

Contract Management Essentials

Foundation Contract Management Programme

Course Strapline

Build practical capability across the contract lifecycle, from roles and obligations to governance, performance, change, records and closeout.

Course at a Glance

Course Duration	Five days / 25 instructional hours On-demand equivalent	Delivery Modes	Classroom Live Virtual On-Demand Blended In-company
Level	Foundation	Digital Materials	Integrated lifecycle case, contract-management plan, governance exercises and practical tools
Certificate	INDENTRA course-completion record, where applicable	Professional Recognition	PMI Talent Triangle® - 25 PDUs

PMI Talent Triangle® and Professional Development Units (PDUs)

Total PDUs: 25	Ways of Working: 9	Power Skills: 5	Business Acumen: 11
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Course Overview

Contract Management Essentials provides a practical foundation for managing agreements throughout their lifecycle. Participants learn how contractual rights, obligations, governance, relationships, performance evidence and commercial decisions connect after award. The course goes beyond reading terms by developing the routines required to establish ownership, maintain reliable records, monitor commitments, manage interfaces, control change and keep contract performance aligned with business outcomes. An integrated contract case is used across all five modules so participants can translate clauses and obligations into a workable contract-management system and a practical action plan.

Learning Outcomes

By the end of this course, you will be able to:

- Explain the complete contract lifecycle and distinguish contract-management, commercial, technical, procurement and legal responsibilities.
- Translate contract clauses into obligations, deliverables, actions, owners, evidence and review points and maintain reliable registers and records.
- Establish practical governance, communication, approval, reporting and escalation arrangements and monitor milestones, service expectations and performance evidence.
- Identify contract risks, manage relationship tensions and non-performance, and control variations and changes while protecting authority, traceability and commercial position.
- Plan completion, acceptance, closeout, warranties and lessons learned and prepare a practical contract-management improvement plan for workplace application.

Benefits

Benefits to the Individual • Build confidence managing contracts across the full lifecycle. • Strengthen obligations, governance, performance, risk and change control. • Improve supplier, stakeholder and commercial judgement using reliable evidence. • Take away reusable contract-management outputs and an improvement plan.	Benefits to the Organisation • Improve ownership, governance and execution discipline across contracted work. • Strengthen performance evidence, records, reporting and change traceability. • Reduce commercial exposure through earlier risk identification and clear authority. • Protect value through stronger lifecycle management, closeout and learning.
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Who Should Attend?

Designed for contract managers and administrators; commercial, procurement and sourcing professionals; project teams responsible for contracted work; supplier and service managers; and technical, operational or business owners who depend on contract performance.

Prerequisites and Equipment

No prior contract-management qualification is required. Familiarity with basic commercial or organisational processes is helpful. Participants may bring a real contract or supplier challenge where confidentiality permits. Corporate cohorts may use organisation-specific templates and governance arrangements.

Learning Approach

The programme uses one integrated lifecycle case to connect contract intent with management practice. Participants map responsibilities, translate obligations, design governance, review performance, assess change and closeout, and prepare workplace improvements. On-demand learning follows the same sequence through structured content, guided case exercises, worked examples, knowledge checks and applied outputs.

Digital Learning Materials

Digital participant resources support classroom, virtual, blended and on-demand learning and may include:

- Digital workbook covering lifecycle, obligations, governance, performance, risk, change and closeout.
- Templates for responsibility mapping, obligation registers, contract planning, performance review, change control and closeout.
- Integrated contract case, clause examples, governance exercises, performance scenarios and change cases.
- Knowledge checks and job aids reinforcing decision rights, records, evidence, escalation and commercial judgement.
- Reusable contract-management outputs and workplace improvement plan.

Assessment, Certification and Professional Recognition

Completion requires the integrated lifecycle case or equivalent on-demand activities; the core obligation, governance, performance and change-control exercises; evidence-based contract decisions; and a practical improvement plan. An INDENTRA completion record may be provided where applicable. No third-party professional certification is claimed unless explicitly confirmed. Eligible PMI credential holders may claim 25 Education PDUs: 9 Ways of Working, 5 Power Skills and 11 Business Acumen.

