

FOREWORD

This handbook is for anyone wishing to undertake any of the NEC accreditation programmes. It outlines what you can expect and what you are committing to in order to achieve accreditation.

It also contains the terms and conditions of the programmes. If there are any conflicts between the Standard NEC Terms and Conditions and this handbook, this handbook takes preference.

The NEC accreditation programmes can be grouped into the following types;

- MAIN:** These are for delegates who have not yet gained an NEC accreditation and are attempting their initial accreditation course e.g the full NEC3 Project Manager Accreditation, or NEC4 Project Manager Accreditation.
- RESIT:** This is not really a course, but an option for delegates who may have attempted one of the NEC3 or NEC4 accreditation courses but unfortunately failed to pass the final course assessment. This option does NOT include any additional classroom training but simply allows the delegate to retake the final written assessment again.
- EXTENSION:** These are for delegate who already hold a current NEC accreditation certificate and want to take a short extension course to gain the equivalent certification for a different contract version (e.g. NEC3 to NEC4 Project Manager Accreditation).
- RENEWAL:** For delegates who hold a full accreditation certificate that is approaching its 5 year validity date and the process required to renew your certification.

This handbook will cover each type in turn and highlight any differences between NEC3 and NEC4 accreditations where necessary.

ALL Correspondence relating to NEC Accreditations whether general enquiries, related to existing courses, your specific course, assessments or any other accreditation related topics, should be sent to (email preferred):

Email: accreditation@necontract.com

Phone: 0207 665 2457

Post: NEC (Accreditations)
8 Storey's Gate
Westminster
London SW1P 3AT

We aim to respond to emails within two working days. Letters may take longer to reach us. To help speed up our response service, we ask that you only call if you need an answer the same working day. Wherever possible, please quote your Delegate ID number (e.g. 001234) to help us to trace you and your query.

NEC3 Accreditation: Delegate Handbook

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1. MAIN ACCREDITATION PROGRAMMES

1.1. Introduction to NEC and the accreditation suite

NEC is a project management methodology rooted in ensuring a spirit of mutual trust and co-operation. A successfully managed contract requires the recording of all information as well as a collaborative approach by the parties involved. To maintain the spirit of NEC, the person operating the contract on a day to day basis must be able to command that trust from the team.

1.2. Who is the accreditation suite intended for?

The NEC accreditation suite comprises three roles from within the NEC3 and NEC4 contracts. They are advanced courses and, to be successful, we recommend that you have a strong understanding of the NEC principles and processes before you attend. A short summary of the roles and responsibilities under each of the accreditation programmes is given below.

NEC3 / NEC4: ECC Project Manager Accreditation

This accreditation is designed to equip delegates with the skills necessary to be able to manage a project using the Engineering and Construction Contract (ECC).

Under the ECC, the *Employer* is represented by the *Project Manager*. The *Project Manager* requires a strong understanding of the contract clauses and processes and their duties under them. In order to successfully administer the contract, they must:

- Issue instructions
- Maintain the Risk Register
- Assess compensation events and payments
- Manage the Accepted Programme

NEC3 / NEC4: ECC Supervisor Accreditation

This accreditation is designed to equip delegates with the skills necessary to be able to fulfil the role of a *Supervisor* using the NEC Engineering and Construction Contract (ECC).

Acting independently of the *Project Manager*, *Supervisors* are responsible for monitoring testing and defects and checking compliance to the Works Information. It is critical therefore that those undertaking this function must be sufficiently experienced to understand and identify all these requirements. The size and nature of the works might lead to an *Employer* appointing a clerk of works or inspector to this role.

NEC3 / NEC4: TSC Service Manager Accreditation

This accreditation is designed to equip delegates with the skills necessary to be able to fulfil the role of a *Service Manager* under the NEC Term Service Contract (TSC).

Under the TSC, the *Employer* is represented by the *Service Manager*. The *Service Manager* can be an In-House or an external appointment, but they require a strong understanding of the contract clauses and their duties. They will have a critical role during the service delivery Phase of the contract and are required to:

- Issue instructions
- Monitor the performance of the *Contractor*
- Maintain the Risk Register
- Assess compensation events and payments
- Manage the *Contractor's* Plan

1.3. Recognition by ICE

Candidates who successfully pass an NEC accreditation programme, can apply for 2 further achievements that are recognised by the ICE. Applications for both recognitions are 'opt in' not automatic. They are;

1.4. Associate member of ICE, AMICE

Associate membership is designed for professionals working in the built environment who want to improve their knowledge and develop new ways of delivering the infrastructure of the future. The offer is aimed at members of other UK Professional Engineering Institutions and other non-engineering professional bodies whose members have an interest in the built environment.

As an accredited NEC Project Manager, ICE will offer you half-price associate membership of the Institution of Civil Engineers. This allows you access to the full membership offer including the ICE Benevolent Fund; access to regional events throughout the world and use of the AMICE post nominal.

You can apply directly online on the Associate Membership page of the ICE website (<https://www.ice.org.uk/membership/grades-of-ice-membership/associate-member>).

If you need further advice or guidance about becoming an AMICE member, or renewing an existing membership, please email amice@ice.org.uk

1.5. ICE List of Accredited NEC Professionals

The ICE List of Accredited Professionals can be found at www.necprofessionals.ice.org.uk. If you pass the accreditation, you will be given a limited free registration and will then be charged an annual subscription fee. This list is controlled and maintained by the ICE. For all enquiries regarding fees, initial registration and renewing a current registration, please email; necprofessionals@ice.org.uk.

1.6. Post Nominals

Delegates registered on the **ICE List of Accredited NEC Professionals** are entitled to use **NECReg** as a post nominal in correspondence and on your CV (as long as you maintain a current registration).

You are not allowed to state that you work for or represent NEC® in any way as a result of achieving the accreditation.

1.7. Programme overview

What is involved in the accreditation programmes?

