

## FOREWORD

This document is for anyone wishing to undertake any of the NEC3 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 programme such as transfers, cancellations and how your work is assessed.

If there are any conflicts between the Standard NEC Terms and Conditions and this document this document takes preference.

All correspondence relating to NEC accreditations, whether general enquiries, your course, your assessment or any other accreditation topic, should be sent to:

Email: [accreditations@necontract.com](mailto:accreditations@necontract.com)

Phone: 020 7665 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 to help us to trace you and your query.

All times quoted in this document use local time.

Please Note:

**This handbook is valid for NEC3 accreditation classroom courses taking place on or after 1 August 2018.**

# NEC3 Accreditation: Delegate Handbook

## Contents

1.	Introduction to NEC3 and the accreditation suite .....	5
2.	Who are the accreditations intended for?.....	6
2.1.	ECC <i>Project Manager</i> Accreditation .....	6
2.2.	ECC <i>Supervisor</i> Accreditation .....	6
2.3.	TSC <i>Service Manager</i> Accreditation .....	6
3.	Recognition by ICE.....	7
3.1.	Associate member of ICE, AMICE.....	7
3.2.	ICE List of Accredited NEC Professionals.....	7

## **SECTION A. New to Accreditation (Initial Accreditation) ..... 8**

4.	Programme information .....	8
4.1.	MyNEC.....	8
4.2.	Allowing enough time for the course and assessments.....	8
4.3.	The course timescales .....	9
5.	The NEC accreditation assessment system.....	10
5.1.	Assessment scoring .....	10
5.2.	Assessment outcomes.....	10
5.3.	Assessment feedback .....	10
6.	Phase 1: Prerequisites.....	11
6.1.	ECC <i>Project Manager</i> Accreditation .....	11
6.2.	ECC <i>Supervisor</i> Accreditation .....	11
6.3.	TSC <i>Service Manager</i> Accreditation .....	11
6.4.	Failure to complete the prerequisites.....	11
6.5.	Previous purchases.....	11
7.	Phase 2: Classroom training.....	12
7.1.	Missing all or part of the classroom session .....	12
8.	Phase 3: Post-course assessments.....	13
8.1.	Stage 1 assessment .....	13
8.2.	Stage 2 assessment .....	13
9.	Completing the stage 2 assessment.....	14
9.1.	Structuring your answer .....	14
9.2.	Correct terminology and notation .....	14
9.3.	Make sure that your answer is your own.....	14

9.4. Keep your answers safe – prevent plagiarism.....	15	
9.5. Submitting your answers for assessment .....	15	
10. The marking process .....	16	
11. Your accreditation result.....	16	
11.1. Notifying you of your results .....	16	
11.2. Getting your certificate .....	16	
12. Resitting the assessment .....	16	
13. Booking information: Public courses .....	17	
13.1. Booking onto a public course .....	17	
13.2. Joining instructions.....	17	
13.3. Substitutions.....	17	
13.4. Transfers.....	17	
13.5. Delegate Cancellations .....	18	
13.6. Standard NEC terms and conditions.....	18	
14. Booking information: In-house courses .....	18	
<b>SECTION B. Extending Your Accreditation into NEC4.....</b>	<b>19</b>	
15. Who is eligible? .....	19	
16. The programme.....	19	
17. The assessment process.....	19	
18. Resitting the assessment .....	19	
19. Notifying you of your results.....	20	
20. Getting your certificate .....	20	
<b>SECTION C. Renewing Your Accreditation .....</b>	<b>21</b>	
21. Who needs to renew and when? .....	21	
22. The programme.....	21	
23. Further details to be confirmed .....	21	
<b>SECTION D. Appeals Processes .....</b>	<b>22</b>	
24. Seeking a review of your score .....	22	
24.1. Should you seek a review? .....	22	
24.2. Charge .....	23	
24.3. Reasons that you can apply for a review of your score .....	23	
24.4. Submitting an assessment review request.....	23	
24.5. Assessment review request responses from NEC .....	25	
24.6. Appealing the Decision.....	25	

SECTION A: New to Accreditation

SECTION B: Extending to NEC4

SECTION C: Renewals

SECTION D: Appeals

SECTION E: FAQs

25. Requests for time extensions.....	26
25.1. Submitting a time extension request .....	26
25.2. Time extension request responses from NEC .....	28
25.3. Appealing the decision .....	28
26. Requests to defer your assessment .....	29
26.1. Submitting a deferral request .....	29
26.2. Deferral request responses from NEC.....	29
26.3. Appealing the decision .....	29
27. Fairness, policy and processes review procedure.....	31
27.1. Submitting a fairness, policy and process review request .....	31
27.2. Fairness, policy and process review request responses from NEC .....	31
27.3. Appealing the Decision.....	31
28. The independent appeals process .....	33
28.1. Charges.....	33
28.2. Submitting an independent appeal.....	33
28.3. Independent appeal responses from NEC.....	33
<b>SECTION E. Frequently Asked Questions.....</b>	<b>35</b>

## 1. Introduction to NEC3 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. The NEC3 accreditation suite is designed to equip you with those skills, with specific reference to the role and importance of their role and responsibilities under the relevant contract.

Upon successful completion of classroom sessions and assessment, you could be eligible for formal recognition by ICE under two pathways, the ICE Register for Accredited NEC Professionals and as an Associate member of ICE (AMICE)'. Details of these options, eligibility and the application process are contained later in this document.

## 2. Who are the accreditations intended for?

The NEC3 accreditation suite covers three key roles from the NEC3 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 programme is given below.

### 2.1. ECC Project Manager Accreditation

This accreditation is designed to equip you 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

### 2.2. ECC Supervisor Accreditation

This accreditation is designed to equip you with the skills necessary to be able to fulfil the role of a *Supervisor* using the NEC3 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 role must be sufficiently experienced to identify and understand 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.

### 2.3. TSC Service Manager Accreditation

This accreditation is designed to equip you with the skills necessary to be able to fulfil the role of a *Service Manager* under the NEC3 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

### 3. Recognition by ICE

If you successfully pass an NEC accreditation course (including resits), there are two ways in which your achievement will be recognised by ICE. Your assessment 'pass' email will include details of how to apply. Applications are 'opt in' not automatic!

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

#### 3.1. 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 on line on the Associate Membership page of the ICE website. If you need further advice or guidance about becoming an AMICE member then please send an email to [amice@ice.org.uk](mailto:amice@ice.org.uk).

#### 3.2. ICE List of Accredited NEC Professionals

The ICE List of Accredited Professionals can be found at [necprofessionals.ice.org.uk](http://necprofessionals.ice.org.uk). If you pass the accreditation, you will be given 12 months free membership from the date of application and will then be charged a fee of £50 (+ VAT) per year (subject to any future price increases).

The ICE List is controlled and maintained by the ICE. They are also responsible for setting the annual fee. All correspondence about the list including submission of your registration form should be sent via email to [necprofessionals@ice.org.uk](mailto:necprofessionals@ice.org.uk).

Once you have been added to the ICE List of NEC Professionals and as long as you maintain a current membership, you are entitled to use NECReg as a post nominal in correspondence and on your CV.

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

## SECTION A. New to Accreditation (Initial Accreditation)

This section is designed for those who are undertaking initial accreditation. It outlines all of the processes you need to follow and the policies, terms and conditions designed to support your journey to accreditation.

### 4. Programme information

The following information is applicable to all NEC accreditation courses and is the same for Public, In-house, UK and international courses. The accreditation programmes are blended learning and comprise a series of online learning and assessments and classroom sessions. They are split into three phases and you will need a 'MyNEC' account to access the online elements.

#### 4.1. MyNEC

The online elements are accessed via the NEC website ([www.neccontract.com](http://www.neccontract.com)). This is your personal space and is used to display and access your online training courses and accreditation assessments. Once on the website, you should select the 'MyNEC' menu option and either log-in or register. Your chosen email address is your log in ID.

You can use this log in ID to access MyNEC from any PC meaning that you could use your work email address for access whilst at home.



