



PROJECT AND CONTRACT MANAGEMENT

Contractual Claims and Dispute Resolution

5 day course

Classroom, online or in-house

Course overview

Most claims are decided by the records made months before anybody thought there would be a claim. This course covers both halves: building the record, and running the claim. Delegates work through entitlement and the difference between a claim and a complaint, the notice provisions that extinguish an entitlement if missed, and the substantiation of time and money including delay analysis and the evaluation of disruption. Escalation, negotiation, mediation, adjudication and arbitration are covered as a sequence with decreasing control and increasing cost. The course is direct that the strongest position in a dispute is contemporaneous records nobody created for a dispute.

What you will learn

- Distinguish a claim with entitlement from a complaint
- Comply with notice provisions before an entitlement is extinguished
- Substantiate time using recognised delay analysis methods
- Evaluate disruption and loss of productivity
- Assemble contemporaneous records that support a position
- Negotiate and settle before cost overtakes value
- Understand mediation, adjudication and arbitration and what each costs

Who should attend

- Contract and commercial managers
- Quantity surveyors and cost engineers
- Project managers and planners
- Legal and claims professionals
- Client representatives administering contracts

Course outline

- 01 Entitlement against grievance
- 02 Notice provisions and time bars
- 03 Contemporaneous records and why they decide claims
- 04 Delay analysis methods and their assumptions
- 05 Disruption and loss of productivity
- 06 Quantum and its substantiation
- 07 Negotiation and settlement
- 08 Mediation, adjudication and arbitration

Upcoming dates

Dates	Venue	Format	Fee per delegate
21 to 25 September 2026	Durban, South Africa	Classroom	R19,950
5 to 9 October 2026	Dar es Salaam, Tanzania	Classroom	USD 1,325
14 to 18 December 2026	Pretoria, South Africa	Classroom	R19,950
21 to 25 December 2026	Online	Online	R8,500



Fees and how to register

This 5 day course is **R8,500** per delegate online, **R19,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 1,325** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

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