PPP Service Agreements Training Course

Professional Development Training Course Outline

Category	General Training	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Public-Private Partnerships Service Agreements Training Course provides a practical and strategic understanding of how service agreements are designed, negotiated, implemented, monitored, and managed within Public-Private Partnerships. The course focuses on contract structuring, service-level agreements, performance-based contracting, risk allocation, payment mechanisms, key performance indicators, compliance, governance, contract administration, dispute resolution, and value-for-money principles. Participants will develop the skills required to create commercially sound and legally robust service agreements that align public-sector objectives with private-sector performance.

The programme incorporates international Public-Private Partnerships best practices, contract management frameworks, performance monitoring systems, procurement principles, stakeholder engagement, digital contract administration, and sustainable service delivery models. Through practical exercises and global case studies, participants will learn how to identify contractual risks, establish measurable service standards, manage variations, enforce contractual obligations, resolve disputes, and improve long-term Public-Private Partnerships outcomes while protecting public value and institutional interests.

Programme Curriculum

Public-Private Partnerships Service Agreements Training Course

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Course Objectives

By the end of the course, participants will be able to:

1. Understand the principles and strategic foundations of Public-Private Partnerships service agreements.
2. Develop effective service specifications and contractual performance requirements.
3. Apply performance-based contracting and service-level agreement frameworks.
4. Design appropriate key performance indicators and monitoring mechanisms.
5. Strengthen contract governance, compliance, and accountability.
6. Apply effective risk allocation and mitigation strategies.
7. Develop payment, incentive, penalty, and adjustment mechanisms.
8. Manage contract variations, extensions, and renegotiations effectively.
9. Apply dispute avoidance, negotiation, and resolution techniques.
10. Integrate value-for-money and lifecycle-cost considerations.
11. Use digital contract management and performance-monitoring tools.
12. Strengthen stakeholder engagement and service-delivery oversight.
13. Apply international best practices to improve Public-Private Partnerships service agreement outcomes.

Organizational Benefits

- Improved service agreement design and contractual clarity.
- Stronger performance monitoring and accountability.
- Better allocation and management of contractual risks.
- Reduced disputes, delays, and contract-performance failures.
- Enhanced value for money and sustainable service delivery.
- Improved governance, compliance, and transparency.
- Stronger negotiation and contract administration capabilities.
- Better alignment between public objectives and private-sector performance.
- More effective management of contract changes and claims.
- Enhanced institutional capacity for long-term Public-Private Partnerships management.

Target Audiences

1. Public-sector procurement and contract-management professionals.
2. Public-Private Partnerships unit and infrastructure specialists.
3. Government policy, legal, and regulatory officials.
4. Private-sector project and commercial managers.
5. Contract administrators and performance-monitoring officers.

6. Infrastructure developers, investors, and operators.
7. Legal, financial, and technical advisers.
8. Project directors, consultants, and senior executives.

Course Duration: 5 days

Course Modules

Module 1: Foundations of Public-Private Partnerships Service Agreements

- Principles and purpose of service agreements.
- Contractual roles and responsibilities of contracting parties.
- Service specifications and output-based requirements.
- Public-sector objectives and private-sector obligations.
- Contract lifecycle and governance framework.
- Global Case Study: United Kingdom Private Finance Initiative service contracts.

Module 2: Service Specifications and Performance Standards

- Developing measurable service requirements.
- Service-level agreements and performance standards.
- Key performance indicators and service benchmarks.
- Quality assurance and continuous improvement.
- Performance measurement and reporting frameworks.
- Global Case Study: Australian infrastructure service-performance frameworks.

Module 3: Contract Structure, Payment and Incentive Mechanisms

- Payment structures and availability-based payments.
- Performance deductions, bonuses, and incentives.
- Indexation, tariff adjustments, and payment reviews.
- Revenue mechanisms and financial controls.
- Linking payments to measurable service outcomes.
- Global Case Study: Canadian Public-Private Partnerships payment mechanisms.

Module 4: Risk Allocation and Contractual Protection

- Identifying service agreement risks.
- Principles of optimal risk allocation.
- Operational, financial, regulatory, and performance risks.
- Risk mitigation, insurance, guarantees, and security mechanisms.
- Managing force majeure and unforeseen events.
- Global Case Study: South African infrastructure risk-allocation practices.

Module 5: Contract Management and Performance Monitoring

- Contract administration and governance structures.
- Monitoring compliance and service performance.
- Audit, reporting, inspections, and verification.
- Managing non-performance and corrective actions.
- Digital contract management and performance dashboards.
- Global Case Study: United States performance-based infrastructure contracts.

Module 6: Contract Variations, Claims and Renegotiation

- Managing contractual changes and variations.
- Evaluating claims and compensation events.
- Renegotiation principles and commercial considerations.
- Preventing opportunistic contract modifications.
- Maintaining value for money during contract changes.
- Global Case Study: European Public-Private Partnerships contract renegotiation experiences.

Module 7: Dispute Resolution and Contract Enforcement

- Dispute prevention and early-warning mechanisms.
- Negotiation, mediation, arbitration, and litigation.
- Contract enforcement and remedies.
- Managing complaints and stakeholder conflicts.
- Documentation and evidence management.
- Global Case Study: International arbitration in infrastructure Public-Private Partnerships.

Module 8: Governance, Compliance and Sustainable Service Delivery

- Regulatory compliance and contractual accountability.
- Transparency, ethics, and anti-corruption controls.
- Stakeholder engagement and institutional governance.
- Sustainability, resilience, and social-value requirements.
- Contract close-out, transition, and lessons learned.
- Global Case Study: New Zealand and Singapore approaches to long-term service-contract governance.

Training Methodology

- Instructor-led presentations and interactive technical discussions.
- Practical contract drafting and service-specification exercises.
- Group workshops on performance indicators and risk allocation.

- International case studies and comparative Public-Private Partnerships analysis.
- Simulated negotiations, claims, disputes, and contract variations.
- Practical assessments, knowledge checks, and facilitated peer learning.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

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