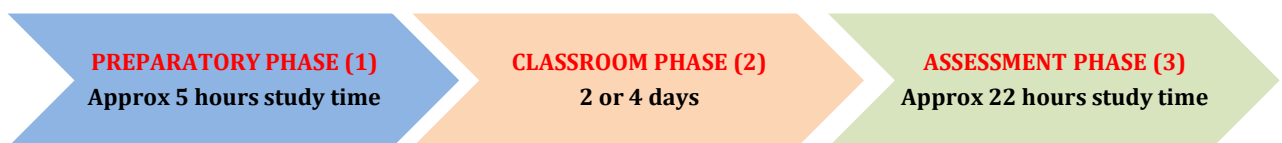
#### IMPORTANT:

Your MyNEC 'log in ID' is the email linked to your online training. If you wish to change your email address, send details to [accreditations@neccontract.com](mailto:accreditations@neccontract.com) We will update your email details within two working days.

**Failure to do so may result in a loss of some or all of your records.**

#### 4.2. Allowing enough time for the course and assessments

The accreditation courses are unlike other NEC courses in that they require a significant investment in time **before and after** the classroom sessions. You should seriously consider the time estimates below and your workload before applying for an accreditation course.



**NOTE:** Phase 1 and 3 timings are estimates and actual timings can vary wildly between individuals depending on learning ability and prior experience.



#### 4.3. The course timescales

The timescale are shown in the table below for each accreditation course. These should help you to plan your time and workload before applying for an accreditation course.

##### Project Manager Accreditation and Service Manager Accreditation courses

PHASE	DESCRIPTION	TYPE	CONTENT	DURATION
1	Prerequisites	On Line	1 x Introductory level course with online test(s) 1 x Accreditation related course with online test(s)	Access opens 1 calendar month before classroom sessions start. Access ends at 9.00 am (local time) the weekday before classroom sessions start – please note that this could be a public holiday. Precise dates will be included in the email which gives you access.
2	Classroom Course	Classroom	Includes course materials	4 days
3	Assessments	On Line	1 x 40 multi-choice questions (MCQ) 4 written assessments (approx. 1500 words each)	Access opens the day after classroom sessions end. Access ends 1 calendar month after the classroom sessions end. Precise dates will be included in the email which gives you access.

##### Supervisor Accreditation course

PHASE	DESCRIPTION	TYPE	CONTENT	DURATION
1	Prerequisites	On Line	1 x Introductory level course with online test(s) 1 x Accreditation related course with online test(s)	Access opens 1 calendar month before classroom sessions start. Access ends at 9.00 am (local time) the weekday before classroom sessions start – please note that this could be a public holiday. Precise dates will be included in the email which gives you access.
2	Classroom Course	Classroom	Includes course materials	2 days
3	Assessments	On Line	1 x 20 multi-choice questions (MCQ) 2 written assessments (approx. 1500 words each)	Access opens the day after classroom sessions end. Access ends 1 calendar month after the classroom sessions end. Precise dates will be included in the email which gives you access.

## 5. The NEC accreditation assessment system

### 5.1. Assessment scoring

Only phase 3 of the accreditation assessment contributes to your score. This phase is composed of two elements, Stage 1 (multiple choice questions) and Stage 2 (long answer questions). For the ECC *Project Manager* and TSC *Service Manager* Accreditation courses, you can gain marks for achieving a high score on Stage 1.

Advice on completing your assessment is given in Section 9.

### 5.2. Assessment outcomes

There are three potential assessment outcomes:

Score	Interpretation
70% to 100%	<ul style="list-style-type: none"> <li>Sufficient knowledge demonstrated to be awarded the accreditation and the option to be included in the ICE List of accredited NEC professionals and apply for AMICE (subject to other qualifications).</li> </ul>
50% to 69%	<ul style="list-style-type: none"> <li>Insufficient knowledge and competence demonstrated to be awarded accreditation.</li> <li>Resit is available and should be completed within six months of the end of the initial course.</li> </ul>
0% to 49%	<ul style="list-style-type: none"> <li>Insufficient knowledge to be awarded accreditation.</li> <li>Resit is available but the recommendation is that the whole course should be resat. If the resit is chosen, it should be completed within six months of the end of the initial course.</li> </ul>

### 5.3. Assessment feedback

You will receive feedback from the assessor for your final written assessment paper. The feedback is **not** designed to provide you with the textbook answer, but simply to point you in the direction of the contract clause that refers to the expected answer so that you can improve your skills.

## 6. Phase 1: Prerequisites

You will find these in the MyNEC area of the NEC website (some in-house courses might use an internally hosted version, check with your course booker). They are designed to refresh your knowledge of the standard NEC3 contract and prepare you for the learning process. They are online courses and will be available to you 1 calendar month\* before the phase 2 start date, or on booking (whichever comes last). There is an '**Introductory level**' course and an '**accreditation specific**' course.

(\*number of days may vary if the start/end date(s) falls on a weekend or public holiday)

Each online course has a number of video modules and related tests. You have 3 attempts at each of these tests to achieve a pass mark of 60%. If you pass the tests, you will receive an online certificate. You do not need to inform us of your score as it will be part of your record.

Make sure your internet connection is secure and robust to reduce the risk of answers getting lost. You should also not have multiple browsers open and do not leave the test once you have started.



### IMPORTANT:

These courses are allocated one month before the classroom course sessions start. They expire at 09.00 local time the week day before the classroom sessions (please note, this could be a public holiday).

The prerequisites for each accreditation are given below:

#### 6.1. *ECC Project Manager Accreditation*

- (1) NEC3: Introduction to the Engineering and Construction Contract
- (2) NEC3: Programme Provisions

#### 6.2. *ECC Supervisor Accreditation*

- (1) NEC3: Introduction to the Engineering and Construction Contract
- (2) The Role of the *ECC Supervisor*

#### 6.3. *TSC Service Manager Accreditation*

- (1) NEC3: Introduction to the Term Service Contract
- (2) Managing the Term Service Contract (TSC) *Contractor's Plan and Programme*

#### 6.4. *Failure to complete the prerequisites*

If you do not attempt or pass these courses before they expire, you may be able to attend the course but you will not be able to take the accreditation assessment. If you are a public delegate and then decide not to sit the classroom session, you will be refunded minus a 10% admin fee.

The courses have three attempts built in which counts as your resit opportunity. There is no option to retake them at any other time.

#### 6.5. *Previous purchases*

As an experienced NEC user, it is possible that you may have already completed one or more of the above online training courses. If this is the case and you have completed the online course(s) with NEC in the last 12 months, we will already have a record of your score(s) and we shall automatically use those. We do however make the online training courses available to everybody so that you have every opportunity to refresh your knowledge (or to try and better your previous score(s), if you wish).

There are no discounts available for anyone who may have previously paid for the full online training courses.

## 7. 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, you will be supplied with all the relevant training materials including worksheets and copies of the slides. If you are attending a public course you will also receive complimentary copies of the relevant contracts, guidance notes and 'How To' guides used on the course. If you are attending an in-house, the person making the booking should have organised these.

### 7.1. Missing all or part of the classroom session

You must complete all classroom days in sequence before you will be allowed to attempt the assessments in phase 3. For example, if you were unable to attend day 4 of the PMA course, you may be able to attend day 4 (only) of a future PMA course.

The following caveats apply;

- The missing classroom days must be completed within 6 months of the original 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 charge of £90 (+VAT) per day, to cover extra expenses incurred by NEC.
- You are expected to bring along your original training materials. Failure to do so will result in an additional fee of £45 (+VAT) for a new set of course notes.
- You are responsible for any additional travel and subsistence costs to attend the new venue.

## 8. Phase 3: Post-course assessments

On completion of the classroom phase of the course your final assessments will be released. You will receive an email confirming that they are available via MyNEC along with their completion deadlines. You will have 1 calendar month to complete both assessments. As a guideline, we suggest you complete the Stage 1 in week 1 and the Stage 2 in the following 3 weeks.