The following information is applicable to all NEC accreditation programmes and is the same for Public, In-House, UK and International variants. The accreditation programmes are unlike other NEC courses in that they require a significant investment in time **before and after** the normal classroom element. You should seriously consider your workload before applying for an accreditation programme.

1.8. MyNEC

The accreditation programmes are blended learning with the online elements accessed via the NEC website (www.neccontract.com). You are therefore required to create a personal MyNEC account in order to complete the programme.

To create your MyNEC account, go to the NEC website and select the 'MyNEC' menu option (Fig.1) and register your details (if you have previously registered then simply log in using your current details). This is your personal area within the website and is used to display and access your online training courses and accreditation assessments.

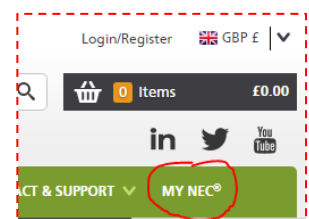




Fig. 1



IMPORTANT

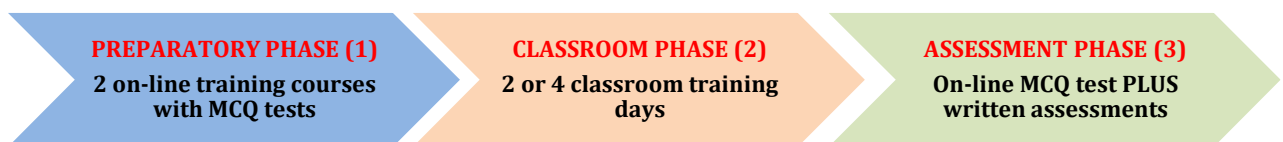
Your MyNEC 'log in ID' is your email address which is intrinsically linked to your online training. If you wish to change your email address at any time, you **MUST** contact NEC on +44 (0)207 665 2457 or email accreditations@neccontract.com We will update your email details.



DO NOT create a new profile for your new email address then ask us to update your old email address. This will create additional delays up to 48hrs while we align/restore both profiles. These delays will not be considered as valid reasons for extending your expiry date.

1.9. Course Cycle Overview

The accreditation programmes are completed in 3 phases. A detailed explanation of the phases is given below.



NOTE: Phase 1 will be issued up to 1 month before the classroom (Phase2) training days. The assessments (Phase 3) are issued on completion of the classroom training and you have one month to complete both MCQ and written assessments.

1.10. Phase 1 – Preparatory course

Introduction: These courses are provided to ensure delegates attending these advanced training programmes have, at least, a basic knowledge of NEC contracts. Each training programme comprises of an ‘Introductory level’ set of videos and Multi-Choice-Question (MCQ) tests plus, an ‘accreditation specific’ course with videos and MCQ tests.

Availability: All online training courses are accessed within your MyNEC area and will be made available 1 calendar month before the Phase 2 start date, or on booking (whichever comes last). They will expire 1 working day before the Phase 2 classroom date. Once expired, you will no longer be able to view the videos or make any further attempts at the MCQs.

Video Modules: While available (see above) you can watch the video modules as often as you wish and freely ‘jump in and out’ of the modules to review any part of the videos you may be unsure about.

MCQ Tests: You have up to 3 attempts to pass each test with each attempt being completed in a single sitting e.g. Once you click ‘Start’ (to start the test) it is recorded as one of your 3 attempts and you should not take a break until you have completed that attempt. The pass mark is 60% for NEC3 and 70% for NEC4. See tales below.

Passed or Failed? At the end of the test you will see a screen informing you of your score and if your pass was successful (Fig.2). You will also be given the opportunity to view feedback on the questions you got wrong. This feedback is only available at that point in time. If you move away from this screen, you will not be able to go back to the feedback screen.

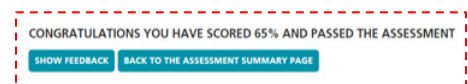


Fig. 2

Successful candidates will receive an online training certificate (a new hyperlink; ‘Print Certificate’ will appear on your MyNEC tile for that module – see Fig 3).

TIP: If you do not see the ‘Print Certificate’ hyperlink, then you have NOT completed or passed the MCQ test. The most common occurrence of this is when there are multiple module tests. Have you missed one?

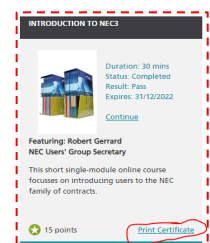


Fig 3



These online courses are streamed to your device. A common problem experienced by delegates when accessing these courses, is ‘timed-out’ issues (this is a setting governed by your own PC/Laptop. We have no control over this). The most common cause for being timed-out is having multiple internet browsers or browser windows open at the same time.

You are advised to close all other browsers/windows before attempting any of your assessments.

The following pages outline the courses for each of the accreditation programmes;

1.11. Preparatory Courses

		NEC3: ECC Project Manager Accreditation	NEC4: ECC Project Manager Accreditation
		NEC3: Introduction to the Engineering and Construction Contract	NEC4: Introduction to the Engineering and Construction Contract
Video:	7 Sessions (approximately 30 minutes)	4 Sessions (approximately 30 minutes)	
MCQs:	1 set of 30 multiple choice questions	1 set of 30 multiple choice questions	
Pass Mark:	60% (maximum 3 attempts)	70% (maximum of 3 attempts)	
		Programme Provisions under NEC3 Contracts (short course)	NEC4: Managing Time and the Programme
Video:	22 Sessions (approximately 60 minutes)	6 Sessions (approximately 55 minutes)	
MCQs:	1 set of 20 multiple choice questions	1 set of 25 multiple choice questions	
Pass Mark:	60% (maximum 3 attempts)	70% (maximum of 3 attempts)	

