

“ I have done many courses in contracts over the last 20 years and this is by far the most informative session I have attended. Brilliant stuff! ”

Supply Chain Manager,
Loy Yang Power

Contract Management Training

25+ courses | specialist contract management & procurement skills development

“ As a ‘multi-discipline training solutions provider’, Informa Corporate Learning have shown themselves to be more than a match for every question that I have asked.... the portfolio of training from highly reputable and competent ‘subject matter experts’... has given me the confidence to make them my first and intended only call when training is needed in any area. ”

Commercial Sales Manager,
Australia & New Zealand, Tracerco

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About Us

Informa Corporate Learning has a 30+ year track record of delivering very successful learning solutions achieving real and measurable value for our clients by matching training needs to our portfolio of quality training consultants.

Why we stand above the rest

Superior quality course design

Our range of well researched, targeted and timely courses consistently receive high ratings over 95% and are regularly audited

World class instructors

Our hand-picked 900+ instructor faculty are recognised experts in their field

Breadth & depth of talent & content

We design market-leading training, with an evolving 400+ product portfolio

Locally available, frequent, convenient, value driven programs

We deliver courses when and where you need them, never compromising on value

Global alliance

We are a progressive international business headquartered in London with industry leading products and services spanning 50 countries

History and credibility

We have some of the longest-standing brands in the world of training, publishing, conferences, and exhibitions, dating back to 1734.

Why our customer rating is 95%

“Very engaging and knowledgeable presenter. A++++. Excellent course and a great investment of my time.”

Construction Supervisor,
SA Water

“One of the best [courses] that I've been on in terms of relevance and appropriate to audience.”

Contracts & Purchasing,
Conoco Phillips

“Very engaging and explained topics clearly. Fantastic instructor! Very beneficial, would definitely recommend.”

Tenement Coordinator,
FMG

“Terry is great. Really found the whole series of courses both informative and interactive. A pity the course series has come to an end.”

Category Manager,
Caltex



About the Contracts & Legal Portfolio

Informa Corporate Learning offers a core curriculum designed by expert practitioners to ensure you gain valuable knowledge and skills that cover all aspects of the contract management process. And, we've brought it all together in a certification process called the **Contract Management Professional (CMP)**.

In addition to this core curriculum, we offer specialised courses in procurement and legal arenas ranging from maritime law to winning tenders, commercial gas contract negotiation.

In short, whatever your role or experience, we have a course to help you. If it's not published in this catalogue, rest assured, we have the capability and expertise to develop and deliver it for you.

If you are planning a career in contract management, the good news is that many of our courses contribute towards the CMP certification or the other certifications we offer. So you can receive formal recognition for your learning as you progress.

You will receive expert instruction and guidance in planning, preparing, negotiating, administering and managing contracts.

About the CMP Certification

The CMP Certification addresses all of the knowledge areas required to become a proficient contracts manager.

This certification has been designed and developed, based on research with the Australian contract management community and the CMP Executive Panel. Its goal is to address the desire for all people involved in the contract life cycle, to avoid the pitfalls, headaches and cost blowouts that can occur when contracts are not tight, well structured, or well managed.

The CMP Certification framework facilitates the learning and direct application of knowledge and skills in the workplace. It has been developed through rigorous peer review and is refined regularly, in response to customer feedback, industry research, new trends and changes in legislation.

Participants can complete the whole certification, the sub-certifications, or, select the most relevant units to align with your company's training needs analyses.

Customised, in-company versions of the CMP are available. We can work with your company's contracts and contractual issues, and develop case studies more relevant to your unique and confidential objectives.

The CMP Endorsing Bodies & Alliances



Informa Corporate Learning is a Learning Partner of the International Association for Contract and Commercial Management (IACCM), which promotes the international standards and practices for defining and managing trading relationships.



Under the ICL - IACCM partnership, CMP graduates also gain recognition by IACCM and are awarded Contract and Commercial Management Practitioner (CCMP) certification. CMP graduates are also eligible for IACCM membership and can gain access to IACCM resources. The IACCM will also recognise your completion of CMP units for Continuing Professional Development (CPD) purposes.



The completion of CMP certification and the awarding of CCMP status provides recognition for you and confidence for your employer. Certification standards are rigorous but achievable by most.

International Institute of
Business & Technology
Australia



The International Institute of Business & Technology Australia is a highly respected, government approved, Australian provider of higher education and VET programs. Their suite of programs includes a university level Diploma of Business Administration, equivalent to the first year of a business related undergraduate degree at six partner Australian Universities.

