Construction Sector
‘Bite-Size’ Modular Training
**Why should you use Hill International for In-House Training?**

Hill International are the largest Construction Contracts Claims firm in the UK and the World. We have collective experience of claims and construction contracts spanning over three decades and have delivered over three thousand training programmes to our clients.

- Our lecturers are experienced practitioners with extensive construction sector experience
- Our training courses can be tailored to suit your individual requirements
- Course content is drafted to reflect current best practice and is regularly updated to include changes in legislation, contract forms, case law and our experiences in helping clients deliver their projects
- We offer flexible, cost effective programmes of training
- We consistently seek, monitor and incorporate our clients’ feedback in order to develop and deliver the highest quality training sessions.

Feedback identifies that staff training delivers rewards both in terms of more effective project delivery and increased staff morale.

**NEW APPROACH – Hill International ‘BITE-SIZE’ modular training**

We understand that for many organisations the time available for training is increasingly tight. In particular there is often limited flexibility for project staff to have whole or half days away from their projects.

We have therefore designed a set of flexible modular training sessions to develop key skills and raise awareness to current construction issues that are essential to construction professionals:

- Employers, contractors, specialist contractors, consultants
- Project managers, quantity surveyors, site managers, site engineers
- Architects, engineers, designers, consultants

The sessions are typically 90 minutes in duration with the intention that they are run first thing in the morning, over a lunch time or during a departmental/company meeting.

Typically clients select a programme of modules to run once a week/fortnight/month over an extended period of 3-12 months. However let us know what you require, be this a one off session or an ongoing structured training programme, and we will deliver to your requirements.

**Benefits to your organisation and to your staff:**

**Modular structure**
- Focused subject matter selected by you to meet the needs of your staff
- Addressing current issues relevant to your organisation
- Easily developed into a comprehensive program of training

**Shorter sessions**
- Less disruptive - minimal time away from the day job
- Increased information retention (distributed learning)
- Reduced information overload - more digestible chunks
CONSTRUCTION SECTOR - BEST PRACTICE
‘BITE-SIZE’ MODULAR TRAINING

‘BITE-SIZE’: Contractual Awareness

Course Modules
A1. Forming a Contract
A2. Letters of Intent
A3. Onerous Contract Terms
A4. Change Control
A5. Notices and Records
A6. Risk Management
A7. Bonds, Guarantees and Collateral Warranties

‘BITE-SIZE’: Managing the Payment Process

Course Modules
B1. Applications, Certification, Withholding and Late Payment
B2. Insolvency in the Contractual Chain
B3. Statutory Demands
B4. Alternative Dispute Resolution
B5. Adjudication
B6. The Litigation Process
B7. Claims

‘BITE-SIZE’: Legislation

Course Modules
C1. The Construction Act as amended by the LDEDCA 2009

‘BITE-SIZE’: Planning and Delay

Course Modules
D1. Planning for Delay
‘BITE-SIZE’: Commercial Skills

Course Modules

E1. Negotiation Part 1
E2. Negotiation Part 2

‘BITE-SIZE’: JCT

Course Modules

J1. Change Control
J2. Design Responsibility
J3. Notices
J4. The Payment Process
J5. JCT05 to JCT2011 – principal changes

‘BITE-SIZE’: IChemE

Course Modules: General/Red/Green/Yellow

I1. Change Control
I2. Design Responsibility
I3. Notices
I4. The Payment Process

‘BITE-SIZE’: NEC

Course Modules

N1. NEC2 to NEC3 – principal changes
N2. NEC3 risk management & early warning
N3. NEC3 (or 2) Change Control
N4. NEC3 (or 2) Contract Administration
N5. NEC3 (or 2) The Payment Process
N6. NEC3 (Subcontract) – Introduction to the NEC Subcontract & the Payment Process
N7. NEC3 (Subcontract) – Change Control
N8. NEC3 (Subcontract) – Design Responsibility
N9. NEC3 (Subcontract) - Notice Requirements
SYNOPSIS OF MODULES

‘BITE-SIZE’ Contractual Awareness

Module A1. Forming a Contract
This module introduces the basic elements required in order to establish a Contract under English Law including offer and acceptance, consideration, an intention to create legal relations and certainty of terms. The module provides an understanding to those who attend on how and if a contract has been formed, the consequences of entering into a legal agreement and the consequences of failing to do so.

