CONCEPT

# Scope of Work and Deliverables Management Training for Contract Owners



**Scope of Work and Deliverables Management Training for Contract Owners**

## Introduction:

Scope of Work and Deliverables Management Training for Contract Owners is a 3-day course for contract owners in requesting departments, contract follow-up officers, project coordinators, finance verifiers and procurement liaison staff, ending with a Scope and Deliverables Control File. Many contracts start with a vague scope of work, so deliverables arrive late or incomplete, extra work slips in unrecorded and acceptance becomes a matter of opinion. Nominees already request or follow up contracted work and practise on case studies from services, facilities and digital contracts. CoreConcept Training Center delivers this scope of work and deliverables management course.

## Course Objectives:

- Define the need, objectives and scope boundaries of a contract before the scope of work is drafted
- Break the scope into a work breakdown structure and a deliverables register with acceptance criteria
- Assign responsibilities between the contract owner, supplier and reviewers using a RACI chart
- Track deliverables against the scope baseline and record acceptance or rejection with evidence
- Recognise scope creep early and route every scope change through a recorded change log
- Prepare a handover and lessons learned record at the end of the contracted work

## Target Audience:

- Contract owners in requesting departments responsible for defining needs and accepting contracted work
- Contract follow-up officers responsible for tracking supplier progress against the agreed scope
- Project coordinators responsible for deliverable schedules and progress meetings with suppliers
- Finance staff responsible for confirming that deliverables were accepted before payment is processed
- Procurement liaison staff responsible for passing a clear scope of work to the purchasing unit

## Course Outline:

### Day 1: Scope of Work Foundations and the Scope Baseline

- Contract Owner Role Map Across Need, Award and Handover
- Need Statement and Business Objective Definition Template
- In-Scope and Out-of-Scope Boundary Table With Assumptions
- Work Breakdown Structure and WBS Dictionary for Services
- Scope Baseline Contents and Approval Sign-Off Checklist

### Day 2: Requirements, Deliverables and Execution Follow-Up Tools

- Requirements List With Must and Should Priority Tags
- Deliverables Register With Acceptance Criteria and Due Points
- RACI Chart for Contract Owner, Supplier and Reviewers
- Deliverable Review, Acceptance and Rejection Record Template
- Scope Creep Indicators and Scope Change Log Procedure

### Day 3: Case Study and the Scope and Deliverables Control File

- Case Study Scoping a Facilities Maintenance Service Contract
- Case Study Following Up a Digital Platform Delivery Contract
- Progress Meeting Agenda and Deliverables Status Dashboard
- Handover Checklist and Lessons Learned Capture Sheet
- Scope and Deliverables Control File Completion

## Skills You Will Gain:

- Need Definition
- Scope Boundary Setting
- Work Breakdown Structuring
- Acceptance Criteria Writing
- Responsibility Assignment
- Deliverable Tracking
- Scope Change Control
- Contract Handover

## Why Attend This Course:

- Deliver a Scope and Deliverables Control File to the head of the requesting department and the procurement unit before the next contract starts
- Decide whether a submitted deliverable meets its acceptance criteria and can be accepted, returned or conditionally accepted
- Avoid late or incomplete deliverables and unrecorded extra work caused by vague scopes and informal instructions to suppliers
- Pass the boundary table, deliverables register and scope change log to colleagues who own or follow up other contracts

## Conclusion:

Back at work, the participant uses the Scope and Deliverables Control File on a live or upcoming contract. The head of the requesting department relies on it to approve the scope baseline, confirm who accepts each deliverable and decide whether a requested change enters the scope change log. Procurement receives a clearer scope of work, and finance can see which deliverables were accepted. After the first deliverables are reviewed, the unit should check rejected items and recorded changes against the file and tighten the acceptance criteria where disputes over quality arose.

## Frequently Asked Questions FAQ:

### What should participants know before scope of work and deliverables management training for contract owners?

Participants should already request, own or follow up contracted work in their unit. Bringing an anonymised scope of work, a deliverables list or progress report from a current contract helps them apply the boundary table, deliverables register and change log to familiar material.

### How does scope of work and deliverables management differ from a tender specification writing course?

A tender specification course prepares requirements for suppliers to price and for evaluators to score. This course serves the contract owner: setting the scope baseline, defining deliverables and acceptance, and following up execution, acceptance and scope changes until handover.

### Why does scope creep happen in scope of work and deliverables management?

Scope creep usually starts with informal requests to the supplier, unclear boundaries and missing acceptance criteria. A boundary table, a deliverables register and a scope change log make every addition visible so that it is approved, rejected or recorded before work starts.

### What do participants take back from scope of work and deliverables management training?

Participants take back a Scope and Deliverables Control File: need statement, scope boundary table, work breakdown structure, deliverables register with acceptance criteria, RACI chart, acceptance record, scope change log, progress dashboard and handover checklist.