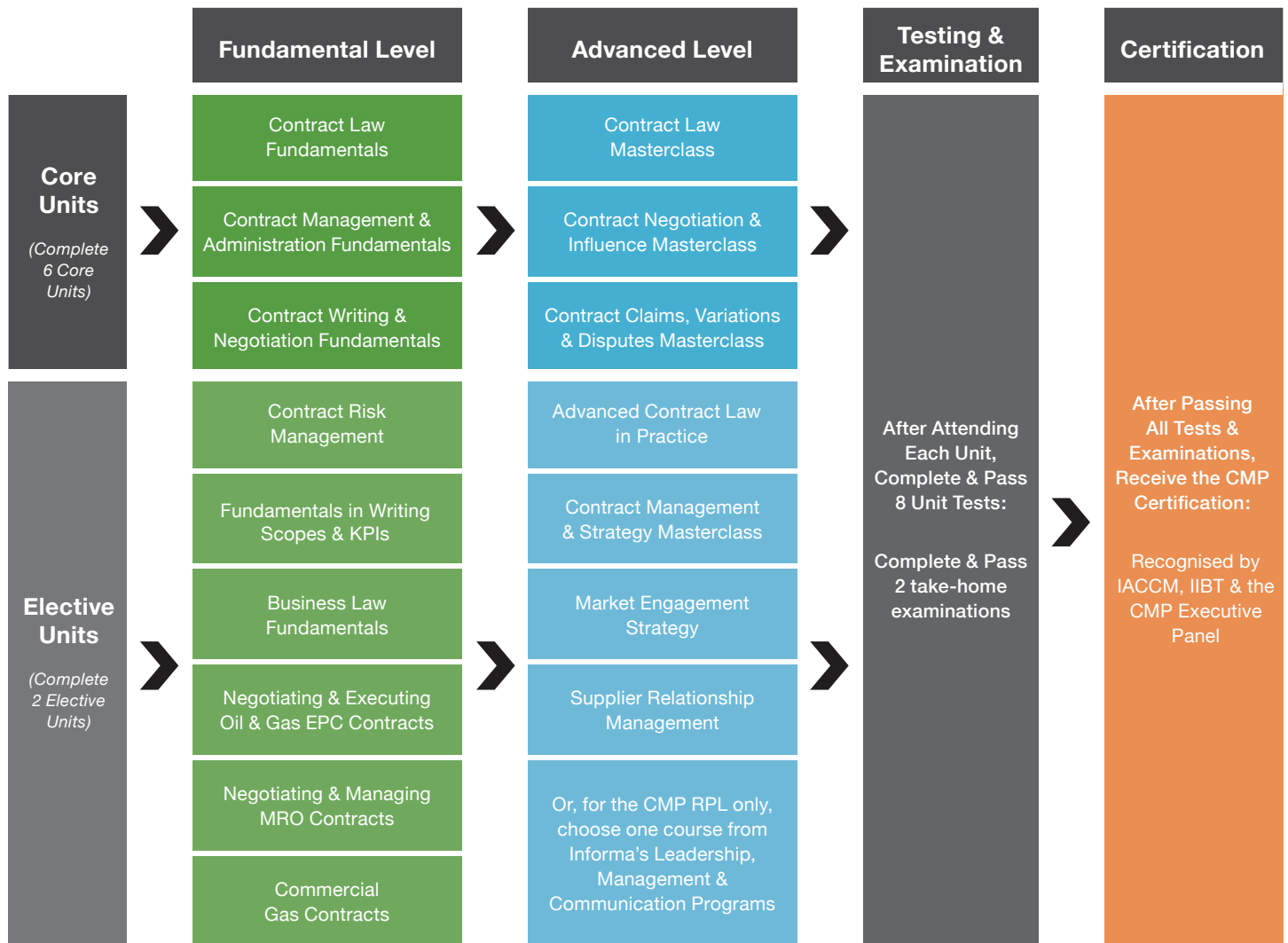
IIBT endorse the CMP certification framework, therefore will recognise those who become a CMP Master and provide them with 2 units of credit towards a Diploma of Business Administration.



The CMP Certification Structure

The CMP Certification is the main certification available in the CMP series.