Module A2. Letters of Intent
Letters of Intent are extensively used in the Construction Industry - but are they enforceable? What happens should things go wrong? These questions are often asked after a Letter of Intent has been acted upon and things have not gone to plan. This module examines where the use of letters of intent is appropriate, what a letter of intent should contain/should not contain, inherent risks with the process, how to manage change and how to get paid if the letter of intent proves to be ineffective. The module includes practical exercises to identify what should be included within a letter of intent.

Module A3. Onerous Contract Terms
The purpose of this module is to equip your team with the knowledge to identify some of the more common amendments to standard and bespoke contract forms, which may prove onerous and damaging to your business if not identified before entering into a Contract. Amongst others the module looks at condition precedent clauses, design liability, pay when paid/certify when certified, cross set-off, Tolent clauses, acceleration clauses, entire agreement clauses, arbitration clauses and adjudication costs. The module will look at how to negotiate such clauses out of the Contract or alternatively how the affects may be mitigated or managed in order that they provide significantly less risk than had they not been identified.

Module A4. Change Control
This module looks at the change control process within a project especially the inter-relationship with and effects of change to the financial, programme and risk management processes. The management of the change process in terms of timescales, quotations, notification, valuation and implementation requirements are addressed and the consequences of failure to meet the express contract terms in relation to change.

Module A5. Notices and Records
Commonplace notice provisions found in standard building and engineering contracts encountered on everyday projects are reviewed in this module. The session will address the key considerations of “Notices” relating to the content, form and method of communication, timescales, condition precedents, prevention principle and practicalities. In addition, the module will provide a valuable insight to the records that should be kept on site to support a notice of delay or notice of loss and expense.
Module A6.  Risk Management

In the current climate the effective management of project risks is becoming increasingly important. The process of early identification of risks and opportunities and an effective management system to maximise the project outturn through mitigation and management is of clear benefit.

The module addresses the allocation of risk liability, methodologies for assessing and managing risks and opportunities, the benefits of early risk identification and notification and the consequences of failing to meet contractual obligations in relation to risk.

Module A7.  Bonds, Guarantees & Collateral Warranties

This module will review the use of guarantees, bonds & collateral warranties in the construction and engineering industries, outlining the risks associated and how these can be minimised. Discussion will be held on The Contracts (Rights of Third Parties) Act 1999 and how the statute may impact on Collateral Warranties, providing insight on the advantages and potential pitfalls of both methods. The module will also review the basic legal principles underlying the provisions of Bonds, Guarantees and Collateral Warranties, including an explanation as to what some of the key provisions mean and why they are needed. The seminar will conclude by discussing the issues which require consideration when drafting or negotiating the terms of such documents, whilst providing further commentary regarding some of the principal difficulties associated.

‘BITE-SIZE’ Managing the payment process

Module B1.  Applications, Certification, Withholding and Late Payment

Conditions Precedent, Payment Certificates, Withholding Notices, Notices of Dissatisfaction, Early Warnings, and Applications for Payment. There are many notices required by construction contracts and the consequences of an incorrect notification may cost a Company thousands of pounds. In the worst case scenario a failure to provide a correct notification may even lead to the insolvency of a business.

Does your staff understand the significance of applications, certification and withholding notices? This bite size module looks at some of the obligations under different contracts to provide adequate notification to both your client and to your own supply chain.