### 8.1. Stage 1 assessment

This is a multiple choice question paper with a pass mark of 70%. You have three attempts to achieve the pass mark. For the ECC *Project Manager* and the TSC *Service Manager Accreditation* courses there are 40 questions. For the ECC *Supervisor Accreditation* there are 20 questions.

For the ECC *Project Manager* and the TSC *Service Manager Accreditation*, If you achieve 75% or over, 5 bonus marks will be added to your Stage 2 assessment. No marks are added to the Stage 2 for the ECC *Supervisor Accreditation*.

If you do not attempt this test or do not pass it within the allocated time, you will not be able to score any marks for them at a later date. The test has three attempts built in which counts as your resit opportunity. There is no option to retake it at any other time.

If you fail to achieve at least 70% for the Stage 1 assessments, you will NOT be eligible to attempt the Stage 2 paper and you will fail your final assessment without an opportunity to resit.

### 8.2. Stage 2 assessment

This is a written paper where you will be given a series of scenarios. 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.

The later section 9 Completing the stage 2 assessment gives guidance on how to draft and submit your answer.

## 9. Completing the stage 2 assessment

This is the most significant element of the assessment. You will find your assessment in the MyNEC area of the NEC website. They require written answers which will be marked by one of our assessors. The questions are designed to make you think and thoroughly test your knowledge.

You should be able to answer in 750 - 1,000 words but they should be no more than 1,500 words per question (including sub-parts). As you can surmise, the assessor is looking for you to demonstrate your understanding of the questions and a coherent and complete response. You should focus on the question posed. You should not repeat the question or any core clauses from the contract. Quoting clauses takes up your word allowance meaning that you have less space to answer the question. It could also be seen as plagiarism.

You will use our online facility to submit your answers. Make sure your internet connection is secure and robust to reduce the risk of answers getting lost. You should also not have multiple browsers open. If you do use the online facility to compose your answers, you should save regularly.



When answering the Stage 2 questions you are advised to use an external programme like MS Word®, to compile your answers offline to prevent any connection limitations (it also gives you a handy word count facility). 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 MS Word® and will retain your formatting.

### 9.1. Structuring your answer

When structuring your answer, you should imagine that you have been handed an existing contract in the role to which you are seeking accreditation. You will be faced with a number of situations to respond to. For each situation you should:

- Summarise the issue presented
- Identify the relevant clauses and contract processes, explaining why
- State any actions which should be taken to rectify the situation
- Identify any way you could prevent it happening again
- Describe how you would establish mutual trust and cooperation

The assessors have a marking scheme for each question and sub-part. This means that they are looking for specific information within each sub-part. You should therefore ensure that your answer is submitted using the numbering system from the question and is clearly labelled. Failure to label your answer in line with the question may result in the assessor missing your answer.

### 9.2. Correct terminology and notation

You should ensure that each question uses the correct terminology and notation. The assessors will remove up to 5 marks per question where there is lack of or incorrect use of:

- Italics and uppercase for identified and/or defined terms/roles as per the contract
- Correct terminology (abbreviations should be avoided).

### 9.3. Make sure that your answer is your own

As with any work based problem you are trying to solve, 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.

Plagiarism is not acceptable within this assessment. Our online system has built in plagiarism detection software. This includes all previous answers as well as other sources. Suspected plagiarism is highlighted by our software and confirmed by an assessor.

Where plagiarism is confirmed, your accreditation score will automatically become zero. Your details and the decision may be shared with anyone responsible for booking your course.

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].

#### 9.4. Keep your answers safe – prevent plagiarism

Plagiarism includes allowing your work to be used. Where this is detected, we reserve the right to cancel your accredited status and report you to your professional body and other interested parties.

If you choose to compose your answers offline on a desktop or laptop, you should be careful where you save the answers and who might access them. Where possible save them in secure personal network folders or storage devices with rigorous back up processes.

#### 9.5. Submitting your answers for assessment

When you are happy with your answer, you need to submit them through MyNEC. You should paste them in and then read through to check that the formatting is correct and that all of the answer is there. Once you are happy, click the answer selection boxes then click on 'Submit for Marking'. They will then be locked and ready for assessment.

#### WARNING:



Once you have clicked on the submit icon your answers are locked. They cannot be retrieved for further editing. You will not be allowed to submit any amendments or addendums by email afterwards.

**Check, check and check again - submit is final!**

## 10. The marking process

All of our assessors and moderators are highly experienced NEC course and accreditation tutors. A Tutor will never assess or moderate papers linked to their own course. Likewise, if moderation is required, we will use an independent assessor.

Where an overall score is 'borderline', assessment papers are automatically checked by the assessor to ensure you have been given every possible chance.

## 11. Your accreditation result

Your accreditation score is composed of any bonus marks from the phase 3-stage 1 online multiple choice tests plus your score from the stage 2 assessment paper (see section 5 The NEC accreditation assessment system).

### 11.1. Notifying you of your results

Once the results have been verified, we will release your results in MyNEC and email you confirmation that they are available to view along with any feedback comments made by the assessor. The feedback is **not** designed to provide you with the textbook answer, but point you in the direction of the expected answer so that you can improve your skills.

### 11.2. Getting your certificate

Successful candidates will be sent an 'NEC3 Certificate of Accreditation' which is valid for 5 years from the date of assessor marking.

If you sat on a public course, we will ask you for the address you wish your certificate to be posted to. This can be your work or home address. Please reply promptly with your full postal address including post code. Please do not simply say "To my work address" as we need to make sure that we have the correct address.

If you sat on an in-house course, the certificates are normally sent directly to the person who booked the course. Your results email will tell you who that person is and their contact details.

Certificates are printed as soon as we have your confirmed scores. They are despatched to you from our printers. You should expect to receive your certificates within 14 days for UK addresses and 21 days for international addresses of confirmation of your results. Please note that this may be delayed if we do not have confirmation of your current postal address.

## 12. Resitting the assessment

If you submitted a stage 2 assessment but failed the accreditation, you will be allowed to resit the stage 2 assessment. The other aspects are not eligible for resit. Any scores recorded will be carried forward automatically.

We advise that you only consider resitting the stage 2 assessment if your accreditation score was over 50%. We also advise that a resit should be taken within six months of the original classroom session.

Your options regarding a resit will be included in your results email. It will also advise you of the fee and how it can be paid. The resit is operated through the same system as your original assessment and you should follow the same process.



## 13. Booking information: Public courses

### ARE YOU READY?

As outlined in this handbook, 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.

### STILL READY? LET'S GO.....

#### 13.1. 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):

[NEC3: ECC Project Manager Accreditation](#)

[NEC3: ECC Supervisor Accreditation](#)

[NEC3: TSC Service Manager Accreditation](#)

[NEC3: ECC Project Manager Accreditation \(Hong Kong\)](#)

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).

You 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 your Phase 1 online training courses.

NEC do not guarantee a course is running until they issue the course joining instructions. You are therefore advised NOT to commit any funds until you have received your joining instruction (see below).

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 14 for more information on In-house courses.

#### 13.2. Joining instructions

If you are attending a public accreditation programme, your joining instructions will be issued 10-14 days before the classroom start date (phase 2 of the programme). If, due to unforeseen circumstances, an accreditation course is cancelled, rearranged 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 and you successfully complete your prerequisites. You are advised NOT to commit to travel or accommodation bookings until you receive these joining instructions. And you have successfully completed your prerequisites.

#### 13.3. 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 sufficient time to complete the prerequisites. The fee for a substitution is given in the table below.

Any subsequent cancellation requests will result in a 100% forfeit of the original booking fee.

#### 13.4. Transfers

Once enrolled onto an accreditation programme, you may make one request to transfer to a different programme. The fee for the transfer varies with the notice given and is shown in the table below.

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

### 13.5. Delegate Cancellations

You can cancel your 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.