- Candidates must complete 6 core units: plus 2 electives
- The core units are mapped into 2 knowledge areas, contract law and contract management
- The units are in the form of 2-day, face-to-face learning workshops
- The units/workshops comprise teaching, facilitation, questioning, discussions and knowledge based testing
- Upon passing the 8 units and tests, candidates may apply for the 2 knowledge area examinations:
 - > Take-home, study based and comprise short and long answers
 - > Require candidates to demonstrate the application of their knowledge in the workplace
- Upon passing the 2 examinations and 8 tests, the candidate becomes a Certified Contract Management Professional (CMP)
- Once becoming a CMP, you qualify to gain recognition by IACCM and are awarded Contract and Commercial Management Practitioner (CCMP) certification
- IACCM will also recognise your completion of CMP units for Continuing Professional Development (CPD) purposes
- Candidates can fast track a diploma, then a bachelor degree through the IIBT alliance on completing and passing 10 units and becoming a CMP Master





The Full Range of Certifications

Certification Name	Requirements	Testing & Examination	Certification
Certified Contract Management Associate (CMA)	Complete 3 Core + 1 Elective Units at the Fundamental Level	Pass 4 Tests	CMA
Certified Contract Law Specialist (CLS)	Complete all 3 Contract Law Units: Contract Law Fundamentals, Contract Law Masterclass and Advanced Contract Law in Practice	Pass 3 Tests & Complete the Contract Law Exam	CLS
Certified Contract Management Professional (CMP)	Complete 3 Core + 1 Elective at the Fundamental Level and Complete 3 Core + 1 Elective at the Advanced Level	Pass 8 Tests & 2 Exams	CMP
CMP Master*	After Completing the CMP: Complete 2 Additional Elective Units, 1 of which must be: Advanced Contract Law in Practice	Pass 2 Tests or Equivalent	CMP Master*

* CMP Master means that as a CMP you will be able to gain 2 units of credit towards IIBT's Diploma of Business Administration. On successful completion of the Diploma, you will gain direct entry to a 2nd year into a degree in the business faculty of one of the IIBT partner universities: Curtin University, University of Wollongong, University of Tasmania, Swinburne University of Technology, Edith Cowan University and Bond University

The CMP Master – Fast-Track to a Diploma or Bachelor Degree

For those contract management specialists who may not have a formal higher educational or university qualification, Informa have aligned with IIBT, an Australian higher education provider, to provide a fast-track to:

- A Diploma of Business Administration (through IIBT)
- A Bachelor Degree (through IIBT)

Become a **CMP Master** by first becoming a CMP, then completing 2 additional elective units from the CMP framework

- As a CMP Master you will gain 2 units of credit towards the 1-year Diploma of Business Administration
- Complete the Diploma of Business Administration and gain guaranteed articulation into 2nd year of a relevant bachelor degree at the IIBT partner universities

The CMA & CLS Sub-Level Certifications

There are 2 interim, sub-level certifications that may be achieved as part of the CMP framework.

1. The Contract Management Associate (CMA)

- The CMA is the first step on the pathway to becoming a CMP. It provides a fundamental overview and application of core contract management skills
- The CMA requires completion and passing the tests for 3 Core units and 1 Elective at the **Fundamental** level

2. The Contract Law Specialist (CLS)

- The CLS is for those who want to feel confident with their knowledge and analysis skills around contract law, to improve their ability to work more directly with legal aspects of contracts
- The CLS requires completion and passing the tests for all 3 Contract Law Units at both the **Fundamental** and **Advanced** levels. It also requires the completion of the Contract Law Exam



Meet the CMP Executive Panel

Our panel of experts combine over 100 years of expertise in contract law, contract management, contract strategy and contract risk. They have impressive formal qualifications, extensive teaching experience, are authors of books, research papers and have designed university level curriculums.

They serve as qualified lawyers, barristers, solicitors, associate and adjunct professors and visiting lecturers around the world.

Actively involved with various professional associations and public speaking engagements, our experts have contributed to policy, training and education in the field of contract management.

Widely recognised and respected, our experts write and teach the CMP Certification syllabus, facilitate and mark and grade all of the tests and examinations.



Terry Reid

Terry has over 27 years' experience as a barrister, solicitor and lecturer. Combining an exceptional legal mind with business experience, Terry's courses are delivered with a very high degree of interaction with participants gaining an insightful view of how the law can be beneficial in their business.

“Despite having formal legal training, the course content was very useful and presented exceptionally well. Excellent course content. Terry's delivery was very structured and engaging. Best course I have done to date.”

*Superintendent Commercial Services,
Barrick (Niugini) Ltd*



Alana Dowley

Qualified in law, with over 20 years experience, Alana combines contracts and management consulting, corporate training and legal practice.

“She is extremely knowledgeable and has the required expertise including all relevant examples. Very, very good. I found it very good and thank Alana for presenting a great training session.”