Course Outline

The course comprises five integrated modules and 25 instructional hours, typically delivered over five days. The on-demand equivalent preserves the same lifecycle outcomes, guided case work, knowledge checks and practical outputs in a structured self-paced format.

Module 1 - Contract Lifecycle, Roles and Commercial Context

Establish the purpose of contract management, the end-to-end lifecycle and the responsibilities and interfaces needed for disciplined execution.

- Purpose of contracts and contract management.
- Lifecycle stages from need through closeout.
- Roles, authority, accountability and interfaces.
- Contract documents, hierarchy, key information and the contract-management mindset.

Applied Activity - Lifecycle Responsibility Map

Participants map the parties, responsibilities, interfaces and decision rights across the integrated end-to-end contract case.

Module 2 - Obligations, Governance and Contract-Management Planning

Translate contractual commitments into owned actions and establish practical governance, communication and records.

- Rights, obligations, deliverables and dependencies.
- Obligation registers and responsibility mapping.
- Governance forums, decision rights and approvals.
- Communication, records, document control and the contract-management plan.

Applied Activity - Obligation Register and Contract-Management Plan Workshop

Participants convert commitments into owners, actions, evidence and review dates and design governance, reporting and escalation arrangements.

Module 3 - Performance, Relationships and Management Information

Use reliable evidence and structured review routines to manage performance, relationships and corrective action.

- Performance expectations, milestones and service commitments.
- KPIs, evidence, reporting and review routines.
- Supplier and stakeholder relationship management.
- Non-performance, corrective action, escalation and using performance information for decisions.

Applied Activity - Performance Review Simulation

Participants use evidence to conduct a structured supplier or contract-performance review and determine appropriate follow-up, corrective action and escalation.

Module 4 - Risk, Change, Issues and Commercial Control

Manage contractual risk and change with clear authority, evidence, traceability and proportionate escalation.

- Contract risk identification and ownership.
- Change requests, variations and authority.
- Issues, claims interfaces and entitlement awareness.
- Commercial impact, records, traceability, escalation and dispute-avoidance discipline.

Applied Activity - Change-Control Scenario

Participants assess a proposed change, identify the required authority and records, evaluate likely impacts and determine the next management and commercial actions.

Module 5 - Closeout, Value Protection and Workplace Application

Complete contractual responsibilities systematically, protect value and transfer learning into improved future contract management.

- Completion, acceptance and outstanding obligations.
- Final accounts, records, warranties and handover.
- Lessons learned and contract-performance review.
- Value protection across the lifecycle and the personal contract-management action plan.

Applied Activity - Closeout Review and Workplace Action Plan

Participants create a closeout and improvement checklist and select immediate actions to strengthen a live contract or contract-management environment.

Tools, Frameworks and Practical Outputs

Participants progressively build and use a practical set of contract-management outputs through the integrated lifecycle case:

- Contract lifecycle responsibility map and obligation / deliverables register.
- Contract-management plan outline with governance, communication, records and escalation arrangements.
- Performance-review dashboard structure plus change-control record and decision log.
- Contract closeout and improvement checklist plus workplace action plan.

Delivery Modes Available

Live Classroom | Live Virtual Classroom | On-Demand Learning | Blended Learning | Corporate / In-company. Classroom delivery uses facilitated discussion, commercial cases, simulations, practical tools and immediate feedback. Live virtual delivery uses collaborative workspaces, breakout activities and guided application. On-demand learning provides a structured self-paced route using the same core lifecycle outcomes, digital resources, case exercises, worked examples, knowledge checks and practical outputs. Blended learning combines preparation, live sessions, assignments, workplace tools and follow-up. Corporate delivery may incorporate organisational terminology, contract types, templates, governance arrangements and anonymised cases.

Course Enquiries

Visit www.indentra.co.uk/contract-management-essentials for the latest course information, delivery availability and enquiry options.