		NEC3: ECC Supervisor Accreditation	NEC4: ECC Supervisor Accreditation
		NEC3: Introduction to the Engineering and Construction Contract	NEC4: Introduction to the Engineering and Construction Contract
Video:	7 Sessions (approximately 30 minutes)	4 sessions (approximately 30 minutes)	
MCQs:	1 set of 30 multiple choice questions	1 set of 30 multiple choice questions	
Pass Mark:	60% (maximum 3 attempts)	70% (maximum of 3 attempts)	
		The Role of the ECC Supervisor	NEC4: The Role of the Engineering and Construction Contract (ECC) Supervisor
Video:	14 Sessions (approximately 25 minutes)	6 Sessions (approximately 60 minutes)	
Case Study:	1 case study	1 case study	
MCQs:	1 set of 12 multiple choice questions	1 set of 10 multiple choice questions	
Pass Mark:	60% (maximum 3 attempts)	70% (maximum of 3 attempts)	

		NEC3: TSC <i>Service Manager</i> Accreditation	NEC4: TSC <i>Service Manager</i> Accreditation
		NEC3: Introduction to the Term Service Contract	NEC4: Introduction to the Term Service Contract
Video:	6 (approximately 150 minutes)	2 Sessions (approximately 90 minutes)	
MCQs:	5 sets of 5 multiple choice questions	1 set of 30 multiple choice questions	
Pass Mark:	60% <u>per set</u> (maximum 3 attempts each)	60% (maximum of 3 attempts)	
		Managing the Term Service Contract (TSC) Contractor's Plan and Programme	NEC4: Managing the Term Service Contract (TSC) Contractor's Plan and Programme
Video:	3 Sessions (approximately 70 minutes)	3 Sessions (approximately 60 minutes)	
Case Study:	1 case study	1 case study + 1 Word Exercise	
MCQs:	1 set of 15 multiple choice questions	1 set of 15 multiple choice questions	
Pass Mark:	60% (maximum 3 attempts)	70% (maximum of 3 attempts)	

1.12. Scoring

You have up to three attempts for each module MCQ question set. Your **highest** of the three attempts is used as your '**Final Score**' for that module. Once you have achieved the required pass mark, other unused attempts are optional (giving you a free chance to improve your score if you wish. See Fig 4)

	Score	Remarks
Attempt 1	73	Pass
Attempt 2	59	Fail
Attempt 3	-	-
Final Score	73	Pass

Fig 4

As an experienced NEC user, it is possible that you may have already completed one or more of the above online training courses. If you have completed the online course(s) with NEC in the last 12 months, we will already have a record of your pass mark(s) so completing these tests again is optional.

We do however make the online training courses available to everybody, even if you have taken it in the last 12 months, so that you have every opportunity to refresh your knowledge (you can watch the video modules to refresh your knowledge without attempting further tests). There are no discounts available for anyone who may have previously paid for the full online training courses.

What if I fail all 3 attempts?

If you fail all 3 test attempts on one or both preparatory courses, you do not have the required level of knowledge to become an NEC3 accredited professional (remember, these are advanced training programmes). You can still attend the Phase 2 classroom training (it will still be good experience) but you will not be invited to attempt the Phase 3 final assessments. Refunds will not be given.

What if I do not complete the assessment by the deadline?

As stated above, you may still attend the Phase 2 classroom training, but you will not be invited to attempt the Phase 3 final assessments. Refunds will not be given.

1.13. Phase 2: Classroom training

This is the main learning phase of the accreditation programme.

- The ECC *Project Manager* and the TSC *Service Manager* Accreditation courses last for four days
- The ECC *Supervisor* accreditation lasts for two days.

During this phase, delegates will be supplied with all the relevant training materials plus complimentary copies of the relevant contracts, guidance notes and 'How To' guides used on the course (public courses only. In-House clients are responsible for providing their own copies to delegates).

Delegates MUST complete all classroom days in sequence before they will be allowed to attempt the assessments in Phase 3. For example, if a delegate was unable to attend day 4 of the PMA course, they may be able to attend day 4 (and assessments) on a future accreditation programme (at an extra cost to the delegate). The following caveats will apply;

- The delegate must complete the missed day(s) within 6 months of the original classroom start date
- The delegate/client must pay an additional admin fee to cover the extra day(s) required
- NEC will make every effort to find an additional place on a future programme but cannot guarantee a place will be available within 6 months. In this case, the delegate will have failed the course and will need to reapply to complete a new course.

1.14. Phase 3: Post-Course Assessments

On completion of the classroom Phase, the tutor will send the attendance register to NEC confirming who attended each day. On receipt of this register, NEC will release the final assessments to the delegates meeting the attendance criteria above. Qualifying delegates will be sent an email confirming assessments availability (via your MyNEC record). The email will also include the completion date and time. This submission date/time is the deadline to complete **both** (Stage 1 AND Stage 2) assessments, see more details below.

1.15. Stage 1 Assessment

This is an MCQ assessment paper with a pass mark of 70%. You have three attempts to achieve the pass mark and each attempt MUST be completed in a single sitting. For the ECC *Project Manager* and the TSC *Service Manager* Accreditation courses there are 40 MCQs. For the ECC *Supervisor* accreditation there are 20 MCQs.

Pass Mark: You MUST achieve a pass mark of 70% or higher on your Stage 1 to progress on to the Stage 2. Failure to achieve 70% after 3 attempts will result in an immediate fail for your accreditation programme. IF you are on the PMA or TSC accreditation programme AND you achieve a pass mark of 75% or higher, then an additional 5% will be added to your Stage 2 result. This additional mark is NOT included in the Supervisor accreditation course.

No Stage 1, No Stage 2: You will not be allowed to access your Stage 2 written assessment until you successfully pass the Stage 1 MCQ assessment. We therefore recommend you complete the Stage 1 as soon as possible after they are released to you. Remember, you only have one month to complete BOTH Stage 1 AND Stage 2 (the date/time shown in your email above).

Tip: The final Phase 3 expiry date is also shown on your 'assessment tile' as shown in Fig.3.

1.16. Stage 2 Assessment

This is a written paper where you will be given a series of scenarios and you must provide written answers. You cannot access this paper unless you have successfully completed the Stage 1 MCQ and achieved a pass mark of at least 70%.