*Contract Administrator,
Decmil Australia*



Dr Sara Cullen

With over 30 years of experience, Dr Cullen is a contracts expert having negotiated over \$18 billion of contracts in various industries in Australia and globally. Sara has trained over 6300 professionals worldwide and published 19 books and 126 papers.

“One of the best short courses I have attended. Lots of new ideas. Contract expenditure, scorecards, and dispute prevention were outstanding. Sara has extremely wide knowledge and excellent way of expressing clarity.”

*Energy and Contracts Manager,
Horizon Power*



Sean McCarthy

Sean offers over 20 years of expertise in contract management, claims management, procurement and contract law.

“Very enjoyable course. Was interesting and useful throughout. Time went quickly and learnt a lot. Liked the approach encouraging a lot of discussion and real examples from the group as well as real examples from Sean's own workplace.”

*Contract Analyst,
SA Water*

Onsite & Customised Training:

Why not follow in the footsteps of some of Australia's most forward thinking companies and host one of our industry leading contract course On-site for your organisation? Work with us to create tailor made content that is customised exclusively for your organisation and take advantage of the opportunity to use your contracts as part of the training exercises and course discussions.

With discounts starting at 20% and dates to suit you, in-house courses are a cost effective and flexible way to train up your staff. Get in touch with us today. Contact **Holly Baldwin** or **Anton Long** on +61 (02) 9080 4455 or email training@informa.com.au for more information.

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CMP Investment & What's Included

2020 CMP Pricing Includes

- 8x2-day course instruction (128 CPD hours teaching/facilitation/workshops/discussion including breaks)
- 8x1 hour of testing per course including revision time at the end of each course
- 2x take home examinations, marking & feedback
- 8x course manuals/documentation
- Extra articles, quizzes, hand-outs to supplement documentation
- Pre-course questionnaires
- Post course feedback
- Online follow up, articles, white papers, content
- The added benefit of valuable face to face instruction/teaching
- Testing, marking and feedback
- Examinations, marking & feedback
- Membership to IACCM and other relevant associations/institutes
- Certification
- CPD hours for the IACCM and other relevant associations

For a full list of prices on all our courses, please contact **Sushil Kunwar** at +61 (02) 9080 4395, sushil.kunwar@informa.com

Training Delivery Options

We can offer this program as a public training package, where you attend individual units at venues around Australia, or in-house, at a venue of your choice.

If your company wishes to certify 8 or more of you and your team/department/division, we can offer you training in-house, at your venue. The discount starts at 30%.

The benefits of public training

- Network - Mix and network with different companies and participants
- Flexible - Can pick/choose the venue/location of choice
- Compare - Share different stories, case studies and challenges from different industry sectors

The benefits of onsite training

- Customisation – the course can be customised to you and your company's requirements and challenges. You can delve into contract specific detail
- Confidential – your confidential, contractual information can be shared in a safe environment
- Save money – often onsite training can save you venue and catering costs
- Flexible – you can schedule when you like rather than relying on the public schedule



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Course Descriptions

Contract Management

CMP

Level - Fundamental

Contract Management & Administration Fundamentals

A Complete Guide to the Principles of Contract Management

A well devised combination of theory, best practices & practical instruction examining contract delivery method selection, planning, reporting structures, claims & variations & other contract administration processes

Key Learning Objectives

- Clarify the roles of the contract manager and contract administrator
- Understand key aspects of contracts: as a contract manager how to read, interpret and evaluate them
- Examine fundamental facets of contract administration and claims processes
- Appreciate the contractual issues surrounding variations, delays and defects; and develop procedures to effectively deal with these issues
- Appreciate contract compliance issues in project management – what does this mean?
- Analyse key principles of effective document control, reporting and communication systems
- Discover cooperative negotiation and partnering skills for dispute avoidance and resolution

CMP

Level - Advanced

Contract Claims, Variations & Disputes Masterclass

A Complete Guide to Contract Issues Management

This course will provide an expert, comprehensive review of managing issues that arise out of contracts; how they can be identified, substantiated, managed & assessed in accordance with contractual requirements & best practice

Key Learning Objectives

- Understand the aspects of contract administration that impact claims and disputes
- Establish what issues/claims are and when they occur
- Properly identify potential contract issues
- Establish how claims should be quantified and valued
- Understand what the contractual requirements are in relation to claims
- Determine an effective claims management procedure
- Understand obligations when assessing claims
- Discover specific negotiation and behavioural skills to reduce the amount of time and energy spent on claims
- Understand the possible behavioural outcomes and learn an approach to avoiding negatives
- Gain insights into the nature of the various approaches to contractual dispute resolution