Module B2.  Insolvency in the Contractual Chain

In today’s economic environment insolvency has become a familiar feature of the construction sector. Construction projects can run on for years meaning that your company is in contract with a client or sub-contractor for significant periods of time and this ultimately means that construction companies are probably more exposed to the risk of insolvency than other companies in other commercial sectors. This course is designed to ensure that your staff are fully appreciative of these risks and understand the mechanisms, which can be utilised to help manage and minimise that risk throughout the lifecycle of a project.
Module B3. Statutory Demands
This module offers individuals from your business an opportunity to understand how to both prepare and respond to a Statutory Demand. The Course covers matters such as the consequences of a Statutory Demand, the process required in order to prevent a creditor petitioning the Court for a Winding Up Order, the correct forms required to issue a Statutory Demand and the problems which your Company may face when a Statutory Demand is issued incorrectly.

Module B4. Alternative Dispute Resolution
This module provides an overview of the types of alternative dispute resolution commonly available under construction contracts, including negotiation, expert determination, mediation, arbitration and adjudication. It explains the costs associated with each, the principal differences between and their advantages and disadvantages thus helping you to understand your options in relation to the dispute resolution processes and which is most suitable and cost effective in the circumstances.

Module B5. Adjudication
Adjudication is the most widely used form of dispute resolution in the Construction Industry and this Bite-Size Course provides an insight into the ‘statutory right’ to Adjudicate. It includes detailed information on the process, the Referral, the Response and Jurisdictional Challenges. The Course is designed to provide your staff with useful and practical skills which may be utilised should your Company be faced with an Adjudication or find the need to refer a matter to an Adjudicator.

Module B6. The Litigation Process
This Course offers your Staff the opportunity to understand how the Litigation process works, including Small Claims, Fast Track and Multi Track allocation. It provides an overview of the Technology and Construction Court together with an overview of the Pre-Action Protocol, which must be followed in all but a few Construction and Engineering Disputes. It also provides some practical tools to assist your Company to commence Litigation such as using the correct forms.

Module B7. Claims
Loss and Expense or common law damages? This module is aimed at those who both produce and assess claims and is designed to demonstrate how best to approach claims. It provides practical information on what is required in order to make a claim for prolongation and/or disruption, and how to satisfy the ‘burden of proof’. The Course shows what records should be kept and the way in which Claims may be presented to both the other Party and a tribunal.
‘BITE-SIZE’ Legislation

Module C1. The Construction Act as amended by the LDEDCA 2009

The module will brief review the latest amendments to the Construction Act enacted under the Local Democracy, Economic Developments and Construction Act 2009. The lecturer will assess the implications the amendments will have on payment notices, suspension of the works, contracts in writing, dispute resolution, pay when certified and the Scheme for Construction Contracts. Specific emphasis will be paid to the payment provisions and whether these will assist prompt payment in the industry.

‘BITE-SIZE’ Planning and Delay

Module D1. Planning for Delay

Increasingly forms of contract are requiring programmes to be produced in specific formats, with increasing levels of detail and requiring prospective as well as retrospective planning processes. What does this mean to the Employer/Contractor/Sub-contractor in terms of administration workload, cost and risk?

This module can be tailored to be delivered on two levels either to planning teams or to other members of the project team who deal with the programme on a day to day basis (e.g. Project Managers, Site Managers, Commercial Managers, Quantity Surveyors, Engineers, Designers and Architects).

The module identifies best practice in constructing the programme, advice on programme updates and monitoring procedures, what records should be maintained and why, looking at the principles of delay claims and the various methods of producing claims.

This module will also look at what guidance there is in recent case law, how conclusive/inconclusive this is and how this affects the delivery of projects.

‘BITE-SIZE’ Commercial Skills

Module E1. Negotiation (Part 1)

Dispute resolution? Probably the most cost effective method of dispute resolution is negotiation – it is also the most widely used method of resolving differences and disputes. But are you getting the best deal? What strategies are the other party using? Train your team to use and understand the best processes and methods to a negotiated settlement.

Module E1 identifies the advantages and disadvantages of negotiation over other ADR routes and the processes used to take differences and disputes to a satisfactory negotiated conclusion.