For the ECC *Project Manager* and TSC *Service Manager*, you must answer 4 out of 5 questions. For the ECC *Supervisor*, you must answer 2 out of 3 questions. You have one attempt at this paper.

Your answers including sub-parts should be between 750 and 1,500 words per question. As you can surmise from the length of the answers, the assessor is looking for your complete understanding of the questions and a coherent and complete response. You should not repeat the question in the answer.

The questions are designed to make you think and will thoroughly test your knowledge.



When answering the Stage 2 questions you are advised to use an external programme like Microsoft Word® and compile your answers offline to prevent any connection limitations. Only when you are 100% certain that you are happy with your answers should you copy and paste them into the answer portal in your MyNEC. The portal is compatible with Microsoft Word® and will retain your formatting.

1.17. Make sure that your answer is your own

It is reasonable to expect that you will discuss your questions with colleagues or consult other sources when researching your answers. However, the answers you supply should be your own answers in your own words. It is your knowledge that is being assessed and your interpretation of the question in the answer given.

1.18. Do not Plagiarise

If you feel a published quote would add value to your answer, it should be enclosed in square brackets and accredited to the original source, e.g. **["To 'Plagiarise' means: to steal and pass off (the ideas or words of another) as one's own, to use (another's production) without crediting the source, to commit literary theft, to present as new and original an idea or product derived from an existing source." MERRIAM-WEBSTER ONLINE DICTIONARY accessed 29 April 2016].** Excessive use of quotes from contracts or other published materials (including your course notes) are also classed as a form of plagiarism, as the answer is not your own but merely a copy of already published materials.

All NEC accreditation submissions are scanned using plagiarism detection software and compared with more than 30,000 previous submission in our database including your own cohort and every other submission still awaiting marking.

1.19. Do NOT share your assessment answer(s)

As stated above, your assessment should be your own answers in your own words. IF you deliberately allow your answers to be shared with colleagues and they subsequently copy your answers, you will also fail for aiding Plagiarism.

DO NOT share your answers with your colleagues or leave them on an open server and vulnerable to being copied. We strongly recommend that you password protect your answers then delete them once you have successfully submitted them for assessment.

1.20. Submitting your answers for assessment

When you have completed your written answers, they should be uploaded to the online portal (via your MyNEC log in). Ensure when uploading you tick the MS Word box if applicable (this ensures the formatting is retained correctly) and you click the answer selection boxes then click on 'Submit for Marking'. Details of the submission process are shown at section 6 to this handbook.



Once you have clicked on the submit icon your answers are locked.
You will not be allowed to submit any amendments or addendums.

Check, check and check again - submit is final!

1.21. The marking process

All our assessors are experienced senior tutors with NEC contract consultancy and/or authorship experience. The assessor marking your assessments will NOT be your tutor and will not have any knowledge of your tutor's identity.

Where an overall score is 'borderline' between pass and fail, assessment papers will be automatically re-marked to ensure every possible chance has been given to the delegate.

Note: *There is no definitive score for 'borderline'. It could vary depending on the reason for failing e.g. "a delegate could technically have a good answer, but lost marks for incorrect formatting or not quoting a clause" as opposed to "the delegate did not understand the question and the answer is just wrong".*

Reasons for failing

There are many reasons why you may not be awarded a pass for your assessments, for example;

- You did not submit your Stage 2 assessment answer before the designated deadline
- You did not achieve the required pass mark
- Our plagiarism software detected a possible plagiarism AND the decision was upheld by the assessor
- Your answers contained too many (verbatim) clauses AND the decision was upheld by the assessor

1.22. Notification of Results:

Once the results have been verified, NEC will release your results in your MyNEC and email you confirmation that they are available to view, along with any feedback comments made by the assessor.

1.23. Feedback

The term feedback is used in the NEC assessment phase in its most basic term. The level of feedback provided by assessors is simply to give some additional pointers to the clause reference(s) applicable to your given answer. Sometimes, no guidance is given at all as it may just be a poorly worded answer.

We appreciate that you will be disappointed if you fail or even if you pass but have lost marks and the feedback doesn't really tell you why. Remember, this is not a test or a continuation of your training course. It is a final assessment (an evaluation of your current knowledge). Therefore, requests for further feedback will not be granted.

1.24. Certification

Successful candidates will be sent an 'NEC Certificate of Accreditation' which is valid for 5 years from the date of assessment. Certificates are printed and despatched to delegates on an 'as required' basis via third party printers.

For public course delegates, your certificate will be posted to the '**Shipping Address**' recorded in your MyNEC record (My Account Details – Address Details Tab). IF you wish the certificate to be sent to a different address, you should update your 'Shipping Address' record above or notify us, by email to accreditations@necontract.com , immediately after you submit your assessments for marking.

For In-House course delegates, certificates are normally sent direct to your company booker. Your results email will tell you who that person is and their email details.

You should expect to receive your certificates within 21 days of your notification email. However, certificates are ordered per cohort and delays are sometimes caused by delegates not replying promptly with their full address.

1.25. What if I do not pass?

If you have not achieved the required pass mark of 70% (including the additional 5% from Stage 1 where applicable) you will be offered the opportunity to RESIT another assessment Stage 2 paper. See section 3 for more details about the RESIT options.

1.26. Appeals procedure

If you feel you have grounds for complaint or are dissatisfied with any part of your accreditation course, you can submit an appeal to NEC giving details of your appeal with supporting evidence, no later than **5 working days** from the date of your final assessment results email.

If your appeal is to request your Stage 2 assessment to be re-marked, you will be charged a fee for the re-marking and will be sent an invoice. Your assessment will not be re-marked until this invoice has been paid. IF the re-marking changes your marks from a fail to a pass, your re-marking fee will be refunded in full.

NOTE: A re-mark is simply an independent assessor (NOT your tutor or original assessor) re-marking your assessment. It does not include any additional feedback (see also 1.22)

Appeals for plagiarism are not accepted as they are supported by documented evidence which has been verified and endorsed by the assessor. Please see 1.17 to 1.19 clarification of the rules.