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

Notice <sup>(1)</sup>	Substitution <sup>(2)</sup>	Transfer <sup>(2)(3)</sup>	Cancellation
29 days or more	FREE	FREE	FREE
15 to 28 days	5%	15%	50%
14 days or less	5%	30%	100%

(1) The number of calendar days before (but excluding) the course start date (phase 2)

(2) If following a substitution or transfer, a delegate subsequently cancels, the original booking fee will be forfeit.

(3) Only ONE transfer is allowed per delegate

### 13.6. Standard NEC terms and conditions

All the terms and conditions in the NEC standard terms and conditions, as published on our website (<https://www.necontract.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.

## 14. Booking information: In-house courses

If your company has 6 or more delegates that wish to undertake 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, contact the account manager by calling 020 7665 2446, completing an In-house request form by selecting the 'In-house' tab on the relevant course web page or emailing [info@necontract.com](mailto:info@necontract.com).

## SECTION B. Extending Your Accreditation into NEC4

This section explains the process for extending your NEC3 accreditation into NEC4.

### 15. Who is eligible?

Anybody who holds NEC3 accreditation is eligible to extend that accreditation into NEC4. You can only extend the same accreditation type.

### 16. 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.

For the ECC *Supervisor*, the extension is a wholly online programme. You can sign up for it at any time so you are advised to make sure that the two week window fits in with your work and personal schedule.

### 17. The assessment process

The assessments are accessed via MyNEC, as per your original accreditation.

For the ECC *Project Manager* and TSC *Service Manager*, there are 40 multiple choice questions. For the ECC *Supervisor*, there are 30 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.

The deadline for completion is two weeks after the classroom course or within two weeks of signing up for the online course, depending upon the accreditation type.

### 18. Resitting the assessment

The initial assessment includes two automatic resits.

If you do not pass, you can resit the assessment but you must wait one month after your final attempt. During this time, you should increase your familiarity with the changes in NEC4 and how they affect your roles and responsibilities. You have several options for this provided by us including:

- NEC4 online training (several modules including comparisons)
- NEC4 webinars
- NEC4 books

You will need to pay for these separately as the cost is not included in the resit fee.

You could also discuss the changes and implications with your colleagues.

### **19. 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.

### **20. Getting your certificate**

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

If you sat on a public course, we will ask you for the address you wish your certificate to be posted to. This can be your work or home address. Please reply promptly with your full postal address including post code. Please do not simply say "To my work address" as we need to make sure that we have the correct address.

If you sat on an in-house course, the certificates are normally sent directly to the person who booked the course. Your results email will tell you who that person is and their contact details.

Certificates are printed and despatched to you from our printers. You should expect to receive your certificates within 14 days for UK addresses and 21 days for international addresses.

## SECTION C. Renewing Your Accreditation

This section outlines the processes that will apply to your renewals.

### 21. Who needs to renew and when?

All NEC accredited professionals are required to renew their accreditation within five years. There is a separate renewal process for NEC3 and NEC4 renewals as they will have different renewal dates.

### 22. The programme

The programme will be an online course including assessment. Catch up workshops will be available but not mandatory.

### 23. Further details to be confirmed

The first accreditations were confirmed in spring 2014. Later in 2018/19 we will start confirming the timelines of what you need to do and when.

## SECTION D. Appeals Processes

We operate a two stage appeal process. The first stage is called a review. It is where the decisions which apply to you can be reviewed (appealed). If you are unhappy with the outcome, you can seek a further, independent appeal of the review decision.

There are four potential avenues to seek a review. These are:

- Seeking a review of your score (Section 24)
- Requesting a time extension requests ( Section 25)
- Deferring your assessment (Section 26)
- Appealing the fairness of our policies and processes (Section 27)

### 24. Seeking a review of your score

If you are unhappy with your score, you can seek a review provided that it meets our criteria. This is the first stage of the appeal process regarding your assessment outcome.

#### 24.1. Should you seek a review?

It is your decision whether or not to seek a review. There is a charge for a review and so we advise that you review the table below before seeking a review.

Score	Advice
60% to 69%	<ul style="list-style-type: none"> <li>• It is possible that a review could change your score. Whilst this is a possibility we advise you to look at the feedback on your paper, verifying that it is an accurate representation of your answer before paying for a review.</li> <li>• You should look at where marks have been deducted. For items such as               <ul style="list-style-type: none"> <li>○ incorrect terminology or lack of italics etc</li> <li>○ your answers falling short of the required knowledge, or</li> <li>○ incorrect assertions or assumptions upon which your answer is based</li> </ul>               a review of your score will not be able to overturn these marks and your score is therefore unlikely to change.             </li> <li>• If having looked at your paper and the feedback, you remain confident that your assessment has been under marked, contact us about a review.</li> <li>• If having looked at your paper and the feedback, you realise that the mark is correct, you should contact us about resitting your assessment so that we can put you on the first available resit option.</li> </ul>
59% to 49%	<ul style="list-style-type: none"> <li>• We do not advise that you seek a review of your score. This is because of the gap between your score and the required pass mark of 70%. You are therefore unlikely to get your review fee refunded.</li> <li>• Our advice is that you resit the assessment within six months.</li> </ul>
0% to 49%	<ul style="list-style-type: none"> <li>• We do not advise that you seek a review of your score. This is because of the gap between your score and the required pass mark of 70%.</li> <li>• Our advice is that you resit the whole course.</li> </ul>

#### 24.2. Charge

There is a charge of £115 (+VAT) for these reviews. This is to cover additional assessment costs. The fee is payable before the review is undertaken. It will be refunded if your assessment outcome is changed from a fail to a pass.

#### 24.3. Reasons that you can apply for a review of your score

Requests for reviews of assessment will only be considered for the post classroom assessment sessions. The prerequisites are not eligible.

Assessment reviews are not guaranteed. They will only be considered for these reasons:

- a. you dispute our decision not to award accreditation because:
  - i. you have not scored sufficient marks in all aspects of the assessment
  - ii. our procedures have found that you have submitted content which has been plagiarised
  - iii. our assessor/s feel that you have obtained marks by deception and have advised that we should not award accreditation in this case
- b. there are or were circumstances affecting your performance which, for good reason, the assessor/s may not have been aware and which might have had an impact on the outcome
- c. there has been an administrative error or procedural irregularity in the assessment process which has had an impact on the outcome
- d. there is evidence of prejudice, bias or lack of proper assessment on the part of one or more of the assessors

The following are not grounds for an assessment review:

- e. questioning the professional judgement of those delivering the classroom sessions, designing the assessment or assessing your work
- f. pressures of work or workloads
- g. feeling that the assessment is too hard, unfair or too onerous
- h. being unclear of the expectations regarding any aspect of the assessment process

#### 24.4. Submitting an assessment review request

If you feel you need to request an assessment review, it must be received by us no later than **ten working days** after you received your results.