Module E2. Negotiation (Part 2)

The second negotiation module identifies the principal negotiation methodologies to maximise your commercial position.

Both are a must for those involved in bidding projects, delivering projects and concluding project final accounts.
‘BITE-SIZE’ JCT

Module J1. Change Control
This module looks at the management of the change process in terms of obligations, timescales, notification, valuation and implementation requirements and the consequences of failure to meet the express JCT contract terms in relation to change.

Module J2. Design Responsibility
The first JCT standard form contract for the design and build method of procurement in 1981. The current version, the JCT Design and Build Contract 2005 (revision 1, 2007) is well established and widely used by those undertaking construction projects where the contractor is to design and build a project. This module considers the design obligations for the contractor.

Module J3. Notices
Failure to meet notice provisions can result in lost rights to or delays to payments. This module sets out the notice provisions within the JCT forms and identifies the consequences of failure.

Module J4. The Payment Process
Cashflow is the lifeblood of the construction sector and payment issues can be critical to the survival of construction companies. This module sets out the JCT payment process and identifies some of the onerous amendments that parties can make to that process.

Module J5. JCT2005 to JCT2011 – principal changes
With the amendments to the Construction Act now in force the JCT moved swiftly to update its suite of contracts to comply with the changes. The module will review how the JCT 2011 has incorporated the amendments in addition to the other changes included and what impact this may have on contracting parties. In addition, this module identifies the key differences between JCT05 and JCT2011 and the rationale behind the changes.

‘BITE-SIZE’ IChemE

Module I1. Change Control
This module looks at the management of the change process in terms of obligations, timescales, notification, valuation and implementation requirements and the consequences of failure to meet the express IChemE contract terms in relation to change control.
Module I2. Design Responsibility
On process related projects the allocation of design responsibility can be complicated as design responsibility may be carried by either party or may be shared between the parties or may be shared with a third-party licensor. The failure to sufficiently define design responsibility both at main contract level and through the supply chain can result in complex issues and disputes arising. This module identifies the processes of allocation of design responsibility and the potential pitfalls that may arise.

Module I3. Notices
Failure to meet notice provisions can result in lost rights to or delays to payments. This module sets out the notice provisions within the IChemE forms and identifies the consequences of failure.

Module I4. The Payment Process
Cashflow is the lifeblood of the construction sector and payment issues can be critical to the survival of construction companies. This module sets out the payment processes under the IChemE forms.

‘BITE-SIZE’ NEC

Module N1. NEC2 to NEC3 – Principal changes
This module includes a review of the fundamental changes introduced within the 3rd Edition of the NEC suite of contracts. The NEC suite is now widespread and increasingly popular with clients and this module provides guidance to those individuals having worked predominantly under the 2nd Edition forms who now wish to familiarise themselves with the 3rd Edition amendments. Not only will the course analyse the changes but will also review the impact of such changes on the contractor, subcontractor and employer alike and discusses the consequences of not adhering to the contractual provisions.

Module N2. NEC3 Risk Management and Early Warning
Characterised as one of the main benefits of the NEC is the method in which both employers and contractors effectively manage the risks encountered on the project. This module will provide participants with the confidence and ability to understand how the risk is allocated during the project and the importance of complying with the “Early Warning” process. The session will utilise flow charts to demonstrate the procedures and responsibilities of the contracting parties in addition to outlining the implications of non-compliance.

Module N3. NEC3 (or 2) Change Control
An excellent accompaniment to the risk management and early warning session, this module is designed to review how change control is addressed under NEC. The session will review how variations (“Compensation Events”) are implemented and valued and how any time implications are adjusted. The notice provisions and timescales of Compensation Events, including responsibility for notification, the provision of quotations including the use of schedules of cost components and when these should be utilised will be discussed.
Module N4. NEC3 (or 2) Contract Administration
The effectiveness of the NEC suite of contracts is highly dependent on effective administration and therefore, both Employer and Contractor must be aware of their obligations. With the use of flow charts and schedules the main provisions encompassing risk management, programming, Compensation Events, payments, design, testing and completion and dispute resolution will be discussed, including identification of the notice requirements.