CMP

Level - Fundamental

Contract Writing & Negotiation for Non-Lawyers

A Complete Guide to Contract Preparation Best Practice

A combination of 2 essential skills necessary to achieve the best commercial results in contracts: negotiation skills to effectively navigate conflicting interests/priorities; the skills to produce the written form of the contractual agreement so it is clear, precise & minimises issues

Key Learning Objectives

- Consider important elements of a contract such as operational factors, risks and the cost/performance balance
- Develop a process to capture lessons learnt from previous contracts to apply now
- Interpret a contract that you may not have designed to determine what applies to your contracts and your negotiating position
- Ensure the contract design accurately reflects what is being procured and supports ongoing issues during the term
- Foresee the active management of the principal-contractor relationships when varying aspects like price, deliverables and extensions
- Understand the use/amendment of standard form contracts and contract schedules
- Modify and create clauses that are clear, plain English and should not be misinterpreted
- Understand ways to build and manage your bargaining power



Course Descriptions

Contract Management



Level - Advanced

Contract Negotiation & Influence Masterclass

Advanced Contract Negotiation Strategies for Win-Win Outcomes

Apply advanced strategies & further develop your negotiation, persuasion & influence skills to take your contracting abilities to the next level – in both pre-contract & post-award phases of the contracting lifecycle

Key Learning Objectives

- Understand principles of human behaviour and motivation which might enhance the outcome of pre-and post-award contract negotiation
- Understand how to communicate and negotiate resolution of obstacles to contract formation
- Improve your capacity to achieve your contractual entitlements by negotiation and influence rather than dispute resolution procedures
- Effectively execute contract negotiations from both contract conditions and financial/ technical performance perspectives
- Make the best of contract determined power balances in negotiating various issues in the post award contract administration context
- Understand and apply various aspects of the psychology of relationships to negotiation scenarios in the contracts environment
- Comprehend the pros and cons of failure to reach negotiated agreements during the administration of contracts
- Review conflict resolution styles and principles for all aspects of contract negotiations



Level - Fundamental

Fundamentals in Writing Scopes & KPIs

The guide to designing effective Statements of Work & Key Performance Indicators

This 2-day intensive course takes you through the high-level issues and solutions down to the detailed ones, with practical application, so that quotations are accurate, differing interpretations are few, management can be efficient, & performance is driven to the right result

Key Learning Objectives

- Appreciate why The Specification/ SoW is the most important part of the contract
- Gain practical experience writing each part of a specification/SoW through worked examples – paying close attention to appropriate structure, clear responsibilities and the right language
- Learn how to write up KPIs that will work in practice
- Explore the financial and non-financial means to drive KPIs
- Identify how to critique any specification/SoW and KPI, and fix it
- Critique and improve one of your own specifications/ SoW and KPIs throughout the course
- Have your specification/SoW and KPIs reviewed for good practice and obtain feedback



Level - Advanced

Contract Management & Strategy Masterclass

A Complete Guide to Contract Management Best Practice

A combination of theory, best practices & expert practical guidance to assist in the development of a robust & contract management framework for the design & delivery of commercial objectives

Key Learning Objectives

- Absorb the complexity of managing today's contracts and providers
- See modern techniques for strategically managing the range of contracts in your portfolio
- Obtain tools and techniques to get real results and performance through strategic thinking
- Benchmark your organisation against best practices, and chose the practices right for you
- Be conversant in the key aspects of law that affects managing contracts
- Avoid the Winner's Curse - 20% of contracts are cursed from the start
- Kick off a contract management strategy
- Examine the use of a Governance Charter - a best practice for contract management agreements
- Have your personal contract management style profiled and benchmarked, and see how the styles can affect your team and relationships with providers



Course Descriptions

Contract Management



Level - *Fundamental*

Contract Risk Management

A Complete Guide to Improving Contracts through Risk Management

Build your understanding & confidence with practical & efficient risk management processes that can be applied throughout the contract/project cycle to add value & improve performance

Key Learning Objectives

- Understand how to develop an integrated risk management process for all your contracts/project to reduce business risk
- Appreciate how to obtain a realistic contingency for your contracts to improve competitiveness as a tenderer or for project funding
- Use risk management with the parties pre and post contract to gain better contract outcomes
- Quantify issues to enhance quicker and more commercially focused contract negotiations
- Develop contracts that are more equitable using risk management
- Learn to use risk processes to ensure the contract is robust (or to find its weaknesses)
- Integrate safety risk management processes that flow from principal to designer, contractor and operators/maintainers