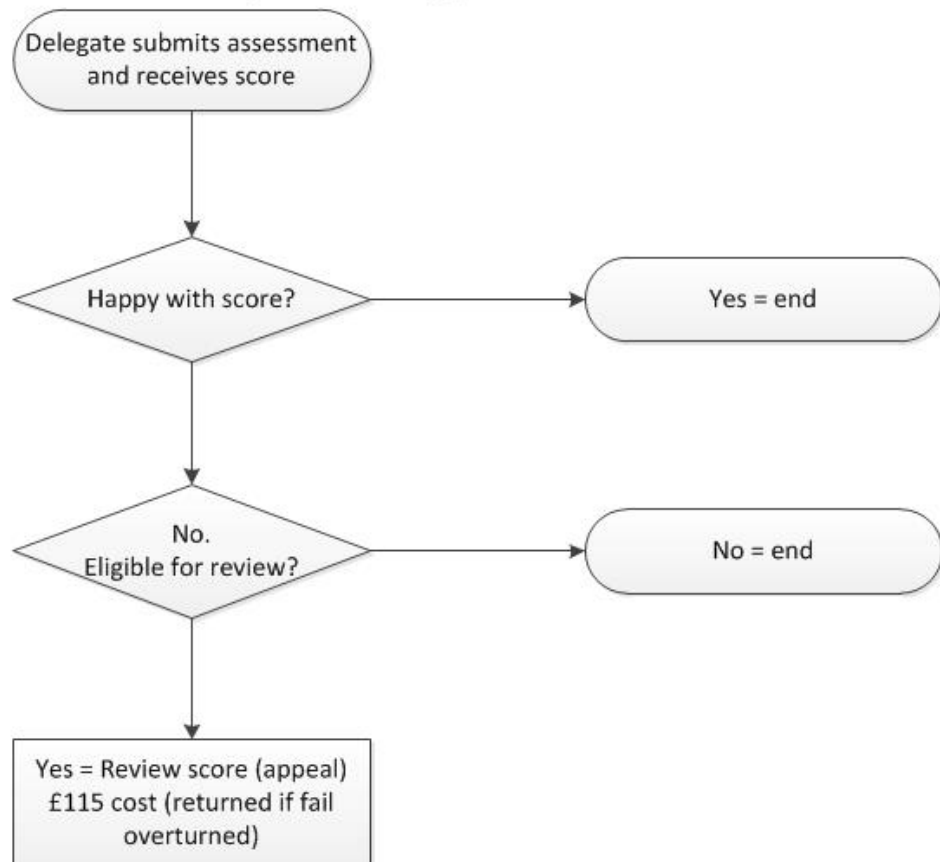
You should contact us via [accreditations@necontract.com](mailto:accreditations@necontract.com). Somebody else can contact us on your behalf provided it is clear they have your permission to do so and that you are aware (such as by including a copy to your email address).

The email should contain:

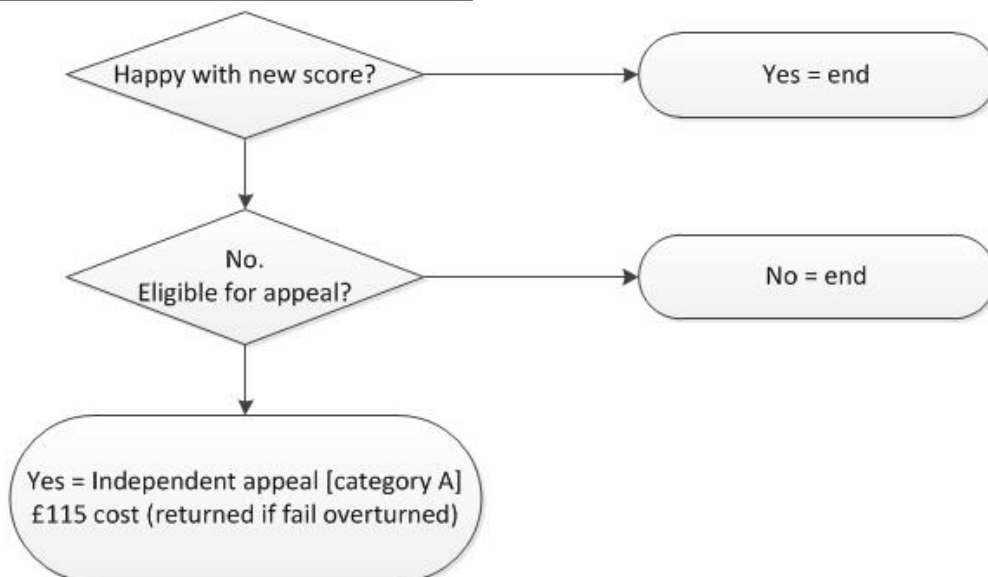
- Your contact details
- Your original submission deadline
- The reason for your request

We will respond to your request within five working days.

## Seeking a Review of Your Score and Independent Appeal Process



### Independent Appeals Process





#### 24.5. Assessment review request responses from NEC

The response is not guaranteed to match your request. We will always give you a reason for the decision. There are two potential responses:

1. **Request rejected:** This means that your request has been declined and the original decision is upheld. Your score therefore remains unchanged.
2. **Request upheld – new assessment in progress:** This means that we will be sending your assessment for review. This will be to revisit the issues raised by you such as remarking. We will let you know what will happen next and when you can expect to hear from us.

In either case, you will not be able to request another assessment review request for this accreditation.

#### 24.6. Appealing the Decision

Should you wish to appeal the decision, you can find the details in Section 28 The independent appeals process. It will be received by an independent panel with no prior knowledge of your case. This will be a Category A appeal.

## 25. Requests for time extensions

Requests for time extensions will only be considered for the post classroom assessment sessions. Where they exist, prerequisites are not eligible. This procedure may be used if you wish to request additional time to complete your assessment. This is the first stage of the appeal process for seeking additional time for your assessment.

Time extensions are not normally granted for more than one week. These requests can be received at any time but must be received no later than **three working days before** the submission date. Requests received after this date cannot be actioned.

Time extensions are not guaranteed. They will only be considered for these reasons:

- a. Serious illness or injury to yourself or close family members
- b. Death of a close family member
- c. Significant unexpected business impact such as job loss or employer going into administration

Time extensions will not be considered for workload issues, holidays or similar scheduling problems or failure to understand the assessment requirements of the accreditation.

### 25.1. Submitting a time extension request

If you feel you need to request a time extension, you can submit it at any time. It must however be received by us no later than **three working days before** the submission deadline.

You should contact us via [accreditations@necontract.com](mailto:accreditations@necontract.com). Somebody else can contact us on your behalf provided it is clear they have your permission to do so and that you are aware (such as by including a copy to your email address).

The email should contain:

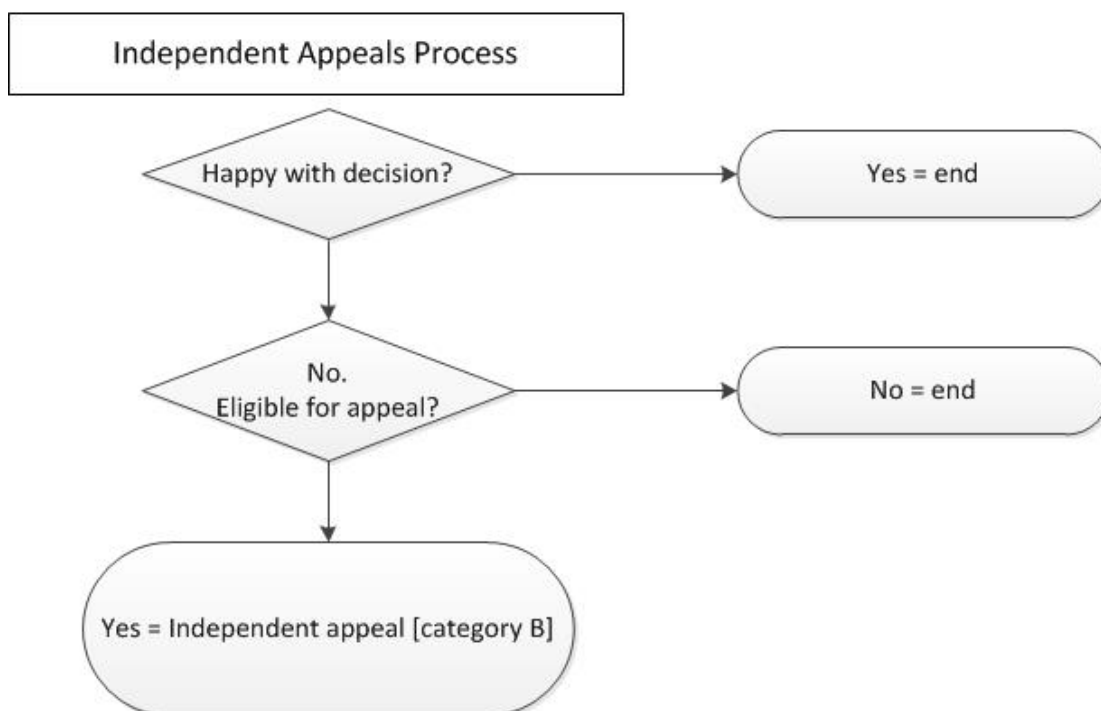
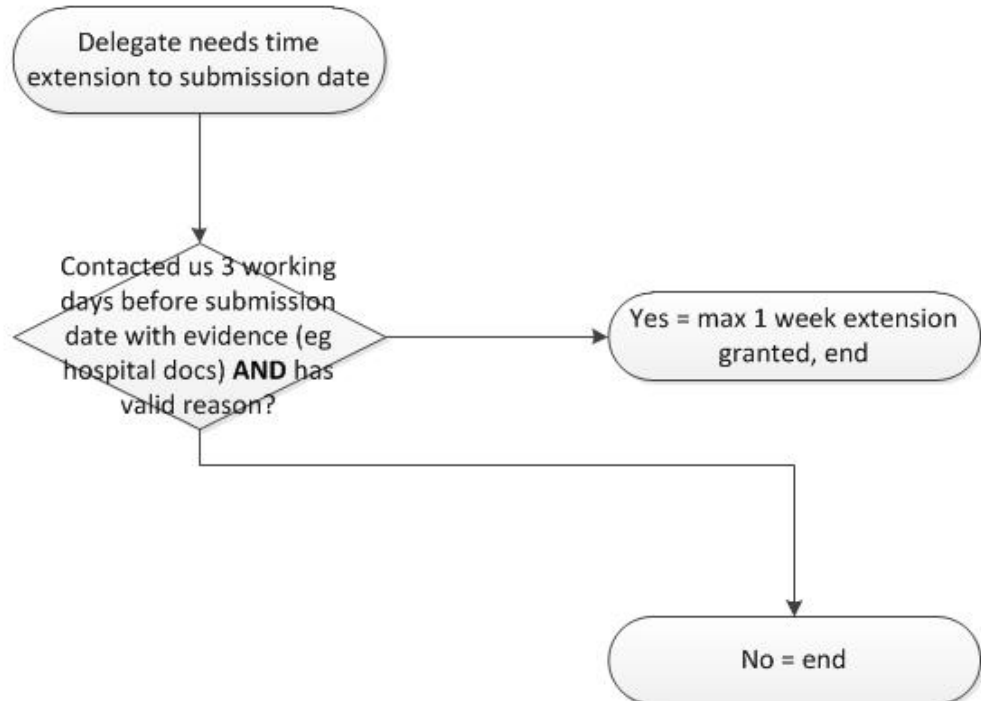
- Your contact details
- Your original submission deadline
- The reason for your request