Appeals should be submitted to the NEC Operations Manager (email is acceptable) to accreditation@necontract.com. We will acknowledge your appeal within 2 working days of receipt and aim to investigate the grounds for your appeal and provide a reply within 10 working days later.

2. BOOKING INFORMATION

2.1. Are you ready?

As outlined above, the NEC Accreditation Programmes are very involved and require a significant commitment of your time (up to 12 weeks) from start to finish. The programmes have deadlines that you must meet, and your final assessment will require many hours of effort to complete. Like real projects, failure to meet deadlines has consequences.

2.2. Booking onto a public course

Places on public courses must be booked online via the NEC website course page (once on the page, click on the 'Classroom' tab to see available dates and venues). Links to each course are below:

ECC Project Manager Accreditation (UK)	NEC3	NEC4
ECC Project Manager Accreditation (Hong Kong)	NEC3	NEC4
ECC Project Manager Accreditation (Ireland)	-	NEC4
ECC Project Manager Accreditation (New Zealand)	-	NEC4
ECC Supervisor Accreditation (UK)	NEC3	NEC4
ECC Supervisor Accreditation (Hong Kong)	NEC3	-
TSC Service Manager Accreditation (UK)	NEC3	NEC4

How many delegates: Users can book up to 5 delegates at the same time via our website. If you wish to book an Accreditation course for 6 or more delegates, we can offer special rates to run the course at your premises. See information on In-House courses below.

Confirmation email: On successful completion of your booking you will receive a Confirmation email informing you the booking is being processed and you will also receive an Invoice for payment (30-day terms). Please see 1.2 re email addresses used.

Phase 1 email: Delegates will receive a secondary email within 24 hours of the booking, OR, 1 calendar month before the course (Phase 2) start date, whichever is the latter, with instructions on how to access their Phase 1 online training courses.

2.3. Joining instructions

If you are attending a public accreditation programme, your joining instructions will be issued 10 calendar days before the classroom start date (Phase 2 of the programme). If, due to unforeseen circumstances, an accreditation course is cancelled, re-scheduled or moved, NEC accepts no liability for any loss of expenses that may be incurred by you prior to the issue of your joining instructions. You are advised NOT to commit to travel or accommodation bookings until you receive these joining instructions.



Some company servers or security software may block the above emails. IF you do not receive the above emails in the timelines stated, please contact NEC immediately on +44(0)207 665 2457 or by email to accreditations@necontract.com

2.4. Substitutions

Once enrolled onto an accreditation programme, it may be possible to substitute a delegate. However, serious consideration should be given to ensure that the new delegate is sufficiently experienced to attend the accreditation programme and has enough time to complete the Phase 1 preparatory training.

2.5. Transfers

Once enrolled onto an accreditation programme, a delegate may make one request to transfer to a different programme, date or venue. Transfers may result in an administration charge. see table below.

Only ONE transfer is allowed per delegate. Any subsequent cancellation requests will result in a 100% forfeit of the original booking fee.

2.6. Delegate Cancellations

A delegate may cancel their booking, free of charge, up to 29 calendar days before the classroom start date. Other charges for cancellations with 28 days or less are shown in the table below.

2.7. Charges (percentages shown represent percentage of the FULL course booking fee)

Notice time ⁽¹⁾	Substitution ⁽²⁾⁽³⁾	Transfer ⁽³⁾⁽⁴⁾	Cancellation
29 days or more	FREE	FREE	FREE
08 to 28 days	FREE	15%	50%
07 days or less	NONE PERMITTED	NONE PERMITTED	100%
(1) the number of calendar days before (but excluding) the course start date (Phase 2) (2) Company/delegate must ensure new delegate is sufficiently qualified and has enough time to complete Stage 1 (3) If following a substitution or transfer, a delegate subsequently cancels, the original booking fee will be forfeited. (4) Only ONE transfer is allowed per delegate			

2.8. Standard NEC terms and conditions

All the terms and conditions in the NEC standard terms and conditions, as published on our website (<https://www.neccontract.com/Terms-and-Conditions>), remain in force. However, if there are any conflicts between the published T&Cs and this handbook, the information in this handbook will take precedence over the published standard T&Cs.

2.9. Booking information: In-House courses

If your company has 6 or more delegates they wish to take the same accreditation course, it is usually cheaper, and more convenient for you, for NEC to take the course to you and run it at your premises (although we can arrange a third party venue, if you wish).

To book an In-House course, bookers should contact an NEC account manager by calling +44 (0)20 7665 2446 or completing an In-House request form by selecting the 'In-House' tab on the relevant course web page (see 11.2).

3. RESIT OPTIONS

3.1. Who can take a resit?

A resit is only available to a delegate who has successfully achieved a pass mark in their Stage 1 MCQ assessment but failed to achieve a pass mark in their Stage 2 written assessment. You cannot take a resit if you have already passed your Stage 2 (e.g. wishing to improve your previous score) and you cannot take a resit for any accreditation other than the Stage 2 assessment you have failed (e.g. you cannot fail a Supervisor Stage 2 and request a PMA Stage 2 resit).

3.2. What is a Resit?

A resit is the option to attempt a new Stage 2 assessment paper. It does not include any further training or training materials from NEC. Therefore, you are advised to study your original training materials thoroughly in order to assist you to achieve a pass mark in your resit.

You will be sent an email (as for your original assessments) informing you that your new Stage 2 assessment is available via your MyNEC. Log on to your MyNEC and complete your new assessments in the same way as your original (2 out of 3, or 4 out of 5 questions, copy to your laptop, complete offline and upload to the portal by the submission date/time)

Your 'Notification of Results' email (see para 1.21) will inform you of the next available resit date and costs. If you wish to proceed, you must confirm this to NEC who will then send you an invoice for the resit cost. Your resit assessment will be issued one month before the submission date, or when your invoice has been paid, whichever is last.

