



Future-Oriented Training and Consulting

CONTRACT ADMINISTRATION AND CLAIMS MANAGEMENT PROGRAM

Contract Administration & Claims Management

Equipping professionals to administer contracts and manage claims through to resolution.

Proven Claims Frameworks Structured frameworks for preparing and evaluating claims.	Executive Discussions Case studies, simulations, and executive discussions from real projects.
Contract Administration Tool Exposure Hands-on exposure to contract administration tools.	Practical Claims Resolution Skills Skills to prepare, evaluate, and resolve claims while protecting project interests.

CONTACT & HEADQUARTERS

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Program Overview

This program builds practical expertise in administering construction contracts and managing claims through to resolution.

Through case studies, executive discussions, simulations, and hands-on exposure to contract administration tools, participants will develop the skills to prepare, evaluate, and resolve claims while protecting project interests.

Program Objectives

- **Understand Contract Administration Fundamentals:** Grasp the administrative obligations that protect project interests.
- **Maintain Contract Records:** Document decisions, notices, and correspondence systematically.
- **Apply Contract Administration Tools:** Use software to track claims and deadlines.
- **Prepare and Evaluate Claims:** Build well-substantiated claims and assess incoming ones.
- **Resolve Claims Effectively:** Negotiate and settle claims before they escalate.
- **Sustain Administration Discipline:** Apply documentation and review practices long-term.

Target Audience

This program is designed for professionals administering contracts and managing claims, including:

- **Contract & Claims Administrators** preparing and evaluating claims.
- **Project & Construction Managers** overseeing contract compliance on site.
- **Quantity Surveyors & Commercial Managers** valuing works and assessing claims.
- **Legal & Dispute Resolution Advisors** supporting claims through resolution.
- **Contractors & Subcontractor Managers** preparing claims for delays and changes.
- **Owners & Client Representatives** evaluating and responding to claims.
- **Consultants & Claims Advisors** guiding clients through claims management.

Program Impact

Participants will leave this program with practical claims management skills. Graduates will return to their organizations ready to prepare, evaluate, and resolve claims while protecting project interests.

Program Outline

MODULE 1: Foundations of Contract Administration

- Administrative obligations across contract types
- How poor administration creates claims exposure
- Overview of common claim types and causes
- The administrator's role in claims prevention
- Common pitfalls in contract administration

MODULE 2: Maintaining Contract Records

- Documenting notices, instructions, and decisions
- Building a defensible project record
- Managing correspondence and version control
- Hands-on exposure to contract administration tools
- Avoiding common documentation gaps

MODULE 3: Preparing and Evaluating Claims

- Establishing grounds and entitlement for claims
- Substantiating time and cost impact
- Evaluating claims received from other parties
- Using claims tracking and evaluation tools

MODULE 4: Negotiating and Resolving Claims

- Preparing for claims negotiations
- Applying negotiation strategies for fair outcomes
- Documenting settlement agreements
- Using resolution tracking tools
- Building a resolved, well-documented claim file

MODULE 5: Escalation and Ongoing Administration

- Escalating unresolved claims appropriately
- Monitoring claims trends across projects
- Applying lessons learned to future contracts
- Sustaining administration discipline beyond the program