



## COURSE NUMBER

FHWA-NHI-134110

## COURSE TITLE

### TCCC Change Orders, Claims, and Dispute Resolutions - WEB-BASED

Highway construction contracts often require modification due to scope changes, differing site conditions, or a number of other reasons. Administration of changes and/or claims can result in a dispute. Some contracts have a dispute resolution process specified to facilitate timely administration of the issue. This training explores all of these topics and more and provides you with an overview of the change process, the claim process, and the Federal government's role in these situations.

The Change Orders, Claims, and Dispute Resolutions course contains two lessons. Lesson 1 contains information on change orders and Lesson 2 covers claims and dispute resolutions. This course discusses the relationship between the contractor and owner and different ways a change can be handled between the two. The course has good information on how to avoid a claim. When a claim does occur, the course covers the claim process and the federal government's role in the process. The course includes videos, questions and answers, and reviews all the key points throughout the training.

## OUTCOMES

Upon completion of the course, participants will be able to:

- Describe what constitutes a change in a transportation contract
- Define the different kinds of changes
- Identify the authority behind change orders
- Identify the existing regulations that impact changes
- Describe the Federal government's role in the change process
- Define claim
- Describe the process for determining a claim's validity
- Define dispute resolution
- Describe the best way to avoid disputes

## TARGET AUDIENCE

This training is targeted technicians and administrators that are responsible for change orders, claims, and change resolutions. This training is recommended for the Transportation Curriculum Coordination Council levels I, II, and III.

**TRAINING LEVEL:** Basic

**FEE:** 2011: \$0 Per Person; 2012: \$0 Per Person

**LENGTH:** 1 HOURS (CEU: 0 UNITS)

**CLASS SIZE:** MINIMUM: 1; MAXIMUM: 1

**NHI Training Information:** (703) 235-0534 • [nhitraining@dot.gov](mailto:nhitraining@dot.gov)

**Subject Matter Expert:** Chris Newman • (202) 366-2023 • [christopher.newman@dot.gov](mailto:christopher.newman@dot.gov)

**NHI Training Program Manager:** Marty Ross • (720) 963-3212 • [marty.ross@dot.gov](mailto:marty.ross@dot.gov)

