



# Claims Management & Dispute Resolution

## Project Management & Contracts

QGT-PMC-108 | Foundation | 5 or 10 days | Online, classroom, in-house

### Course overview

Claims Management & Dispute Resolution is an introduction that builds a solid working knowledge in Claims Management & Dispute Resolution. It covers the principles, the requirements of PMI PMBOK, FIDIC, AACE and ISO 21502, and the practical methods used on site, with case studies from operations in the Gulf, Africa and worldwide. Available online, in the classroom in 60 cities, or in-house.

### What participants will be able to do

- Explain the principles, terminology and scope of Claims Management & Dispute Resolution
- Apply the relevant requirements of PMI PMBOK, FIDIC, AACE and ISO 21502
- Use practical tools, checklists and calculations with confidence
- Recognise common problems, risks and root causes and choose the right corrective action
- Prepare an improvement plan for their own site or organisation

### Who should attend

Designed for project managers, planners, contract engineers and commercial staff, new joiners and anyone who needs a solid grounding in the subject.

### Course outline (5 days)

#### Day 1: Principles and terminology

Scope, key definitions and how Claims Management & Dispute Resolution fits into daily operations

#### Day 2: Codes, standards and requirements

What PMI PMBOK, FIDIC, AACE and ISO 21502 require, and how to read them

#### Day 3: Methods, tools and calculations

Step-by-step methods, checklists and worked examples

#### Day 4: Operation, inspection and common problems

Typical failures, warning signs and what to do about them

#### Day 5: Case studies, workshop and assessment

Group exercise on real cases and a final knowledge check

### What the 10-day edition adds

Day 6: Applied project, part 1 – Apply the week-one methods to a case from your organisation

Day 7: Data and digital tools – Software, spreadsheets and digital tools used in practice

Day 8: Lessons from incidents and audits – What investigations and audit findings teach

Day 9: Applied project, part 2 – Complete, test and refine your solution

Day 10: Presentations and final assessment – Present to the group and complete the final assessment

## Fees (USD per participant)

| Duration | Live online | Classroom | In-house |
|----------|-------------|-----------|----------|
| 5 days   | \$3,000     | \$5,500   | On quote |
| 10 days  | \$5,500     | \$9,900   | On quote |

Fees include course material and certificate of completion; classroom fees include refreshments and lunch. In-house training is priced per group.

## Dates and cities 2027–2030

| Dates               | City          | Format        | Duration | Fee     |
|---------------------|---------------|---------------|----------|---------|
| 8–12 Mar 2027       | Prague        | Classroom     | 5 days   | \$5,500 |
| 9–20 May 2027       | Cairo         | Classroom     | 10 days  | \$9,900 |
| 16–20 Aug 2027      | Dubai         | Classroom     | 5 days   | \$5,500 |
| 6–17 Sep 2027       | Houston       | Classroom     | 10 days  | \$9,900 |
| 29 Nov – 3 Dec 2027 | Online (live) | Online (live) | 5 days   | \$3,000 |
| 27–31 Aug 2028      | Al Khobar     | Classroom     | 5 days   | \$5,500 |
| 25 Sep – 6 Oct 2028 | Lagos         | Classroom     | 10 days  | \$9,900 |
| 16–20 Oct 2028      | Singapore     | Classroom     | 5 days   | \$5,500 |
| 23 Oct – 3 Nov 2028 | London        | Classroom     | 10 days  | \$9,900 |
| 13–17 Nov 2028      | Online (live) | Online (live) | 5 days   | \$3,000 |
| 30 Jul – 3 Aug 2029 | Dubai         | Classroom     | 5 days   | \$5,500 |
| 10–21 Sep 2029      | Dublin        | Classroom     | 10 days  | \$9,900 |
| 16–20 Sep 2029      | Alexandria    | Classroom     | 5 days   | \$5,500 |
| 24 Sep – 5 Oct 2029 | Baku          | Classroom     | 10 days  | \$9,900 |
| 15–19 Oct 2029      | Online (live) | Online (live) | 5 days   | \$3,000 |
| 25 Feb – 1 Mar 2030 | Nairobi       | Classroom     | 5 days   | \$5,500 |
| 22 Jul – 2 Aug 2030 | Athens        | Classroom     | 10 days  | \$9,900 |
| 18–22 Aug 2030      | Salalah       | Classroom     | 5 days   | \$5,500 |
| 26 Aug – 6 Sep 2030 | Bangkok       | Classroom     | 10 days  | \$9,900 |
| 18–22 Nov 2030      | Online (live) | Online (live) | 5 days   | \$3,000 |

## How to register

### Register online or scan the code

<https://qimmatrainig.com/courses/claims-management-and-dispute-resolution/>

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