and personal relationships
- Negotiation tips and tactics

Module 5

MANAGING POST-NEGOTIATION ACTIVITIES

- Check the relationship
- Agree future actions
- Confirm the agreement
- Dealing with 'unagreements'
- Internal debriefs
- Exploiting the agreement
- The contents of a contract negotiation
- General principles
- The contract requirement

- Defining price, payment and delivery
- Applying the terms and conditions successfully
- Risks, liabilities and indemnities
- Negotiating variations, claims and disputes
- The role of mediation, conciliation, ADR, arbitration and litigation

Module 6

PRINCIPLES OF COMMERCIAL RISK ANALYSIS AND MANAGEMENT

- Taking a risk
- The risk pendulum
- Risk bearing, risk sharing
- Partnership sourcing and partnership contracting
- Risk analysis and management
- Risk benefits
- Bid and project risk management
- Phases of risk management
- Risk identification, analysis and modelling
- Planning and management
- The Risk Register
- Establishing applicability

Module 7

RISK MANAGEMENT: PRE-CONTRACT RISK, TECHNICAL RISK AND FINANCIAL RISK

- Pre-contract risk defined
- The risk-risk scenario
- Deciding to bid and bidding successfully
- Pricing for risk
- Risk review board
- Making an offer

- The priced list of risks
- The caveats register
- Contract launch
- Major sources of risk
- Financial risk defined
- Sources of financial risk
- Sharing cost risk
- The identifiable risks – do's and don'ts
- Technical risk defined
- Do we want to take this risk at all?
- Analysing the requirement
- Sharing the risk
- The role of the commercial engineer
- The do's and don'ts of technical risk

Module 8

RISK MANAGEMENT: TIME FRAME RISK, SUPPLIER RISK AND POST DELIVERY RISK

- Time frame risk defined
- Bidding compliant delivery
- The time frame obligation
- Consequences of delay
- Liquidated damages and *Force Majeure*
- Delivery incentives
- Supplier risk defined
- For the want of a nail
- Suppliers and subcontractors
- Out-sourcing benefit v risk
- Post delivery risk defined
- Is there life after delivery?
- Key contractual milestones
- Residual obligations and risks
- Minimising the pricing risks
- Account management
- The practical do's and don'ts

Contributor

Tim Boyce has been involved in contract management for over 20 years. He began his career in the Ministry of Defence holding executive positions in contracts, contracts policy and finance. His industrial career began at Plessey in 1980 after which he enjoyed appointments with Siemens, British Aerospace and as commercial director at BAE Systems. His functional responsibilities have included contracts, commercial, procurement, estimating, legal, project accounting and the implementation of the European Business Excellence Model. He is a former member of the Chartered Institute of Purchasing and Supply (CIPS). His committee work included the CIPS National Contracts Management Committee, the CBI Contracts panel, the CBI Defence Procurement Panel and the CBI/MoD working groups on partnering and incentive contracting. He was the CBI observer at the HM Treasury Central Unit on the Purchasing Working Group on incentivising industry. In 1997 he was invited by the Director General of the CBI to join the CBI Public Private Partnership Forum. He has lectured widely in the UK and the US.

THE FALCONBURY TRAINING PARTNERSHIP SCHEME

For more information on discounts up to 50% offered by our Training Partnership Scheme please visit our website: www.falconbury.co.uk or call +44 (0)20 7729 6677

"This course will greatly help me with my work – an excellent course."

Lauren Healy, Senior Contract Officer, Brighton and Hove City Council

"A competently balanced and well-chosen course providing overwhelming idea and skills of professional work in contract administrating and management (including issues of contract draft discussion process, holding negotiations, risk analysis etc.)"

Olga Kindyakova, Director, Legal Department, GSM Kazakhstan OJCS Kazakhtelecom

SUCCESSFUL CONTRACT MANAGEMENT AND ADMINISTRATION

8 WEEKLY MODULES

Starting 29 March 2010 • Ending 21 May 2010

Ref: 1380

IT IS IMPORTANT TO FILL OUT ALL THE INFORMATION BELOW

Please quote your Partnership Number to receive your reduced rate _____

Full course fees: **£975 • €1249** (VAT IS NOT CHARGED ON THIS COURSE)

FOR MORE THAN THREE PARTICIPANTS PLEASE PHOTOCOPY THE FORM AS NEEDED

First participant's details

£975 €1249 Full Price £487 €624 Partnership Price

Mr/Mrs/Ms (surname) _____

First names _____

Job title _____

Tel _____

Email _____

Second participant's details

£828.75 €1061.65 **SAVE 15%** £487 €624 Partnership Price

Mr/Mrs/Ms (surname) _____

First names _____

Job title _____

Tel _____

Email _____

Third participant's details – FREE

£FREE €FREE £487 €624 Partnership Price

Mr/Mrs/Ms (surname) _____

First names _____

Job title _____

Tel _____

Email _____

Contact details (ALL INVOICES WILL BE ADDRESSED TO THIS CONTACT)*

NOTE: Enrolments received within 7 days of the start date may experience a delay in receiving the first Module.

