



# CONSTRUCTION CLAIMS PREMIUM E-COURSE

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# **MODULE 1**

## **Contract Administration for Claims**

# The Module Assignments

The module deals with contract administration for claims and contains the following assignments:

- **Assignment M1.1** – Contract administration systems
- **Assignment M1.2** – Project procedure manual for claims management
- **Assignment M1.3** – Claims tracking system
- **Assignment M1.4** – Notices

# Assignment M1.1

## Contract Administration Systems

”Consider the contract administration systems on a project or projects on which you have worked. Discuss their strengths and weaknesses with regard to the management and administration of claims. Give specific examples and discuss how they affected the project either positively or negatively. In the case of weaknesses, illustrate how the administration could be improved.”

The key points for the assignment are the:

- Strengths
- Weaknesses
- Improvements

Ensure that you deal with these in your assignment.

Remember that this is contract administration for claims and not a general discussion.

# Assignment M1.2

## Project Procedure Manual for Claims Management

The purpose of this assignment is to help you to gain an understanding of the whole claims management process from A to Z.

- Case Study A – Newtown District Hospital
- You are the Commercial Manager for the Contractor and you are responsible for the management of claims
- You are required to produce a section of the project procedure manual to deal with claims management

# Assignment M1.2

## Project Procedure Manual for Claims Management

A procedure should:

- Be easily understood by those who have to refer to it
- Identify the various tasks required to manage claims
- Allocate responsibility for completion of the tasks
- Include time frames for completion of the tasks

# Assignment M1.2

## Project Procedure Manual for Claims Management

A procedure should include the whole claims process from A to Z.

For example:

- The identification of potential claims
- Early review of the event to ascertain if a claim is warranted
- Notices
- Calculation of the claim value
- Preparation of the submission
- Engineer's responses

# Assignment M1.2

## Project Procedure Manual for Claims Management

The Contract will give some guidance but there are many additional internal tasks that should be included in a comprehensive procedure that will deal with all aspects of claim management

**The assignment includes a suggested format for the procedure**



# Assignment M1.3

## Claims Tracking System

- This should essentially be a summary of all the claims or potential claims on the project, which may be used as a working tool by those managing the project
- Used to keep track of the status of all claims
- May be used as a basis for monthly and other reports
- Should be comprehensive and easily understood
- Suggested that a spreadsheet format is the most suitable

# Assignment M1.4

## Notices

- Failure to submit notices in the correct form, and within the time frame specified in the Contract, could be fatal to your claim
- The Contract will usually have specific requirements for the submission of notices
- Think about what information you need to include within the notice
- Think about the presentation of the notice

# Finally...

If you have any doubts or require any advice...

## Contact your tutor!