3.3. I am unable to complete the resit by your suggested date

The date suggested in your 'Notification of Results' email is the next available date. We accept that sometimes this may be optimistic considering that you have yet to receive and pay your invoice. You should contact NEC (phone number/email at the beginning of this handbook) to discuss an alternative date. You must complete the resit within 9 months of the end date for your Phase 2 classroom stage.

3.4. What is the Resit Pass Mark?

The Resit pass mark is 70% and includes the 5% from your Stage 1 if applicable.

3.5. Can I resit a resit?

You are allowed a maximum of 2 resit attempts. If you fail the second resit, you will not be allowed a third option and must register for and complete a new accreditation programme.

3.6. How much does the Resit Cost?

The cost of the resit (first or second) will be included in your notification of results email. You MUST pay your resit invoice before we issue your assessment

3.7. I have applied for a resit, can I transfer to another date?

No. Once you have paid your invoice and been allocated a resit date, we will allocate and book an assessor for that resit cohort. Failure to submit your resit assessment for the allocated date will result in an automatic fail and will count as one of your two allowed resit options.

4. EXTENSION PROGRAMMES

4.1. What is an Extension Programme?

An extension programme is the option for you take a short accreditation programme to extend your existing accreditation qualification from the NEC3 standard to the equivalent NEC4 standard e.g. extend your NEC3 PMA accreditation to include the NEC4 PMA accreditation. NOTE this extension is equivalent to taking and passing the full (Main) accreditation programme.

4.2. Who is eligible?

Anyone who holds a current NEC3 accreditation certificate is eligible to extend that accreditation (note: your current NEC3 certificate must be valid at the time of the extension submission date). You can only extend the same accreditation type e.g NEC3 PMA to NEC4 PMA. We advise that delegates attain experience in using NEC3 BEFORE attempting to extend to the NEC4. It is not unusual for delegates who extend too quickly to become confused with the assessment questions because they have no experience of interpreting the subtle differences between the two contract types.

4.3. Available Extension Programmes

The following extension programmes are available (click on the name to go to the NEC web page);

[NEC3 to NEC4 ECC Project Manager Accreditation extension](#)

[NEC3 to NEC4 ECC Project Manager Accreditation extension \(Hong Kong\)](#)

[NEC3 to NEC4 TSC Service Manager Accreditation extension](#)

4.4. The programme

For the ECC *Project Manager* and TSC *Service Manager* it is a one-day classroom course followed by an online assessment. The classroom course will explore the highlights of the changes from NEC3 to NEC4, building upon your existing knowledge and competence as an NEC accredited professional.

4.5. The assessment processes

On completion of the classroom Phase, the tutor will send the attendance register to NEC confirming who attended the classroom course. On receipt of this register, NEC will release the final assessments to the delegates confirming; the assessment availability (via your MyNEC record) and the completion date and time. The deadline for completion is two weeks from the email date.

For the ECC *Project Manager* and TSC *Service Manager*, there are 40 multiple choice questions. You have three attempts to complete the assessment. The pass mark is 85%. This is reflective of the knowledge and competence levels required as well as the lack of long answer papers.

4.6. Can I take a resit?

There are NO resit attempts for the extension courses. If you fail to achieve the required pass mark after your 3 attempts, you are advised to increase your familiarity with the changes in NEC4 and how they affect your roles and responsibilities before registering to take the extension course again (see 4.2).

4.7. Notifying you of your results

You will get your result immediately via the online system. This will be followed by an email from us, once the results have been verified.

4.8. Receiving your certificate

Successful candidates will be sent an 'NEC4 Certificate of Accreditation' which is valid for 5 years from the date of assessor marking. See section 1.23 for the process.

5. CERTIFICATION RENEWAL

5.1. Who needs to renew and when?

All NEC3 and NEC4 accreditations are valid for 5 Years. All NEC accredited professionals will have to renew their certificate before this date to maintain currency.

Delegates will be contacted by NEC with an offer to complete the renewal module and assessment six months before their certificate is due to expire.



NEC will allow a maximum of 14 days additional grace from your certificate expiry date to successfully complete the renewal process.

Failure to successfully renew your certificate within this period of grace will result in your certification status becoming 'EXPIRED'. Expired status will require you to complete a full accreditation course to regain your certified status.

5.2. The programme

Failure to complete the module and pass the assessment will affect the existing accredited status. The programme will be an online course including assessment. Catch up workshops will be available but not mandatory.

	NEC3 Project Manager Accreditation Renewal
MCQs:	8 sets of 5 multiple choice questions
Pass Mark:	70% (maximum 3 attempts)

5.3. Starting the renewal

Once your renewal access has been setup by NEC (you will receive an email telling you it is available) you can access the assessment via your **MyNEC > My Online Training** and selecting the '**NEC PMA Renewal**' tile (Fig 5).

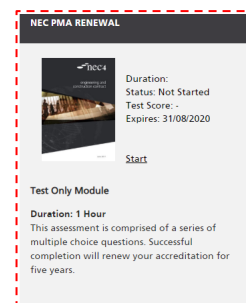


Fig 5

Click on the 'Start' link to access the renewal screen.

Note the instructions. There are 8 questions (multi-choice) with 5 parts per question (a total of 40 MCQ questions).

You should aim to complete each set of 8x5 questions in approximately 1 hour. You have 3 attempts to achieve the pass mark of 70% (as with all MCQ tests in the accreditation programmes, the highest of the 3 attempts will be your final score).

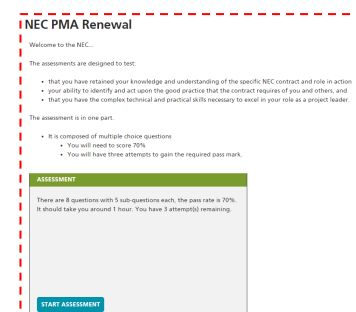


Fig 6

5.4. The assessments

Once you click the **'Start Assessment'** icon you will be presented with a pop-up box warning you that each attempt should be completed in a single sitting and reminding you of the number of questions and the score to achieve.

