

Training Services

Case Study - Commercial and Planning Training Programme

Systech International provides responsive, high quality managed services to contractors, supporting them in the delivery of projects on time and to budget.

Systech International is the leading global provider of commercial management, planning and scheduling, claims, expert witness, legal, dispute resolution and training services on construction, infrastructure and energy projects.

We offer an extensive range of training services which are delivered by construction and legal professionals with hands-on project experience. Our training has proven to be of huge benefit to our clients, combining practical and academic elements to enhance greater understanding. We work with our clients to ensure that the content of each event is relevant to its business and its objectives and we encourage the use of workshops based on real project events that are known to the participants.

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- Logistics management
- Commissioning, completion and handover
- Earned value and other methods of progress assessment
- Forensic planning – an introduction

The Client

A major international contractor with a UK turnover of £750m, 2,000 staff and 150 active projects in the health, education, commercial, rail and housing sectors ranging in value from £1m up to £150m.

The Requirement

Systech was appointed to prepare and deliver two distinct training programmes to raise the awareness of our client's project delivery teams, firstly in commercial/contract issues and secondly in project planning. The training was for 400 staff located in offices and on sites across the UK. The brief identified key issues that the training needed to cover.

Commercial/contacts issues:

- Formation of contract
- Understanding the contract and delivery obligations
- Administration of sub-contractors and suppliers
- Change control
- Payments, including Construction Act obligations
- Design liability
- Dispute avoidance
- Claims and dispute resolution

Planning issues:

- Life of a programme [tender, baseline, progress, claim/dispute]
- Cost and resource loading
- Design and procurement
- Progress monitoring
- Collaborative planning with supply chain
- Identifying work around solutions/risk reduction

The Solution

We provided our client with a dedicated trainer for each of the programmes – consultants with an excellent track record of senior roles in construction organisations, experts in their field with hands-on practical experience who can talk from the perspective of “been there, done that” and can illustrate their talks with personal anecdotes. They also both had experience in the delivery of training programmes.

The trainers immersed themselves in our clients business to gain an understanding of the objectives and learning outcomes that needed to be achieved. The brief was critiqued and suggestions made for enhancement and additional issues to include.

A timetable for the programme was agreed – a combination of tuition and workshops in short interactive and practical sessions to aid learning.

The course content was prepared with the workshops based on real project situations experienced by the client.

The content was trialled at presentations to senior management and their comments and suggestions taken on board. The content was then signed off.

We worked with our client to organise the programme logistics across the various locations with each session having between 12 and 15 attendees. At the end of each session the attendees were evaluated for their level of knowledge and asked for their feedback and suggestions for course improvement.

The feedback from the attendees was excellent and we achieved the client objectives. We are now working with our client on further training initiatives.