

THE IN-HOUSE TRAINING COMPANY

Contract management for practitioners – an IACCM qualification (CCMA)



Overview

This two-day programme gives the key insights and understanding of contracting principles and the impact they have on business and operations. The course is designed for individuals involved in or supporting contracting who want to improve their commercial management skills; individuals in functions such as project management, business development, finance, operations who need practical training in commercial management; general audiences wanting to gain a basic understanding of commercial management.

This is an assessed programme, leading to the International Association for Contracts & Commercial Management (IACCM)'s coveted Contract and Commercial Management Associate (CCMA) qualification.

Learning objectives

The programme addresses 31 different subject areas, across the five stages of the contracting process. By the end of the course the participants will be able, among other things, to:

- Develop robust contract plans, including scope of work and award strategies
- Conduct effective contracting activities, including ITT, RFP, negotiated outcomes
- Negotiate effectively with key stakeholders, making use of the key skills of persuading and influencing and to work with stakeholders to improve outcomes
- Set up and maintain contract management systems
- Take a proactive approach to managing contracts
- Make effective use of lessons learned to promote improvements from less than optimal outcomes, using appropriate templates
- Develop and monitor appropriate and robust Key Performance Indicators to manage the contractor and facilitate improved performance
- Understand the approvals process and how to develop and present robust propositions
- Make appropriate use of best practice contract management tools, techniques and templates

Who should attend?

This course is specifically designed for contract managers, but will also be appropriate for:

- Contract administrators
- Focal points
- Contract officers
- Team leaders
- Commercial managers
- End-users
- Buyers
- Technical experts
- Proponents
- Project managers
- Finance staff
- Internal customers

... and other key stakeholders who need to collaborate with contract practitioners to manage contracts in an agile and collaborate manner.

Those seeking a refresher in this subject as well as those who wish to consolidate their practical knowledge and experience with a formal qualification would also benefit from taking part in this programme.

Course format and qualification process

This two-day programme can also be delivered virtually.

Offered here on an in-house basis, the programme is also run as an open programme, sometimes virtually and sometimes in classroom format in central London as circumstances dictate: call or email us for dates, formats and prices.

Participants are required to submit for assessment a series of four especially designed case studies and assignments. These will be reviewed and discussed during class time and participants are required to then write up and submit their assessments within a reasonable time. These are then assessed by the trainer and submitted to IACCM for moderation. Participants who successfully complete all assignments and the end of course multi-choice test and case study exam will be recommended to IACCM for Associate level (CCMA) certification.

Special features

The content of this course has been cross-mapped with CIPS/ISM/IACCM competency frameworks and other relevant international standards and benchmarks.

Expert trainer

Dr Ray Carter runs his own international training and development consultancy, specialising in procurement. A prolific author, his fourth book, Practical Contract Management, with Steve Kirby and Alan Oxenbury, was published in 2012. He has also had numerous articles and papers published in journals such as Supply Management and the Centre for Advanced Procurement's Praxis publication. Ray is Chairman of the Procurement Best Practice Forum, which is made up of many large blue-chip organisations, the purpose of which is to identify and disseminate supply chain management best practices. Ray's now famous '10 Cs' of supplier evaluation model, first published in 1995, has become an accepted model for the evaluation of suppliers and contractors and has been adopted by many organisations. It is also part of the CIPS level 4 syllabus. In recent years, he has undertaken training and consultancy assignments across the UK and around the world for organisations such as DWP, NHS, Shell, Lucas Engineering and Systems, the Chartered Institute of Purchasing and Supply, BRC, Nederlandse Aardolie Maatschappij BV, Abu Dhabi Company for Onshore Oil Operations (ZADCO), NDC, Ericsson, British Aerospace, Marconi, BBC, Magnox, Ordnance Survey, Chevron, Caspian Pipeline Consortium, Tengzichevroil Company, Coca-Cola, Shell International BV, IMechE, African Development Bank, United Healthcare, MLM, SEPA, Yorkshire Water, East Lothian Council, Medway Council, National Grid, City of Bradford MDC, etc.

Course outline

DAY ONE

1 Introductions

- Aims
- Objectives
- Plan for the day

2 Commercial context

- Explaining the contracting context
- Define the key objective
- The importance of contract management
- Impact upon the business

3 Stakeholders

- How to undertake stakeholder mapping and analysis
- Shared vision concept,
- How to engage with HSE, Finance, Operations

4 Roles and responsibilities

- Exploring the key roles and responsibilities of contract administrators, HSE, Finance, Divisional managers, etc

5 Initiating the contract cycle

- Overview of the contracting cycle
- Requirement to tender
- Methods
- Rationale and exceptions

6 Specifications

- Developing robust scope of works
- Use of performance specifications
- Output based SOW

7 Strategy and award criteria

- Developing a robust contract strategy
- Award submissions/criteria

8 Managing the tender process

- Review the pre-qualification process
- Vendor registration rules and processes
- Creation of bidder lists
- Evaluation, short listing, and how to use of the 10Cs[®] model template and app

9 Types of contract

- Classify the different types of contracts
- Call-offs
- Framework agreement
- Price agreements
- Supply agreements

10 The contract I: price

- Understanding contract terms
- Methods of compensation
- Lump sum, unit price, cost plus, time and materials, alternative methods
- Cost plus a fee, target cost, gain share contracts
- Advanced payments
- Price escalation clauses

DAY TWO

11 Risk

- How to manage risks
- Risk classification
- Mitigation of contractual risks

12 Contractor relationship management session

- Effectively managing relationships with contractors,
- Types of relationships
- Driving forces?
- Link between type of contract and style of relationship

13 Disputes

- Dealing with disputes
- Conflict resolution
- Negotiation
- Mediation
- Arbitration

14 Contract management

- Measuring and improving contract performance
- Using KPIs and SLAs
- Benchmarking
- Cost controls

15 The contract II: terms and conditions

- Contract terms and conditions
- Legal aspects
- Drafting special terms

16 Managing claims and variations

- How to manage contract and works variations orders
- Identifying the causes of variations
- Contractor claims process

17 Completion

- Contract close-out process
- Acceptance/completion
- Capture the learning/HSE
- Final payments, evaluation of performance

18 Close

- Review
- Final assessment

Any questions?

Please just give us a call on 01582 463463 – we're here to help!
Or visit www.theinhousetrainingcompany.com

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