This is your last chance to back out of this attempt. Click **'Cancel'** to return to the screen at Fig 6.

If you click **'Proceed'** you will be presented with the following screen (Fig 7). **This is now recorded as ONE ATTEMPT.**

- The top of the screen sets the scenario for the question (note the comment below the question that you should *'Answer all 5 parts in the correct order before moving to the next question'*)
- The lower section of the screen asks a sub question (related to the scenario above) where you must select your answer(s) by ticking the relevant box(s)
- Click the next tab for 'Part 2' then 'Part 3' etc until you have answered all 5 parts of the question
- when you have answered all 5 parts you should click on the blue 'Submit' icon to move onto the next question.

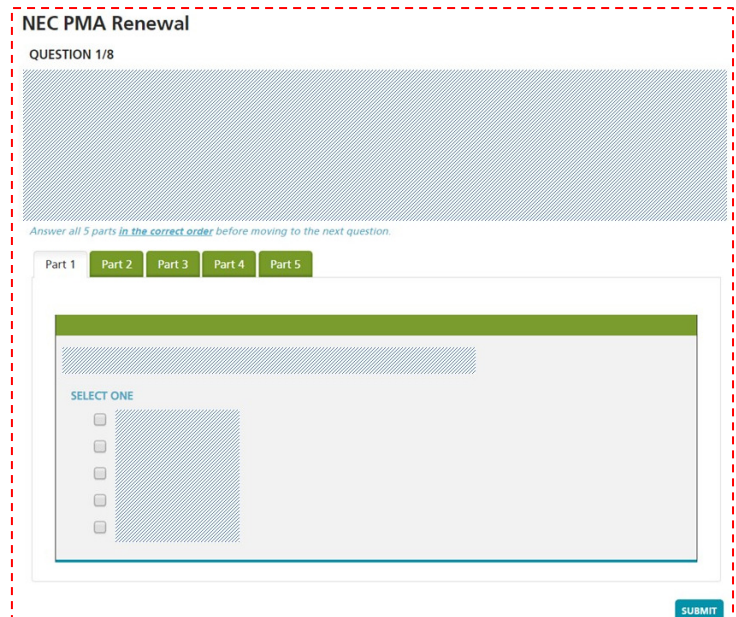


Fig 7



You MUST complete all 8 questions in one sitting. Do not take a break, navigate away from the screen, or click the back button on your browser. See comments above about clicking the **'Cancel'** or **'Proceed'** options BEFORE you decide to proceed.

----- Attempts cannot be reset -----

5.5. Re-Certification

If you successfully pass the assessment, contact NEC with your address details (for your certificate) and they will arrange for a new certificate to be printed and sent you. Your records will then be updated to reflect your next 5 years accreditation.

NOTE: If you wish to remain on the ICE list of NEC accredited professionals, contact ICE as per the details at para1.5.

6. ACCREDITATION PORTAL

6.1. Introduction

The accreditation portal is the system you will use when submitting your Stage 2 written assessment for the MAIN accreditation programmes.

6.2. How to access the portal

Log in to your MyNEC area on the NEC website and go to;

- My Courses and Assessments
- Start or Continue one of your Courses
- select your 'Accreditation' tile
- click on 'Continue' (Fig. 5)

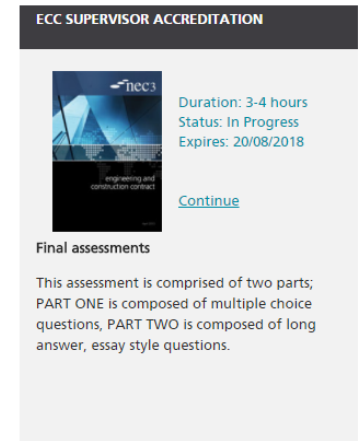


Fig 8

Click on the 'Start Assessment Part 2' icon to return to your Stage 2 portal

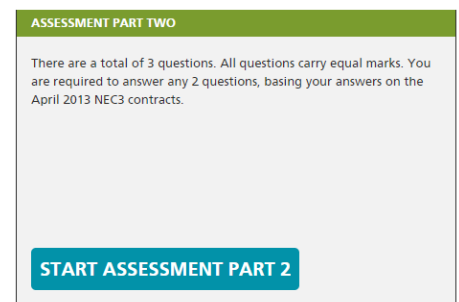


Fig 9

At the top left of the screen, select the green tab for the question number you are submitting. DO NOT CLICK ON THE BLUE SUBMIT BUTTON (on the right-hand side)

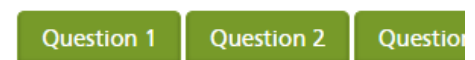


Fig 10

- Copy and paste your answer into the field provided at the BOTTOM of the screen.
- TICK the box in the bottom left corner to indicate this question is 'selected for marking'
- Click on the SAVE ANSWER button
- Go back to 6 and repeat for all answers you are submitting

When you have uploaded ALL your answers, return to the 'Question Screen' (Fig 10) and click on the 'Submit' icon on the top right of that screen.

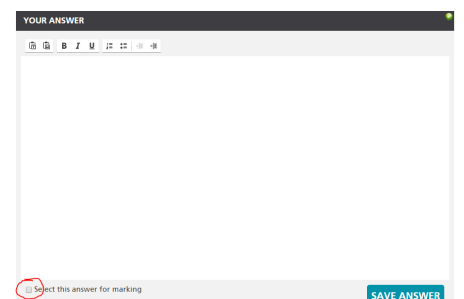


Fig 11

REMEMBER: SUBMIT IS FINAL – CHECK, CHECK AND CHECK AGAIN!

7. FREQUENTLY ASKED QUESTIONS

7.1. General

How much time should I devote to the accreditation programme?

Before you book onto a course, consider the timeline! Although the classroom element only last 2 or 4 days, the full course can take up to 12 weeks to complete.

It is very difficult to give a guide to how much time you need to dedicate to Phases 1 and 3, it depends on your level of expertise as people learn at different speeds.