Contracting Structures & Project Delivery

Comparing & Assessing Sustainable Contracting Options

A 1-day course demystifying complex project contracts & focusing on what you need for your project to be successful including market examination, clarifying your desired results, the financial options & relevant risks – all to help you design the contract that will deliver

Project Managing Contract Management

Utilising Project Management Methods to Improve Contract Outcomes

A practical 1-day course highlighting project management as a tool to streamline the contract administration process, examining contract planning, prioritisation, scheduling, & tracking methodologies

Contract Scope Writing

THE guide to designing effective Statements of Work

This 1-day intensive course summaries the high-level issues & solutions & examines the detailed ones, with practical application, so that quotations are accurate, differing interpretations are few, management can be efficient, & performance is driven to the right result

Contract Planning for Complex Projects

Comparing & Assessing Sustainable Contracting Options

A 1-day course demystifying complex project contracts & focusing on what you need for your project to be successful including market analysis, clarifying desired results, the financial options & relevant risks – all to help you design the contract that will deliver

Building a Contract Scorecard

THE guide to designing outcomes based contract benchmarks to improve your contracting strategy

An upfront investment in your contracts, from a commercial rather than legal perspective is probably the single most influential activity you can undertake; attend this course to learn to nail down key outcomes & avoid: lack of focus, inconsistent objectives, hidden costs & deteriorating relationships

Relationship Contracting

Comparing & Assessing Contracting Options

The intricacies of a range of approaches to contract delivery including ECI, alliance contracting, partnering, traditional lump sum & PPP methods to assist in determining an optimal mix of contracting strategies linked to delivery objectives



Course Descriptions

Contract Law & Legal

CMP Level - Fundamental

Contract Law Fundamentals for Non-Lawyers

Build confidence around legal terminology & contractual obligations to help protect your commercial interests, assist in contract development & avoid disputes. Better equip yourself to understand the legal advice you receive, interpret it correctly & generate true value for your business

Key Learning Objectives

- Examine and address current topical issues in contract law
- Review statutory and common law obligations that must be incorporated into contracts
- Develop processes to ensure contract objectives are delivered while mitigating risk
- Review a select sample of contracts clauses to identify responsibility and liability
- Implement drafting changes that improve contract clarity and structure
- Discover how various contract clauses achieve maximum risk management by analysing drafting and testing techniques
- Understand and initiate a review of contractual governance in your organisation
- Examine insurance arrangements and indemnities
- Design effective methods of dispute resolution and documentation collection

CMP Level - Advanced

Contract Law Masterclass for Non-Lawyers

Learn to better manage risk, systematically audit contracts & improve dispute resolution by examining advanced elements of contract law & contractual obligations. Become competent at assessing the legal advice you receive & interpreting it correctly to generate true value for your business

Key Learning Objectives

- Gain new tools, knowledge and means to handle and develop legally astute and advantageous contracts
- Implement strategies to ensure your contracts are plainly expressed and well risk-managed
- Protect your interests if things go wrong in the future
- Understand the force of your contractual obligations
- Identify clauses that can be used to effectively manage risk
- Recognise the optimal times to exert the power of the clauses in your contracts
- Appreciate what constitutes a good contract and why
- Ensure that your organisation has a high level of 'contractual governance'
- Understand the contractual implications of practical e-commerce

CMP Level - Advanced

Advanced Contract Law in Practice

Master your contract interpretation & preparation skills through this advanced program designed to extract, discuss, & interpret complex contract law issues & the real intent behind clauses, terms & conditions to generate true value for your business

Key Learning Objectives

- Identify the legal issues which arise from using certain contract terms clauses
- Review select terms and conditions and identify when and where these should be used in contracts
- Examine and develop practical approaches to the following terms, conditions and clauses: indemnities, insurance, payment, bank guarantees, force majeure, liability, liquidated damages and termination
- Maintain control of the contracting process by using terms and conditions and designing an appropriate framework
- Consider advanced drafting techniques to ensure terms and conditions do not create ambiguity and uncertainty in contracts



Course Descriptions

Contract Law & Legal



Level - *Fundamental*

Business Law Fundamentals for Non-Lawyers

COVERING: Laws & Courts:
Corporations: Contracts: Torts:
Consumer Law: Property:
Employment Law: Crime: Fraud:
Online: Privacy

A not-to-be-missed review of the diverse elements of law to which businesses are exposed: with a unique focus on the real & the practical steps that can be taken to ensure obligations & discharged & risks are managed to improve commercial decision-making, productivity & effectiveness

