



**SCANDINAVIAN ACADEMY**  
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# Course: Resolving Contractual Claims and Disputes

Code	City	Hotel	Start	End	Price	Language - Hours
349	Tunisia	Hotel Meeting Room	2025-08-18	2025-08-22	3450 €	En - 25

## Program Objectives

**By the end of the program, participants will be able to:**

- Identify and avoid causes for contractual claims and change orders.
- Recognize the different types of claims and how to prevent and/or deal with each type.
- Apply, through actual situations, the different approaches to claims handling including Alternative Dispute Resolution (ADR) and litigation.
- Practice and discuss, through a project, all aspects of handling and resolving contractual claims and change orders.

**This Program is designed for**

All those involved in implementing contracts and handling claims and change orders; also those involved in any step of contract preparation/ administration for them to appreciate the importance of a well prepared contract

## Program Outline

**Why Claims Occur - The Red Flags**

- Situations Causing Costly Claims
- Contractor Practices that Cause Claims
- Owner Practices that Cause Claims
- Causes Associated with: Contract Documents, Contract Awards, Contract



## Administration and Claim Settlement Procedures and Practices

### **Contractors Objectives**

- Profits
- Fair and Unfair Practices
- Keeping Records

### **Contracts in Progress**

- Avoiding Problems
- Know Your Contract
- General and Special Terms

### **Claims**

- Nature of Claims
- Types of Claims
- Claims Process

### **Quantification of Damages**

- Types of Damages
- Liquidated Damages
- Actual Damages
- Other Considerations

### **Dispute Resolution**

- Negotiation
- Arbitration
- Litigation
- Alternative Dispute Resolution (ADR)



## Case Study

- Factual Background of the Project
- The Project Events
- Discussion of the Project; Problems and Responsibilities



**The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:**

- **Theoretical Lectures:**

- We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.

- **Scientific Assessment:**

- We evaluate trainees skills before and after the course to ensure their progress.

- **Brainstorming and Interaction:**

- We encourage active participation through brainstorming sessions and applying concepts through role play.

- **Practical Cases:**

- We provide practical cases that align with the scientific content and the participants specific needs.

- **Examinations:**

- Tests are conducted at the end of the program to assess knowledge retention.

- **Educational Materials:**

- We provide both printed and digital scientific and practical materials to participants.

- **Attendance and Final Result Reports:**

- We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.

- **Professionals and Experts:**

- The programs scientific content is prepared by the best professors and trainers in various fields.

- **Professional Completion Certificate:**

- Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.

- **Program Timings:**

- Training programs are held from 10:00 AM to 2:00 PM and include coffee break sessions during lectures.