Module N5. NEC3 (or 2) The Payment Process
The payment processes for the various options A-F use unfamiliar terminology compared to more traditional forms of contract such as JCT. This module seeks to identify both the payment processes and the processes for the valuation of Compensation Events in each of the options.

Module N6. NEC3 (Subcontract) – Introduction to NEC Subcontracts and Payment Process
With the NEC suite gaining popularity the use of the Subcontract agreement is likely to continue to gather momentum and both the main contractors and sub-contractors will therefore need to familiarise itself with the intricacies of the NEC provisions. This module provides an overview of the NEC Subcontract provisions and examines the input each party provides to the Subcontract Data parts 1 & 2. The module will also observe the payment process and explains the three key definitions and their importance to the payment assessments, “Price for Work done to date”, “Prices” and “Defined costs”. Other important provisions such as retention, interest, fee percentages and withholding are also discussed.

Module N7. NEC3 (Subcontract) – Change Control
The NEC approach to change and risk is a unique and integrated process and one which provides a pro-active obligation on each party to observe and comply with the Contractual Provisions. This module will investigate the “Early Warning” approach to risk management and its interrelationship with the change control mechanisms. Changes under the NEC Subcontract are dealt with exclusively as “Compensation Event” and this seminar explores the notification, pricing, assessment and implementation processes involved.

Module N8. NEC3 (Subcontract) – Design Responsibility
Unlike some other standard forms of contract, the NEC Subcontract does not publish a specialist design version, such as the “Design and Build Subcontract” that the JCT provides. Accordingly it is of paramount importance that the parties include sufficient procedures and clarification in relation to design responsibility within the “Works Information”. This module will identify the necessary information and discuss the thorny issues related to design liability, design discrepancies and warranties.

Module N9. NEC3 (Subcontract) – Notice Requirements
The obligations on the Subcontractor to notify under NEC3 may be considered onerous to some but they are a critical aspect of successful NEC administration. This module will investigate the key notification requirements under the core clauses and discusses the consequences of failing to issue the requisite notices. The importance of condition precedent notices will be analysed in context of the NEC and reference will be made to case law on the matter.
Our company prides itself on the quality of our staff; we have a network of expertise to call upon to meet your training needs. The following are a selection of our Midlands lecturer’s CV’s.

Paul Mansell  
*BSc BEng MBA DipArb FCIarb MAPM AMIChemE*

Paul Mansell has over 20 years experience in the construction industry providing commercial management, dispute management and project management services. His experience has been acquired across a range of industry sectors including rail, highways, civils, infrastructure (water, waste water and power), oil and gas, chemical, process, pharmaceutical and building.

Paul is able to provide key management services including dispute avoidance, dispute resolution (including negotiation, mediation, arbitration and adjudication), risk & opportunity management, contract advice and the development of claim submissions. He has worked for client teams, contractors and specialist subcontractors with experience of working in alliances/partnering arrangements and the more traditional contract relationships.

Paul is an experienced lecturer having authored and delivered contract training schemes to employers, main contractors, specialist contractors and universities.

Roger Jewell  
*FRICS*

Roger has over 40 years experience as a Quantity Surveyor, Project Manager and Managing Director. Professionally trained, Roger developed his skills working in the civil engineering and building sectors for local authorities, employers and a national contractor.

Roger Jewell has become a respected Expert Witness in quantum matters, for both building and civil engineering projects and has experience of Single Joint Expert appointments and UK Litigation and Arbitration, as well as knowledge and experience of International Arbitration. He is a confident communicator and a highly experienced and innovative consultant competent in both written and spoken French, capable of securing mutually acceptable solutions in particularly difficult cases. Financial and commercial management of projects and processes are his particular expertise.

Roger is also an occasional lecturer on modern procurement, the theory and practice of financial control, and associated subjects, as well as being a mediator and workshop facilitator.

