

## BUSINESS CONTRACTS & SLAs

### IN-HOUSE TRAINING

#### WHAT'S INCLUDED

AstroTech Training will provide:

- > A detailed manual/workbook and electronic copy of course material
- > Professional presentation of the course content, case studies and practical exercises
- > One month of free telephonic and e-mail support included
- > Certificate of completion
- > Delivery of course material *(unless otherwise arranged)*
- > Travel and Accommodation for the Facilitator *(if required)*

#### PLEASE WILL YOU PROVIDE:

- > A suitable training venue with data projector
- > White Board and/or Flip Chart and markers
- > Lunch and refreshments daily

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**0861 ASTROTECH**  
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#### ★ COURSE OVERVIEW

Most projects and business performed by companies involve the use of contracts.

In many cases the people tasked with ensuring delivery on those contracts are not always those involved in setting up the contract or, if they are, they are not always informed of the implications of some of the terms of the contract until it is too late.

The terms & conditions of a contract can have enormous implications in terms of the likelihood of satisfying the expectations of delivery.

Consequently, to assist companies ensure that they understand contracts proposed to them or are able to best formulate contracts issued by them, AstroTech offers a training course on Business Contracts and SLAs.

The course covers the following key topics:

- > Purpose & Objectives of Contracts
  - > Contract Types
  - > Penalties & Incentives
  - > Terms & Conditions
  - > Payment Terms & their implications
  - > Forward Cover
  - > Contracts Law
  - > Performance, Non-performance & Possibility of Performance
  - > Confidentiality & Non-disclosure agreements
  - > Breach of Contract
  - > Remedies for contract breach
  - > Contract termination
  - > Arbitration & dispute resolution
  - > Service Level Agreements (SLAs)
  - > Tender processes
  - > Consortia & multiple suppliers
- ...AND MUCH MORE!



## COURSE INFORMATION

### ★ WHO SHOULD ATTEND

- Project managers, Contract managers, Operations managers
- IT managers, Sales managers, Engineering managers
- Procurement personnel, buyers, project leaders, project co-ordinators, project engineers
- Sales teams, engineers, technicians
- Anyone involved with contracts

### ★ TAKE HOME TOOLS

- A detailed manual/workbook and electronic copy of course material
- Notepad & pen
- One month of free telephonic and e-mail support included

### ★ OUTCOMES

After attending this course attendees should:

- Gain an understanding of contracts terms & conditions
- Understand the implications of contract clauses
- Learn how to protect your organisation from one-sided contracts
- Understand key elements of contract law

### ★ SETA ACCREDITATION

AstroTech Training is accredited as a Training Provider with the Services SETA (No. 3852)

Make sure that you complete your Workplace Skills Plan, and you can claim back the relevant percentage of your Skills Development Levies!

### ★ LEVEL 2 BBBEE STATUS

Spending with AstroTech counts twice! You can claim 125% of any training spend with us towards your Procurement scorecard, and everything spent with us on training your qualifying staff will count towards your Skills Development target!

### ★ TERMS & CONDITIONS

- **PAYMENTS:**  
Payment terms are **30** (thirty) days from date of course completion. The final invoice will be based on the **confirmed minimum number of delegates** provided as follows:  
**COURSES INSIDE GAUTENG:** At least **SEVEN** working days prior to the course  
**COURSES OUTSIDE GAUTENG:** At least **TEN** working days prior to the course  
Absent delegates are charged for.
- **POSTPONEMENTS:**  
**POSTPONE WITHOUT COSTS:** If you advise us **at least TWO** weeks prior to the course  
**PAY 25% OF THE COURSE FEE:** If you advise us **less than TWO** weeks prior to the course  
**PAY 100% OF THE COURSE FEE:** If you advise us **within ONE** week of the scheduled course  
Once you have postponed, you **cannot** subsequently **cancel** without being liable for the **FULL** course fee.  
A new date convenient to both parties will be agreed upon, however all postponements need to be utilised within **SIX** months of the original scheduled course date.
- **CANCELLATIONS:**  
**CANCEL WITHOUT COSTS:** If you advise us **at least TWO** weeks prior to the course  
**PAY 50% OF THE COURSE FEE:** If you advise us **less than TWO** weeks prior to the course  
**PAY 100% OF THE COURSE FEE:** If you advise us **within ONE** week of the scheduled course
- **PRESENTERS:**  
Should it be necessary, AstroTech Training reserves the right to substitute the presenter.
- **VENUE:**  
If you have chosen to use the AstroTech Conference Centre as the venue for your training, the terms and conditions specific to Conferencing will be provided separately for your acceptance and signature.
- **COMMUNICATION:**  
When a person registers on the AstroTech website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise from AstroTech and/or its business partners.
- **DISCLAIMER:**  
AstroTech Training will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by AstroTech to the client.