

INFRASTRUCTURE
PEOPLE
CONTRACTS
STRONGER TOMORROW



Engenuity Training
Engineering Better Contract Outcomes

*Built
today for a
better tomorrow*

PEOPLE
CONTRACTS
PROJECTS
BETTER OUTCOMES

Contractor Communication Control

Managing Directions, Decisions and Entitlement

Convert silence, ambiguity and informal comments into clear, timed, clause-based and evidence-backed project records

CONTRACTOR CONTROL TRAINING | AS SERIES | TMR TIC-CO | NSW GC21 STYLE CONTRACTS

CLEARER
DECISIONS.
FEWER DISPUTES.
BETTER
PROJECT OUTCOMES.

PEOPLE
PROCESS
DISCIPLINE
RESULTS



Course Overview

Poor communication from Administrators, Superintendents, Engineers and Principal representatives can create delay, uncertainty, rework, pricing risk and entitlement disputes. This practical course gives contractors a repeatable method for controlling communication failures without becoming aggressive or commercially reactive.



What the Course Covers

- ✓ Recognising silence, ambiguity and informal directions
- ✓ Using the live AS-series, TIC-CO or GC21 contract wording
- ✓ Clarification requests, notices and written confirmation
- ✓ RFIs, decision logs, variation and EOT registers
- ✓ Late approvals, review comments and unsupported rejections
- ✓ Program evidence, float, procurement and decision delay
- ✓ Professional escalation without escalating conflict
- ✓ Rights reservation and contemporaneous evidence control



6 Key Takeaways

- 1 Convert uncertainty into controlled records using a detect - clarify - notify - record - escalate - preserve pathway.
- 2 Confirm what was actually said and distinguish formal directions or approvals from informal comments and verbal instructions.
- 3 Use precise clarification requests with the issue, clause, required decision, required-by date and consequence clearly stated.
- 4 Treat silence as a risk event - do not assume non-response is approval or rejection unless the contract says so.
- 5 Link each missing decision to program activity, float, procurement, work-front impact, mitigation and contemporaneous records.
- 6 Escalate by risk, not frustration, while preserving entitlement and the working relationship needed to deliver the project.



Who Should Attend

- Contract Administrators and Contract Managers
- Project Managers and Project Engineers
- Commercial Managers and Quantity Surveyors
- Claims personnel and commercial support teams
- Planners and Project Controls staff
- Site and Construction Managers
- Senior project team members managing RFIs and directions
- Personnel tracking approvals, EOTs and correspondence



Why Clients Book This Course

- ✓ Practical controls for one of the most common contractor risk areas
- ✓ Improves RFI, notice and direction-management discipline
- ✓ Turns unclear communication into traceable project records
- ✓ Strengthens entitlement protection without adversarial behaviour
- ✓ Links communication delay to program and commercial evidence
- ✓ Supports earlier escalation, clearer decisions and fewer disputes



Delivery Options



**In-house
team delivery**

At your offices
or project site



**Live online
delivery**

Interactive
and engaging



**Lunchtime
masterclass
format**

High-impact
and practical



**Tailored for
client and
project teams**

Customised to
your needs



Turn Communication Risk into Control

Equip your team to manage silence, ambiguity and delayed decisions with clear, timed, clause-based and recorded project controls.

Contact Engenuity Training to discuss delivery options for your team.

RIGHT KNOWLEDGE.
STRONGER PROJECTS.
BRIGHTER AUSTRALIA.



TRAINING TODAY
STRONGER PROJECTS TOMORROW

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AUSTRALIAN
INFRASTRUCTURE
AUSTRALIAN PEOPLE