Craig Enderbury  
*BSc DipArb MACostE FCIarb*

Craig Enderbury has worked in the construction, utilities, water / wastewater, oil and gas, process and power industry sectors for over 20 years as a Quantity Surveyor, Contracts Administrator and Commercial Manager. Craig has strong commercial and contractual knowledge having worked with a range of standard forms of contract including NEC, FIDIC, GC Works, JCT, IChemE Green & Red Book, ICE, PPP/PFI, BOT and various bespoke contracts.

Craig has experience of dispute resolution including pleadings for arbitration, referral notices and responses for adjudication process, statements of case, development of claim submissions, defence of claim submissions and resolution via negotiation.

He is an experienced lecturer having co-authored and delivered various lectures and training seminars including NEC, JCT 05, Contractual Awareness and Insolvency.
Michael Halliday  
**BSc (Hons) MSc PGCert (Const Law) ACIarb MAACE**

Michael is a trained Quantity Surveyor with over 20 years experience gained within the construction, civil engineering, process engineering, petrochemical and power generation industries.

Michael specialises in the preparation, negotiation and settlement of claims for disruption and prolongation and in the examination/investigation, rebuttal and settlement of such claims presented by others.

In addition he has the core quantity surveying skills of contract documentation preparation, contractor/subcontractor procurement, feasibility and cost planning, cost control post contract, final account settlement, whilst also having experience in project management and forensic delay analysis techniques. In his current role with Hill International, he is part of a high level client team involved in a strategic commercial review and due diligence for 4,800 MW coal fired power station in South Africa. The role includes the investigation of applied procedures (cost, change, risk and overall reporting etc) with the analysis of specific claims this is also underpinned with general strategic advice to package teams. He has delivered contract training schemes over a broad range of subject matter both to internal and external organisations.

Lee Snowden  
**LLB FCIOB ACIarb**

Lee has over 17 years experience in the construction industry providing contract, commercial, dispute and quantum services. Lee is professionally qualified with a well rounded breadth of experience of commercial issues in the construction sector including experience of leading high value commercial negotiations and managing contracts. He has the skills and acumen capable of advising on commercial issues and on dispute resolution matters including arbitration, adjudication and mediation. Lee has also assisted several Quantum Experts on multi million pound disputes.

Lee has worked for major construction organisations providing both pre and post contract duties on a wide range of projects across a broad range of industry sectors including general infrastructure, highways, rail, power, oil and gas, housing, commercial, retail new build and refurbishment. He is familiar with the standard forms of construction contract including JCT, NEC, ICE, FIDIC as well as PPP/PFI and bespoke contract forms.

John Jones  
**BSc (Hons) LL.M (Const. Law) MRICS MCIArb MQSi**

John is a Chartered Quantity Surveyor and also holds a Master of Laws Degree in Construction Law and Arbitration. He has over 10 years experience of working within the building, infrastructure, refurbishment and major civil engineering sectors of the construction industry. John has worked for both national and international main contractors and possesses a wide breadth of contractual experience including NEC, JCT, IChemE, FIDIC, LIFT and various bespoke PFI / PPP contract forms and has significant experience in final account preparation, claims documentation and dispute resolution and avoidance.

Since Joining Hill International, John has provided contractual advice and commercial support to clients, drafted contractual position papers and adjudication submissions including representing clients at formal hearings and assisted a Quantum Expert on an overseas multi million pound arbitration dispute.

John is an experienced member of the Hill Birmingham lecturing team and has authored and delivered numerous contractual and commercial seminars, presentations and training courses.
Raj Sanghera  BSc (Hons) MSc (Civil Eng)

Raj is a trained Civil Engineer who possesses strong commercial management skills including a good understanding of industry standard forms of contract. Raj has particular expertise in relation to the NEC suite of contracts, having completed his Master’s thesis on the management of Early Warning and Compensation Events under NEC3.