Mr/Mrs/Ms (surname) _____

First names _____

Job title _____

Tel _____

Email _____

Organisation details

Company _____

Address _____

Postcode _____ Country _____

Tel _____ Fax _____

Payment details

NB Please note that payment must be made in advance of the course, Falconbury reserves the right to refuse the release of modules if payment has not been received.

I enclose a cheque made payable to Falconbury Ltd PO Number _____

I would like to pay by bank transfer (BACS) payment:

In GBP Sterling (£) to Nat West Sort Code 60-04-16 • Account No. 30212820

In Euros (€) to Nat West Sort Code 60-04-16 • Account No. 90618831
IBAN No. GB78NWBK60721190618831

Please charge my credit card Mastercard Visa

Card no. _____

Expires _____ Security number (last three digits on signature strip) _____

Alternatively book via our secure booking form on our website or call us with your card details.

Cardholder name _____

Signature _____

* Contact details above must be those of the cardholder

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5 WAYS TO ENROL

WEB www.falconbury.co.uk/distancelearning

E-MAIL distancelearning@falconbury.co.uk

FAX +44 (0)20 7729 6110

TEL +44 (0)20 7729 6677

POST Falconbury Ltd, 10-12 Rivington Street
London EC2A 3DU, UK

THE FEE INCLUDES

- 8 weekly, mailed, distance learning course module booklets with self-aid progress questions
- Certificate of participation on completion of the course
- A ring binder to hold the module booklets
- An email contact address for on-going support and advice from the course contributors throughout the course
- Guideline answers to self-assessment questions
- Optional online marked final assessment

HOW TO REGISTER AND PAY

An invoice and enrolment confirmation will be sent within 7 days, please contact us if you have not heard anything after that time.

Payments may be made by credit card, by bank transfer (for bank account details please see payment details section of enrolment form) or cheque made payable to Falconbury Ltd and posted to the address above. Any questions please contact **customer services on +44 (0)20 7729 6677.**

MULTIPLE ENROLMENT DISCOUNTS

A multiple enrolment discount of 15% is available on the 2nd and subsequent participant if booked at the same time from the same organisation. This discount can apply to any online discount but, unless otherwise stated, this may not be used in conjunction with any other offer or the Falconbury Training Partnership Scheme.

ALWAYS READ THE SMALL PRINT

CANCELLATIONS AND TRANSFER:

Once we have received your enrolment form the place(s) are confirmed.

Up to 28 days before the course

- Cancellation – 10% administration fee
- Transfers – Free of charge
- Substitute delegates – Free of charge

27 to 14 days before the course

- Cancellations – 100% fee
- Transfers – 10% fee
- Substitute delegates – Free of charge

13 to 0 days before the course

- Cancellations – 100% fee
- Transfers – 100% fee
- Substitute delegates – Free of charge

A maximum of one transfer is allowed. After the transfer no cancellation can be accepted and the full invoiced fee will be charged. Transfers are subject to payment of the difference on higher value courses. No substitute may be made after the start of the course.

PARTNERSHIP CONDITIONS

The Falconbury Training Partnership Scheme cannot be used in conjunction with any other discount offer, including multiple booking discounts, unless otherwise stated or negotiated.

PLEASE NOTE

- It may be necessary, for reasons beyond the control of Falconbury, to alter the line-up of authors or course content. However, every effort will be made to adhere to the published syllabus
- Every effort will be made to distribute the materials according to the schedule. However, certain unforeseen circumstances may delay the despatch of materials

DATA PROTECTION

The personal information provided by you on this form will be held on a database. Sometimes your details may be made available to external companies for marketing purposes. If you do not wish your details to be used for this purpose please write to:
The Database Manager, Falconbury Ltd, 10-12 Rivington Street, London EC2A 3DY, UK.