Construction professionals who have a good understanding of the science of claims are valuable assets to their employers because they can increase the profitability of projects. Our two-day intensive training course is designed to provide the skills and knowledge necessary to prepare, present, respond to and manage claims in an effective manner.

**TOPICS COVERED**

- Contract administration
- Types of claim
- Claim strategy
- Delay analysis
- The preliminaries to a claim
- The essential elements to a successful claim
- Responses
- Disputes
- Claim preparation and presentation

**Venue:** Grand Park City Hall, 10 Coleman Street, Singapore 179809

**CPD Accreditation:**

- Professional Engineers Board (PEB) - Pending
- Singapore Institute of Architects (SIA) - Pending
- Singapore Institute of Surveyors and Valuers (SISV) - Pending

Construction professionals who have a good understanding of the science of claims are valuable assets to their employers because they can increase the profitability of projects. Our two-day intensive training course is designed to provide the skills and knowledge necessary to prepare, present, respond to and manage claims in an effective manner.
## COURSE SCHEDULE

### DAY 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>09:00 – 09:30</td>
<td>Registration</td>
</tr>
<tr>
<td>09:30 – 11:00</td>
<td>Module 1 - Contract Administration</td>
</tr>
<tr>
<td>11:00 – 11:45</td>
<td>Assignment No. 1</td>
</tr>
<tr>
<td>11:45 – 12:00</td>
<td>Refreshment Break</td>
</tr>
<tr>
<td>12:00 – 13:30</td>
<td>Module 2 - Types of Claim</td>
</tr>
<tr>
<td>13:30 – 14:30</td>
<td>Networking Lunch</td>
</tr>
<tr>
<td>14:30 – 15:15</td>
<td>Assignment No. 2</td>
</tr>
<tr>
<td>15:15 – 16:45</td>
<td>Module 3 - Delay Analysis</td>
</tr>
<tr>
<td>16:45 – 17:00</td>
<td>Refreshment Break</td>
</tr>
<tr>
<td>17:00 – 17:30</td>
<td>Assignment No. 3</td>
</tr>
</tbody>
</table>

### DAY 2

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>09:00 – 09:30</td>
<td>Registration</td>
</tr>
<tr>
<td>09:30 – 11:00</td>
<td>Module 4 - The Essential Elements to a Successful Claim</td>
</tr>
<tr>
<td>11:00 – 11:45</td>
<td>Assignment No. 4</td>
</tr>
<tr>
<td>11:45 – 12:00</td>
<td>Refreshment Break</td>
</tr>
<tr>
<td>12:00 – 13:30</td>
<td>Module 5 - Compilation and Presentation of Claims and Responses</td>
</tr>
<tr>
<td>13:30 – 14:30</td>
<td>Networking Lunch</td>
</tr>
<tr>
<td>14:30 – 15:15</td>
<td>Assignment No. 5</td>
</tr>
<tr>
<td>15:15 – 16:45</td>
<td>Module 6 - Responses, Determinations and Disputes</td>
</tr>
<tr>
<td>16:45 – 17:00</td>
<td>Refreshment Break</td>
</tr>
<tr>
<td>17:00 – 17:30</td>
<td>General Discussion and Close Out</td>
</tr>
</tbody>
</table>

## MODULE CONTENT

### MODULE 1

**CONTRACT ADMINISTRATION**

This module deals with the creation of good contract administration practices to prevent and to effectively manage claims. Topics include contract documents, programmes and planning, project records and records for claims. The creation of a claim strategy is also dealt with in this module.

### MODULE 2

**TYPES OF CLAIM**

The various types of claim including those for variations, extensions of time, prolongation, acceleration disruption and damages are discussed in this module. The importance of notices and claim procedures are also dealt with here.

### MODULE 3

**DELAY ANALYSIS**

An extension of time claim will fail unless it demonstrates that the delay had an effect on the completion date. This module discusses delay analysis principles including concurrent delay, float and the critical path, in order to link cause and effect. Various delay analysis methods are discussed and practical examples provided.

### MODULE 4

**THE ESSENTIAL ELEMENTS TO A SUCCESSFUL CLAIM OR RESPONSE**

In order for a claim to succeed, it must include several essential elements. This module deals with what should be included in a claim and effective ways of dealing with these requirements.

### MODULE 5

**COMPILATION AND PRESENTATION OF CLAIMS AND RESPONSES**

Having a just case does not always ensure a successful outcome and many claims have failed through poor presentation. The effective presentation of a claim will assist those responsible for reviewing the claim and this module discusses ways and means of ensuring the claim is compiled and presented to best effect.

### MODULE 6

**RESPONSES, DETERMINATIONS AND DISPUTES**

Every claim requires a response or determination of some sort. This module deals with effective ways of presenting responses so as to close out issues in a timely manner and prevent disputes. Dispute procedures and practices are also discussed here.
Andy Hewitt has almost 40-years experience in the construction industry, which has been gained in the United Kingdom, West Africa and the Middle East. He has held senior contracts, commercial and project management positions with contractors, sub-contractors and consultants, including several years operating his own consultancy practice, both in the UK and in the Middle East, where he has worked on several iconic projects. He is the author of the internationally acclaimed book *Construction Claims & Response*; effective writing & presentation, and often contributes articles to industry publications.

Andy’s experience led him to specialise in contractual issues, claims and dispute management, both as a consultant and as a teacher and trainer. To this end, he developed and launched the Claims Class distance learning and intensive training courses, which are offered on an international basis.

TESTIMONIALS:

‘Very satisfied with the overall learning experience’
CHARLES DE LEON

‘Very good course, expertly put across with many interesting and practical ideas and experiences’
DARREN JONES

‘Very satisfied. Material clearly presented by an informed and experienced speaker.’
RUSSELL HIGH

WHO SHOULD ATTEND:

QUANTITY SURVEYORS
ENGINEERS
PLANNERS
ARCHITECTS
CONTRACT ADMINISTRATORS
PROJECT MANAGERS / DIRECTORS
COMMERCIAL MANAGERS
CONTRACTS MANAGERS
CLAIMS CONSULTANTS
CONSTRUCTION LAWYERS

PUBLICATIONS

CONSTRUCTION CLAIMS & RESPONSES: EFFECTIVE WRITING AND PRESENTATION.

Construction Claims & Responses: effective writing and presentation was written with the emphasis on providing practical hands-on advice to those involved in the submission and review of claims. It was voted book of the month by Construction Books Direct during the first month of publication and has enjoyed international sales success since it’s launch. It is essential reading for those new to claims and provides an excellent aide-memoire for those with more experience.

The Claims Class Intensive Training Course provides delegates the opportunity to learn the principles contained in the book directly from the author.
We wish to pay by:

☐ Cheque payable to “Singapore Institute of Building Limited” OR ☐ Company invoice.

Bank name/cheque no: ________________________________

Cancellations and transfers will be processed in accordance with the Claims Class Terms and Conditions for the 2-Day Intensive Training Course which can be found on the Claims Class website.

www.constructionclaimsclass.com/intensive-training

☐ Please tick here to indicate that you have READ AND ACCEPT the Claims Class Terms & Conditions.