Key Learning Objectives

- Identify key legal obligations which apply to your department, division or company
- Ensure you are complying with the legal framework in a manner which provides greatest benefit to your organisation
- Ascertain the strengths and weaknesses in your current business systems and implement changes to better ensure the management of legal risk
- Recognise where legal liability exists in business and design appropriate mechanisms to manage it
- Manage any risk which arises out of the non-contractual liability in business
- Understand the relevant implications of the laws of property and intellectual property
- Understand the practical impacts of consumer, competition and employment law
- Understand privacy, crime and fraud in the business environment and how to manage it
- Understand the practical implications of electronic commerce

Consumer & Competition Law Fundamentals For Commercial People

A concise introduction to the Australian consumer and competition law designed to assist in the identification of key areas of exposure for businesses.

The course will cover a broad range of topics from markets & competition to the important areas of misleading & unconscionable conduct.

Key Learning Objectives

- An introduction to consumer and competition law
- Assist in navigating the rules and requirements of the regulatory environment
- Highlight key areas of compliance and develop practical methods of dealing with compliance issues
- Assist in the management of risk in the area of consumer and competition law
- Learn to apply the law to practically to ensure organisational management of any potential exposure
- How to respond when a complaint arises under the legislation
- Examine topical and new areas of development within consumer and competition law

Legislation & Case Law Fundamentals For Commercial People

A best comprehensive, current guide to the law

1 day course demystifying the history and practice of lawmaking, case law & legislation & its relevance to business professionals

Key Learning Objectives

- Review the history of case law, Acts of Parliament and the Constitution
- Learn how statutes are made, interact with case law and maintain quality
- Develop practical approaches to finding relevant law which impacts on professional practice
- Understand how to read and interpret Acts of Parliament and associated delegated legislation
- Find cases which create business rules
- Understand how to apply and read cases in order to ascertain how the rules should be incorporated into a business' practices procedures
- Ensure compliance and good governance by incorporating legislative and judge-made rules
- Understand how to use the Internet to develop methods of finding the law



Course Descriptions

Tendering & Procurement



Level - *Advanced*

Market Engagement Strategy

Advanced Insights into Improving your Tendering & Procurement Effectiveness

This highly practical course gives you the tools to optimise your procurement strategy & category management. It provides advanced insights into the science behind, & the practical application of, best practices in designing tendering processes & preparing tendering documentation

Key Learning Objectives

- Learn how to translate category management strategies into tendering activities
- Understand key tendering issues from 'both sides' of the tender transaction
- Learn how tendering insights from the 'other side' can deliver competitive advantage
- Recognise how to capture and retain seller interest throughout the tender process
- Gain skills in producing cohesive, powerful and compelling tender documents
- Identify common pitfalls when developing scopes of work and specifications
- Build rock solid tender evaluation business cases based on practical learnings
- Be armed with highly effective continuous improvement skills – ensuring capture of tendering lessons learnt for future benefit



Level - *Advanced*

Supplier Relationship Management

Effective strategic planning for & management of your suppliers

Learn to categorise your suppliers by configuration structures, importance, & how they view your organisation, along with how to measure the success of your supplier relationships using the Contract Scorecard to derive value from your relationship

Key Learning Objectives

- Be able to categorise your suppliers to understand the different relationships
- Know the business-to-business relationship and network from a corporate perspective
- Plan an effective relationship from start to finish - before you've selected any suppliers as well as when they leave
- Determine and track the value of suppliers using the Contract Scorecard
- Have your personal conflict management style profiled and benchmarked, and see how the styles can affect your team and relationships with providers

Tender Preparation & Evaluation

A comprehensive overview of the tender process

This course will give you necessary context, the strategic thinking & tools to attract quality proposals, the knowledge to conduct efficient evaluations, & insights into buying wisely - getting the best value for money

Key Learning Objectives

- Discover a strategic outcome-focused approach to planning and developing tenders
- Understand where the tender fits in the contract lifecycle to build bargaining power
- Identify and implement the most appropriate team to develop, evaluate and negotiate
- Plan the tender stages from ROI to tender award
- Devise evaluation criteria that selects optimal providers, solutions and value
- Construct accurate and transparent pricing criteria
- Develop a Request for Proposal structure that attracts quality responses
- Discover tools for productive and accurate tender evaluation
- Learn to conduct due diligence to ensure the bid and solutions are accurate
- Determine ways to de-brief unsuccessful bidders