We will respond by the end of the following working day (5pm local time).

The table below shows the submission deadline, when you need to contact us by and when we will respond by. All timings are local time. Some deadlines apply to the week before the assessment is due. Requests received after 5pm will be treated as having been received the next working day.

Submission Due	Deadline to NEC	NEC Response Due
Monday	5pm Wednesday (week before assessment is due)	5pm Thursday
Tuesday	5pm Thursday (week before assessment is due)	5pm Friday
Wednesday	5pm Friday (week before assessment is due)	5pm Monday
Thursday	5pm Monday (same week assessment is due)	5pm Tuesday
Friday	5pm Tuesday (same week assessment is due)	5pm Wednesday

## Requests for Time Extensions and Independent Appeal Process



### 25.2. Time extension request responses from NEC

The response is not guaranteed to match your request. We will always give you a reason for the decision. There are two potential responses:

1. **Request rejected:** This means that your request has been declined. You should therefore submit as per the original deadline.
2. **Request upheld – new deadline:** This will include your new submission deadline.

In either case, you will not be able to request another time extension for this accreditation.

### 25.3. Appealing the decision

Should you wish to appeal the decision, you can find the details in Section 28 The independent appeals process. It will be received by an independent panel with no prior knowledge of your case. This will be a Category B appeal.

## 26. Requests to defer your assessment

Requests for deferrals will only be considered for the post classroom assessment sessions. Where they exist, prerequisites are not eligible. This procedure may be used if you wish to request us to defer your assessment so that it can be undertaken another time. This is the first stage of the appeal process for seeking a new timeline for your assessment.

If approved, we will discuss a new deadline with you. It will be for a different assessment paper. These requests can be received at any time but must be received no later than **ten working days after** the submission date. Requests received after this date cannot be actioned.

Deferrals are not guaranteed. They will only be considered for these reasons:

- a. Serious illness or injury to yourself or close family members
- b. Death of a close family member
- c. Significant unexpected business impact such as job loss or employer going into administration

Deferrals will not be considered for workload issues, holidays or similar scheduling problems or failure to understand the assessment requirements of the accreditation.

### 26.1. Submitting a deferral request

If you feel you need to request a deferral request, you can submit it at any time. It must however be received by us no later than **ten working days** after the submission deadline.

You should contact us via [accreditations@neccontract.com](mailto:accreditations@neccontract.com). Somebody else can contact us on your behalf provided it is clear they have your permission to do so and that you are aware (such as by including a copy to your email address).

The email should contain:

- Your contact details
- Your original submission deadline
- The reason for your request

### 26.2. Deferral request responses from NEC

The response is not guaranteed to match your request. We will always give you a reason for the decision. There are two potential responses:

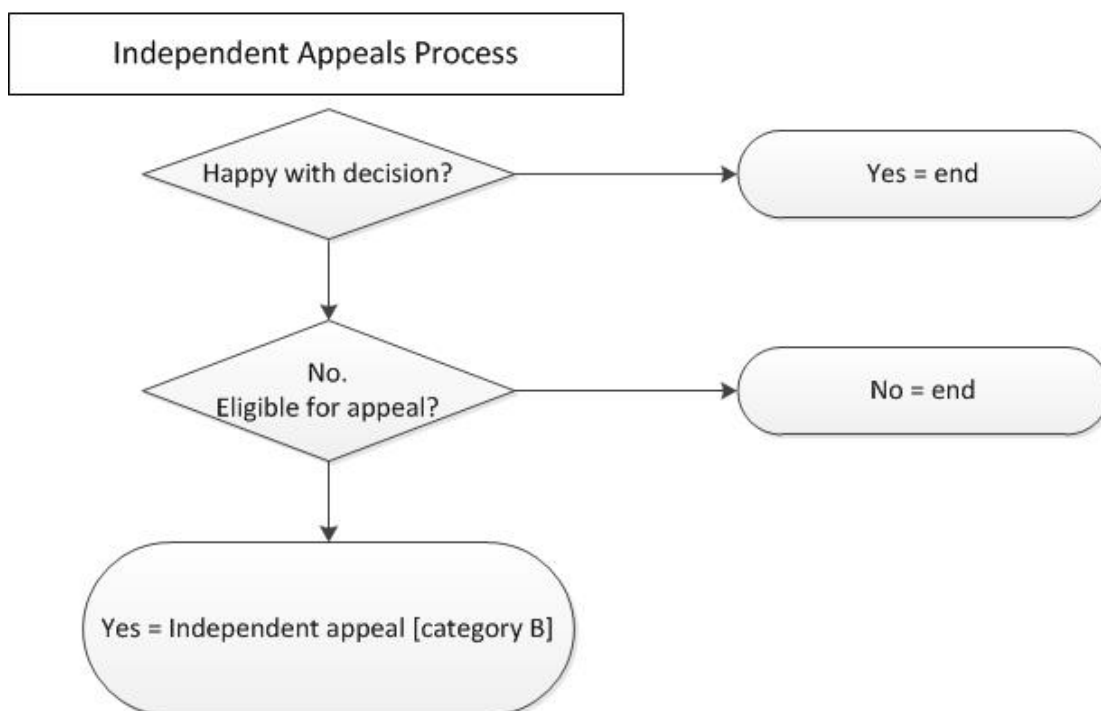
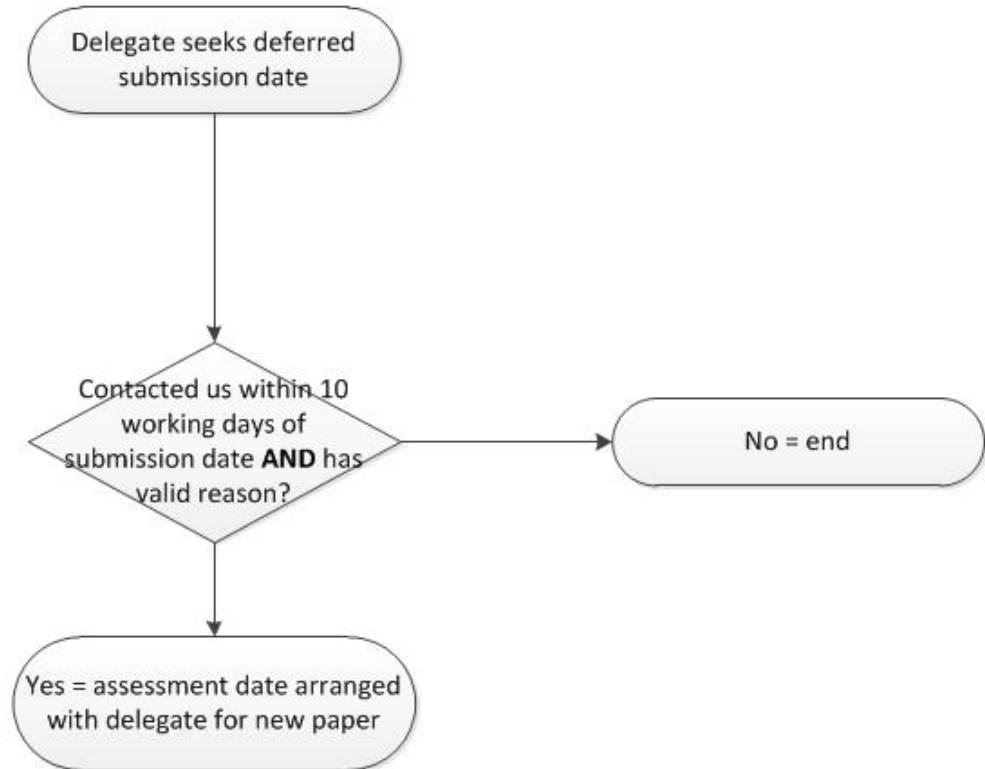
1. **Request rejected:** This means that your request has been declined. If you have not already submitted, you should submit as per the original deadline.
2. **Request upheld – deferral:** This will include details of how we will arrange your deferral. We will work with you to arrange a suitable date, which should be within six months of the original classroom session. We will let you know what will happen next and when you can expect to hear from us.