Since joining Hill International in 2009, he has undertaken a broad range of commissions including core quantity surveying duties, claims support, adjudication support and project management. The latter of these roles, was provided to a specialist sub-contractor on a long term secondment, managing fast track design, manufacture and installation processes under tight deadlines with limited resources. Furthermore, Raj has experience of working on significant international projects and was recently engaged as part of a team involved in the strategic commercial review and due diligence of a number of power generation construction projects in South Africa.
Course Information - General

Duration: Our bite-size modules last for approximately 90 minutes including worked examples and question and answer sessions. Multiple courses may be combined to create full morning or afternoon session.

Fees: The 2012 fees for Hill 'Bite-size' modules are £495.00+VAT inclusive of materials and travel expenses and exclusive of venue hire – see below. You may purchase a 4 session modular programme for £1,700.00+VAT

Delegate Numbers: Clients are not restricted on the number of delegates allowed on each course for the price quoted. However, Clients are advised that in order to achieve optimum learning and interaction we recommend that numbers are kept to 15 or less.

Training Materials: We include bound copies of handouts in PowerPoint presentation format and these are included in the cost of the course.

Certification: We can provide CPD certificates for each delegate upon request, along with a registration form as proof of attendance of your delegates for your records.

Feedback: We also include course appraisal/feedback forms for each delegate to enable us to monitor the quality of our courses.

Additional costs: We have found that most clients choose to utilise their own office/training facilities to reduce travelling time and associated costs. We have therefore, excluded venue and refreshment costs from the above. However, should you wish to utilise our facilities we would be more than happy to provide a cost for these in advance, at your request.

Additional materials: Copies of additional materials for example; Contracts or Regulations are not included in the cost of the course. However, these can be obtained from our Knowledge Centre for an additional charge; please ask us for details.

Equipment requirements: We provide a laptop for our presentations along with an LCD projector unless you have in-house facilities. We also ask our clients to provide a projector screen, flipchart and pens.

Cancellations and replacement speakers: On rare occasions it may be necessary to alter the speaker e.g. for illness, accident or operational reasons. Where it is necessary for you to cancel a course charges may be made at our discretion or it may be possible to defer to an alternative date without charge.
Testimonials and Delegate Feedback

Hill International is renowned for the quality of lecturers, their extensive knowledge and presentation style. The following are testimonials from our clients and feedback from delegates who completed our training courses:

“The training was delivered with a high degree of competence and enthusiasm. The content was made interesting and informative, we were particularly pleased with the level of interaction between the trainer and our staff, all of whom have and will continue to benefit from this programme in the future.”

Thomas Vale Ltd
5 sessions February/March 2010
Contractual Awareness, NEC 2/3, JCT, Managing the Payment Process, Legislation

“The quality and content of the programme was professionally delivered and enhanced by good interaction with the audience. Staff have particularly benefitted from the relation of theoretical matters to real life scenarios and worked examples from within the business. The feedback from my team has been extremely positive and we have already seen several team members using the knowledge gained to the benefit of the company.”

Fitzgerald Contractors Ltd
8 sessions February/March 2010
Contractual Awareness, NEC 2/3, JCT

‘Very well presented, in a pleasant and friendly manner’
‘Excellent course could not have been better delivered’
‘Excellent course, lecturer had extensive level of knowledge and delivered a very engaging lecture’
‘Superb presentation, well done’
‘Excellent presentation delivered in a manner that kept you awake during the late afternoon session!’
‘Excellent day, well presented, well done’
‘Very interesting/informative seminar’
‘A very worthwhile course’
‘Very informative and easy to understand, applicable to my current role within the organisation’

99% of delegates have confirmed their willingness to attend further courses presented by Hill International

Delegate feedback

“Thank you for the excellent training… Hill International has provided training to us for many years now and you have been consistent in maintaining a high quality and standard in both topic content and presentation... our next training event is in [May 2010] and I have no doubt that my staff will find it extremely informative, useful and enjoy it!”

Walsall Council
2 sessions April 2010
Contractual Awareness, NEC 2/3