7.2. Log In issues

Can I change my registered email address?

If you wish to change your MyNEC email address, contact us directly on +44 (0)20 7665 2446 or by email to accreditation@necontract.com with a subject line of; '**Change of accreditation email address**', quoting your old and new addresses (our systems usually complete the update in less than 30 minutes).

DO NOT create a new MyNEC account for your new email address and THEN tell us you wish to change. This could result in a delay of up to 2 working days to correct (and will not be accepted as a valid excuse for loss of access time).

I cannot log on to MyNEC

You may not have activated your account. When you registered, you should have received an email asking you to activate your registration. If you have not received this, check your spam folder. If you still cannot see this email, send your details to accreditation@necontract.com put '**Activation Problem**' in the subject line.

7.3. I have a problem with my MCQs

I cannot see my accreditation details in MyNEC

Email accreditations@necontract.com with full details and screen shots if possible and we will fix as soon as possible.

I cannot access my online training or assessment records in MyNEC (they have gone grey)

Your access has expired

I keep being asked the same question in the MCQ test.

This is usually because you have taken a rest in between questions or taken too long in answering and you have been timed out. When you log back in most web browsers will check the local cache before downloading information from the internet. Therefore, the questions are being re-read from your local cache. You should clear your local cache then log-out and log-in again.



The most common problems experienced by delegates when accessing their online training courses, is 'lock-out' or 'time-out' issues (the length of time for 'time-out' is governed by your own PC/Laptop, usually with a maximum of 15 minutes. We have no control over this). These are usually caused by having multiple internet browsers or browser windows open at the same time.

You are advised to close all other browsers/windows before attempting any of your assessments.

7.4. What if I miss one or more of my classroom days?

You will not be allowed to continue to the Phase 3 final assessment stage, unless you have completed all classroom days in sequence. Failure to complete the classroom element therefore means that you will fail the programme.

NEC will try and allocate you a place on another course to allow you to complete your training days and subsequent Phase 3 assessment. You should however be aware that the chances of attending another course are low. This brings a risk of automatic failure due to non-completion of the classroom training.

If you are allocated a place to complete your training, the following conditions apply

- The missing classroom days must be completed within 6 months of your original Phase 2 start date.
- Those attending the full course will be given priority places over those completing 'remaining days' until 5 working days before the course start date.
- NEC cannot guarantee a suitable course will be available within the stated time period. Where this happens, you will be deemed to have failed the course and will need to rebook on a new course. No refunds will be given.
- There will be an additional administration charge.
- You are expected to bring along your original training materials. Failure to do so will result in an additional fee for a new set of course notes.
- You are responsible for any additional travel and subsistence costs to attend the new venue.

7.5. Certificates

I have lost my certificate; can I get a new one?

Accreditation certificates are ordered as required. There will be a fee for a replacement certificate. Send your request by email to accreditation@neccontract.com quoting "New Certificate Request" in the subject line. We will confirm the current fee and send you an invoice which will need to be paid before the order is placed.

7.6. Resitting the assessment

If you fail to achieve a pass mark in your Phase 3 assessment, your results email will include details of how to apply for a resit of your Stage 2 written assessment and the current fee. A resit option will only be given if you have passed your Stage 1 MCQ.

How do I confirm my resit?

You must confirm to us, by email, you wish to take the accreditation resit. Your email should confirm the following:

- You agree to take the resit
- You agree to pay the fee detailed in the email
- The billing name and address for the invoice

Payment and release of resit assessment

When we receive your email, we will send you an invoice for the fee. Once we receive confirmation that the invoice has been paid, or, 1 calendar month before the resit due date, whichever is the latter, we will release resit assessment and inform you of the details. Your resit assessment will not be issued until your invoice has been paid in full. It is your responsibility for ensuring you, or your company, pay this invoice promptly.

Can my company pay using a Purchase order?

Yes. We accept that some companies have defined processes for paying invoices and may not be able to pay your resit invoice in the limited time available. In these instances, a Purchase Order on company headed paper will be accepted as payment and we will release your assessment paper on receipt of your company PO subject to the timelines described above.

Can I choose a resit date?

No. If you qualify for a resit, you will be automatically allocated the next resit date available, unless that date is less than 1 calendar month before the submission date (bearing in mind you also need time to pay your invoice, or provide a PO, before we issue your resit paper). If you feel the next date is too close, you may elect to attempt a future date, up to a maximum of 9 months from your Phase 2 Classroom end date. Resit dates beyond that are not acceptable as it is deemed too long since your course end date.

I have paid my invoice but cannot attend the accepted date

Changes of booking date after your invoice has been paid, or PO issued, are not allowed. If you subsequently decide to withdraw from the allocated resit your invoice will not be refunded.

7.7. Requests for extensions (Stage 2 of Phase 3 only)

Requests for extensions to submission deadlines will only be given in exceptional circumstances e.g. family bereavement or serious illness. Any request for an extension should be made in writing (email is acceptable) to the Head of Operations at accreditation@necontract.com. Put '**Accreditation Extension Request**' in the subject line of the email. We will respond to your request within two working days. Please note, we may request additional evidence to support your request.

If your request is upheld, we will contact you to discuss a new and realistic completion date with you.

Requests for extensions are not acceptable for; leave, holidays or workload.

7.8. CV and Post-Nominals**Can I add details of my accreditation to my CV?**

Yes, if you successfully pass any NEC3 Accreditations (including resit and Extension) AND you have a current subscription with the '**ICE List of Accredited NEC Professions**' (see 2.2), you can use the post-nominal; **NECReg**. You are not however allowed to state that you work for or represent NEC® in any way as a result of achieving the accreditation.

7.9. I have more than 1 accreditation, do I have to register for each one?

Yes. You are included in the list under your accreditation type. Therefore, to register for multiple types (e.g. NEC3 PMA and NEC4 PMA (via an extension programme)) you need to complete 2 registration forms and pay 2 registration fees (see para 1.2).