CONCEPT

Contingent Workforce Management: Freelancers, Contractors and Gig Talent

22 – 26 March 2027
Dubai - Five-star CBD venue



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Introduction:

Contingent workforce management breaks down when freelancers, agency temps and platform workers are engaged by individual managers with no common rules: rates drift, contracts go unsigned, worker status is never checked, invoices arrive without approved timesheets and knowledge walks out when the engagement ends. This Core Concept course trains HR, procurement and talent acquisition practitioners to choose the right engagement model, screen status risk, write statements of work, run onboarding and contractor pay cycles, govern suppliers through MSP and VMS arrangements and report spend. Participants produce a Contingent Workforce Policy and Operating Model.

Course Objectives:

- Classify non-employee engagements into freelancer, independent contractor, agency temp, outsourced service and gig platform models and select the fitting model for each requirement
- Screen engagements for worker status risk using control, integration, economic reality and permanence indicators and document the decision
- Draft statements of work, engagement contracts and onboarding checklists with deliverables, acceptance criteria, access rights and exit steps
- Set rate cards, approve timesheets and milestones and reconcile supplier invoices and contractor payroll runs
- Govern staffing suppliers and platforms through MSP and VMS arrangements, service levels, security controls and knowledge handover
- Report contingent spend and supplier KPIs and design a Contingent Workforce Policy and Operating Model

Target Audience:

- HR operations functions that onboard, administer and offboard non-employee workers
- Procurement and category management functions that source staffing agencies, consultancies and freelance platforms
- Talent acquisition functions that fill short-term, project and specialist requirements from external talent pools
- Finance and payroll functions that process contractor invoices, timesheets and pay runs
- Hiring managers and project leads who direct day-to-day work of freelancers, temps and contractors
- HR business partners who advise units on when to hire permanently and when to engage externally

Course Outline:

Day 1: Contingent Workforce Models and the Current Engagement Baseline

- Contingent Workforce Definitions: Freelancers, Independent Contractors, Agency Temps and Staff Augmentation
- Outsourced Services Versus Labour Supply: Deliverable-Based and Time-Based Engagements
- Gig Platforms and Online Talent Marketplaces: On-Demand Task and Project Models
- Engagement Model Decision Tree: Duration, Skill Scarcity, Control Needs and Cost
- Non-Employee Headcount and Spend Baseline Audit Across Units and Suppliers

Day 2: Worker Status, Governance and Programme Architecture

- Worker Status Indicators: Control, Integration, Economic Reality and Permanence
- Status Risk Screening Questionnaire and Engagement Decision Record
- Contingent Programme Governance: RACI Across HR, Procurement, Finance and Hiring Managers
- Managed Service Provider MSP Model: Supplier Tiering and Programme Office Duties
- Vendor Management System VMS Workflow: Requisition, Distribution, Timesheet and Billing

Day 3: Sourcing, Contracting and Onboarding Non-Employee Talent

- Sourcing Channels Map: Staffing Agencies, Freelance Platforms, Alumni and Retiree Talent Pools
- Statement of Work SOW Drafting: Scope, Milestones, Acceptance Criteria and Change Control
- Engagement Contract Clauses: Intellectual Property, Confidentiality, Liability and Termination
- Rate Card Design: Bill Rate, Pay Rate, Markup and Day-Rate Benchmarks
- Contractor Onboarding Checklist: Identity Checks, System Access, Induction and Equipment

Day 4: Payment Control, Quality, Security and Knowledge Risks

- Timesheet and Milestone Approval Rules and Invoice Three-Way Matching
- Contractor Payroll Run Options: Direct Pay, Agency Payroll and Umbrella Arrangements
- Supplier Performance Scorecard: Fill Rate, Time to Fill, Quality of Hire and Early Termination
- Data Access Controls, Offboarding Revocation and Shadow Engagement Detection
- Knowledge Retention Plan: Handover Documentation, Pairing and Exit Debriefs

Day 5: Case Work and the Contingent Workforce Policy

- Technology Company Case: Freelance Developer Pool Status Review and SOW Rework
- Hospital and Logistics Case: Agency Temp Supplier Consolidation Under an MSP
- Contingent Spend and KPI Dashboard Build: Cost per Engagement, Tenure and Conversion Rate
- Total Talent Strategy: Blending Employee, Contingent and Automation Options in Team Design
- Contingent Workforce Policy and Operating Model Drafting and Peer Review

Skills You Will Gain:

- Engagement Model Selection
- Worker Status Risk Screening
- Statement of Work Drafting
- Rate Card Management
- Contractor Invoice Reconciliation
- MSP and VMS Oversight
- Supplier Scorecard Review
- Contingent Spend Reporting

Why Attend This Course:

- Return with a Contingent Workforce Policy and Operating Model tested on case material and ready for sign-off
- Stop engagements that start without an approved SOW, a status check or a system access plan
- Bring scattered agency and freelancer spend into one view that leaders and finance can question
- Integrate external talent into teams and culture so projects keep their knowledge after contracts end

Conclusion:

Freelancers, contractors, agency temps and platform workers are now a standing part of how work gets done, and they need the same discipline as permanent hiring. The course moves from engagement models and the spend baseline, through worker status indicators, governance, MSP and VMS workflows, to sourcing, SOWs, contracts, rate cards and onboarding, then to payment controls, supplier scorecards, security and knowledge retention. The final day applies case work and turns it into a Contingent Workforce Policy and Operating Model for the organisation.