Course Descriptions

Tendering & Procurement

Winning Competitive Bids & Tenders

Learn the tricks, tips & strategies to win the deal

A 2-day intensive course helping you get a good return from your (often substantial) investment in bidding against competitors. Smart bidding requires understanding the client's needs (even if the client doesn't), hitting the right "buttons" & knowing when to walk away

Key Learning Objectives

- Understand where the bid fits into the entire contract lifecycle and the changes in bargaining power
- Learn to implement the people with the right skills throughout the lifecycle process
- Analyse the client's tender stages from ROI to BAFO and everything in between
- Appreciate why clients approach the market the way that they do
- Discover how to design and price deals to win
- Appreciate the key issues when deciding whether to bid or not
- Respond to client an effective manner
- Know the common tricks, traps and tips in making bids

Establishing & Writing Service Level Agreements

The best practice guide to quality SLAs

An intensive course that will help you design & write an SLA that delivers quality-of-service from third-party providers & encourages performance, rewards service quality, & rectifies non-compliance

Key Learning Objectives

- Understand the difference between a contract and a SLA and how to optimise their relationship
- Build a solid, comprehensive, business framework for establishing a SLA
- Know when in the contract lifecycle to prepare a SLA to maximise bargaining power
- Identify key stakeholders in the agreement and specify accountabilities
- Discover how to overcome challenges in defining service quality
- Learn to ensure both parties interpret the SLA the same way
- Determine appropriate key performance measurement parameters
- Establish rewards/recourse to ensure contractors meet or exceed expectations
- Detail your reporting requirements to guarantee you get the information you need
- Gain exposure to the tricks, traps and tips that you need to know
- Examine leading practices in SLA management

Strategic Sourcing

Continuously improve & re-evaluates your purchasing activities

Training in tools and methodologies for those tackling the next generation of sourcing & its associated new wave of issues

Key Learning Objectives

- Change structures of deals based on 7 key configuration attributes including scope, type of suppliers and pricing
- Adapt and manage issues encountered in changing existing structures
- Develop a faster, more streamlined process for the 'next generation' lifecycle
- Ensure there is competition with a re-tender when an incumbent provider exists
- Operationalise a structured, smooth disengagement from an existing provider
- Competently manage handovers between old and new providers
- Learn ways to back-source where appropriate



Course Descriptions

Industry Specific



Level - Fundamental

Commercial Gas Contracts

Unique insider insights into commercial tactics

A best-practice guide to understanding & negotiating gas/LNG agreements. Receive guidance with the myriad of commercial contract issues & challenges

Key Learning Objectives

- Understand the unique mix skills required to be a competent negotiator
- Analyse and interpret contractual terms, legal obligations, risks and liabilities
- Determine the economic value of various contract terms
- Negotiate and assess the value of contractual terms and how to close the deal
- Examine and assess the structure, components, key clauses, pros and cons of specific gas GSAs, GTAs and JOAs
- Consolidate your skills with the negotiation of contractual terms through facilitated scenarios



Level - Fundamental

Negotiating & Managing MRO Contracts

A Best-Practice Guide to Maintenance, Repair & Operations Contracts

As organisations are shifting focus towards maximising efficiency & productivity, now is the time shift your focus to optimising your MRO contracts. Do they need reviewing, refinement & better management?

Key Learning Objectives

- Be able to set up a performance-based contract using the Contract Scorecard
- Spot the difference between a good SoW and a bad one in seconds
- Manage the money - learn the tricks & traps of the price models
- Know the basics of contract law - just what MRO managers need to know
- Manage contracts well - with limited time, resources, and power
- Examine successful relationships - your personal style and the style of others
- Ensure performance - motivating good performance, dealing with poor performance



Level - Fundamental

Negotiating & Executing Oil & Gas EPC Contracts

A Best Practice Masterclass

A practical & structured case study program delivered by true expert, giving experienced EPC practitioners new insights & lessons learnt as to the reality of negotiating & executing contracts for complex EPC projects

Key Learning Objectives

- Understand the structure of major projects
- Create an HSE mindset with suppliers
- Review the various types of contract, their advantages and disadvantages
- Learn how to identify and manage risk
- Gain practical insights into management of suppliers and subcontractors
- Understand global issues and stakeholder management
- Discover practical solutions to delivery issues

Commercial Maritime Contracts For non-lawyers

THE Essential Guide for Understanding Contractual Obligations & Liabilities

Build your knowledge & confidence in how contracts of carriage, contracts of sale & contracts of cargo insurance work in practice; their key components, their inter-relationship, their pitfalls, risks & opportunities for strategic advantage