In either case, you will not be able to request another time extension for this accreditation.

### 26.3. Appealing the decision

Should you wish to appeal the decision, you can find the details in Section 28 The independent appeals process. It will be received by an independent panel with no prior knowledge of your case. This will be a Category B appeal.

## Requests to Defer Assessment and Independent Appeal Process



## 27. Fairness, policy and processes review procedure

Requests for reviewing the fairness of policies and processes cover all aspects of the accreditation programme. You cannot request a review of any decision made, that sits elsewhere. You can however request a review of the way in which that decision was made and the policy/process which supported that decision. This is the first stage of the appeal process for seeking a review of the fairness policies and processes which are followed for your accreditation.

### 27.1. Submitting a fairness, policy and process review request

If you feel you need to request a review of any of our accreditation policies and processes, it must be received by us no later than **ten working days** after you received your results.

You should contact us via [accreditations@necontract.com](mailto:accreditations@necontract.com). Somebody else can contact us on your behalf provided it is clear they have your permission to do so and that you are aware (such as by including a copy to your email address).

The email should contain:

- Your contact details
- Your original submission deadline
- The reason for your request

We will respond to your request within ten working days.

### 27.2. Fairness, policy and process review request responses from NEC

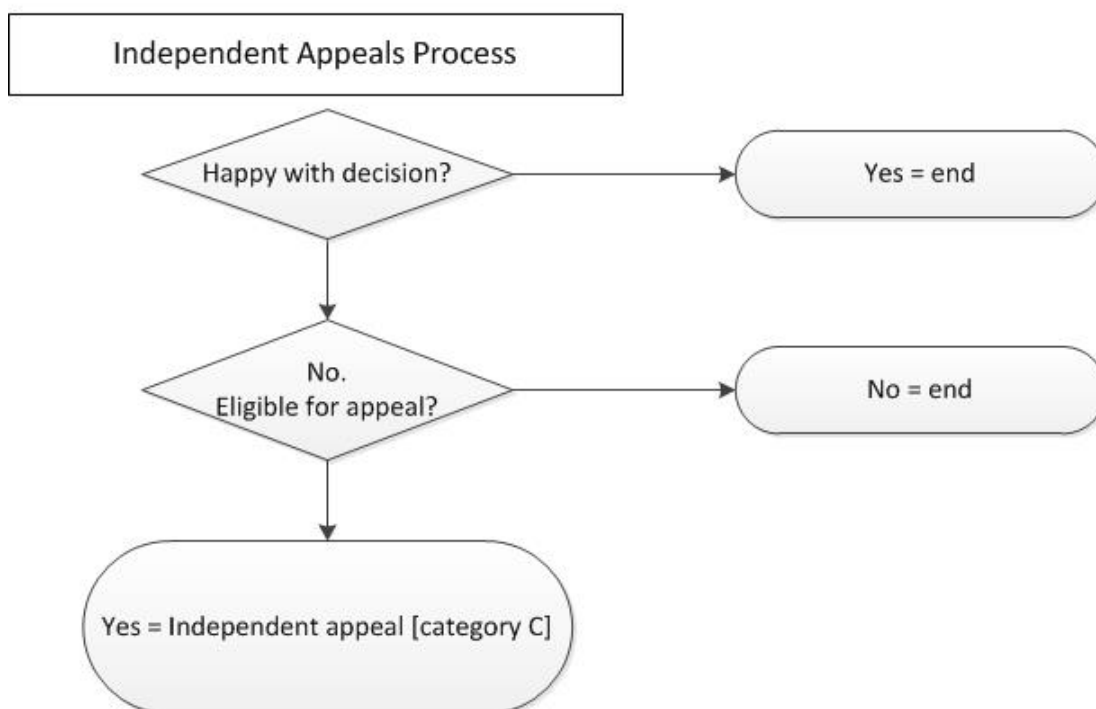
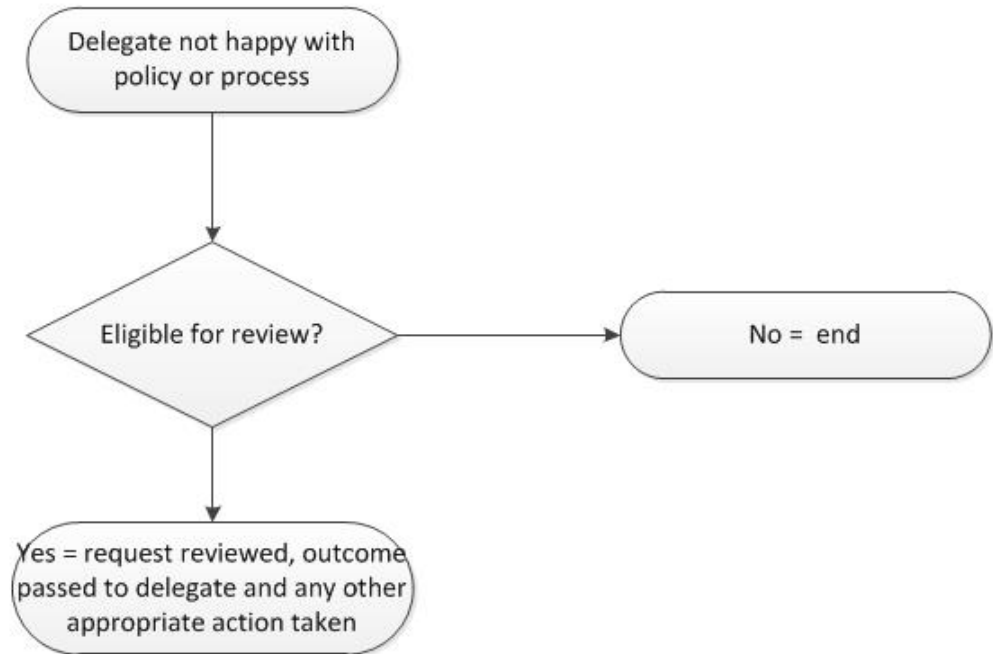
The response is not guaranteed to match your request. We will always give you a reason for the decision. There are two potential responses:

1. **Request rejected:** This means that your request has been declined and the policies and processes remain unchanged. There will be no impact on any decisions and therefore no change to any accreditation scores.
2. **Request upheld – policy and process review in progress:** This means that we will be reviewing our policies and processes. There may be an impact on past and future decisions, depending upon the scope of any agreed change. There might also be an impact on past and future accreditation scores. We will let you know what will happen next and when you can expect to hear from us.

