

Practical Management of the NEC3 Term Service Contract



Course code: NEC3_TSC_PM_08

Summary

This course covers the actions and procedures required for effective management of risk, time, quality and compensation events for works and services delivered using the NEC3 Term Service Contract. The course includes practical scenarios with solutions on how best to manage the contract to achieve successful outcomes.

Format and programme

Virtual classroom: one day or as 5 separate modules each lasting 90 minutes.
Face to Face classroom: one day

Course skill level

Intermediate

Who is the training for?

The training is suitable for anyone using, or planning to use, the TSC3. The training will be of value to those who have limited experience with the TSC as well as those who are more experienced and are seeking to improve their skills. Those that will benefit from the training include:

- Employers
- NEC Service Managers
- Contractors
- Subcontractors
- Operation and maintenance teams
- Cost managers
- Commercial Managers
- Planners

What will you learn?

The training will enable those involved in managing the TSC to improve their understanding of its key obligations and procedures. Participants will learn how to become more effective in their use and application of the contract and gain confidence in performing their role as Employer, Contractor and Service Manager.

Topics covered

- Structure and content of the TSC
- Key responsibilities of the Employer, Contractor and Service Manager
- Service start up and initial duties
- Service period
- Communications
- Managing changes to the Service Information
- Managing risk with early warnings
- Subcontractors
- Change to key persons
- Working with other contractors
- Managing and revising the Accepted Plan
- Preparing and issuing Task Orders
- Managing the Task Order programme
- Instructing ad-hoc work
- Managing quality and correcting Defects
- Assessing the amount due for payment
- Forecasting and reporting
- Managing change with compensation events
- Dispute resolution

CPD Points

6 hours

Training approach

We work hard to create a workshop-type environment to stimulate involvement and questions from all participants. This course combines instructor-led training with scenario based questions designed to promote group discussion and a collaborative approach to learning. Our courses are not delivered as lectures or webinar broadcasts.

Virtual classroom training

How does the virtual classroom work?

The virtual classroom replicates the environment of a normal face to face classroom giving the trainer and participants the same opportunity to engage with each other. We use a range of features to achieve this including:

- live video and audio conference,
- screen share of training materials,
- interpersonal conversations and Q&A using the “chat” facility,
- whiteboard,
- breakout rooms for group exercises
- poll/survey/multiple choice quizzes

The training is delivered “live” via Zoom meetings or MS Teams. However, we are happy to talk to you about using other platforms if required.

For the optimum learning experience we recommend the number of participants for virtual classroom training is between 8 and 12 but no more than 16.

Virtual classroom programme

The course can be delivered in one full day or as five separate modules at times to suit client’s business operations and employee working arrangements.

Hosting

DCMS will act as the host with participants accessing the training via a secure link sent to their email account. Access to training sessions may be controlled using pre-registration and “waiting room” entry.

Face to Face Training

Our face to face training can be delivered in house or at a venue of your choice.

Further information

If you would like a quotation or further information on this course or any of our other courses or services, please contact us by phone or email using the details below.

Consultancy services

We also provide a range of NEC contract consultancy services including: procurement and contract strategy, preparing Contract Data, writing Scope/Work Information, drafting Z clauses, preparing invitation to tender documents, drafting Framework Agreements, Early Contractor Involvement and pre-contract reviews.

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