### 27.3. Appealing the Decision

Should you wish to appeal the decision, you can find the details in Section 27 Fairness, policy and processes review procedure. It will be received by an independent panel with no prior knowledge of your case. This will be a Category C appeal.

## Fairness, Policy and Processes Review and Independent Appeal Process





## 28. The independent appeals process

We operate a two stage appeal process. The first stage is called a review. It is where the decisions which apply to you can be reviewed (appealed). If you are unhappy with the outcome, you can seek a further, independent appeal of the review decision.

This section describes the independent appeal process.

You can appeal the following decisions made by us via the relevant review processes:

- Category A:** Assessment Review Requests (see Section 24)
- Category B:** Timing Extensions and Deferral Requests (see Sections 24 and 26)
- Category C:** Fairness of the Accreditation Policies and Assessment Processes (see Section 27)

You can submit an appeal for any decision made under any of the three review processes outlined above. You cannot submit an appeal against anything outside of these reviews.

### 28.1. Charges

There is a charge of £115 (+VAT) for Category A appeals. This is to cover additional assessment costs. The fee is payable before the appeal is undertaken. It will be refunded if your assessment outcome is changed from a fail to a pass.

There is no charge for Category B or C appeals.

### 28.2. Submitting an independent appeal

If you feel you need to appeal any of our decisions, it must be received by us no later than **ten working days** after you received your results.

You should contact us via [accreditations@neccontract.com](mailto:accreditations@neccontract.com). Somebody else can contact us on your behalf provided it is clear they have your permission to do so and that you are aware (such as by including a copy to your email address).

The email should contain:

- Your contact details
- Your original submission deadline
- The grounds for your appeal

We will respond to your request within five working days outlining the timeline of your appeal and when you can expect to hear from us.

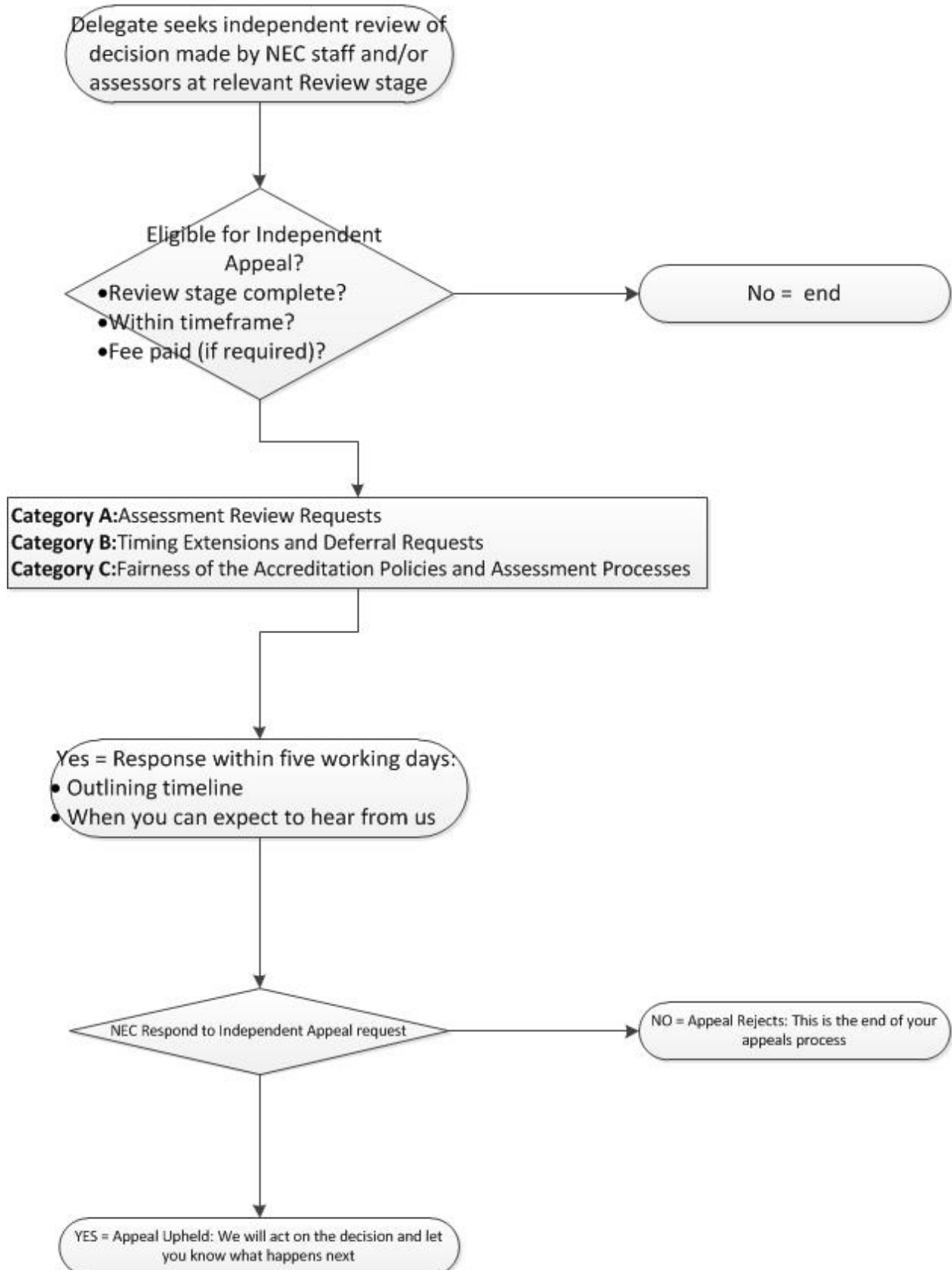
### 28.3. Independent appeal responses from NEC

The response is not guaranteed to match your appeal. We will always give you a reason for the decision. There are two potential responses:

- 1. Appeal rejected:** This means that your appeal has been declined and the original decision is upheld. Your score therefore remains unchanged.
- 2. Appeal upheld:** This means that we accept your appeal and will be acting upon the outcome of the new decision. This could mean that you get a revised score or that we alter our policies/processes, depending upon the nature of the appeal.

**In all cases, this is the final decision. You will not be able to submit another appeal.**

## Independent Appeal



## SECTION E. Frequently Asked Questions

Q 1. General.....	36
Q 2. Log In issues .....	36
Q 3. Online training and assessment issues .....	36
Q 4. Classroom sessions.....	37
Q 5. Timing issues .....	37
Q 6. Illness or bereavement .....	37
Q 7. Special requirements.....	37
Q 8. Certificates .....	38
Q 9. Resitting the assessment .....	38
Q 10. Complaints and compliments .....	39
Q 11. Review and appeals processes .....	38
Q 12. CV and Post-Nominals .....	39
Q 13. I have a problem that is not listed above. How do I contact you?.....	39

### Q 1. General

#### **How much time should I devote to the accreditation programme?**

This is especially relevant for your first accreditation. 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 (see Section 4).

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 and also people learn at different speeds. As a guide, your prerequisites (phase 1) modules take up to 180 minutes and 90 minutes to complete. The post course assessment (phase 3) consist of a multi-choice question paper and some written answer papers, each written answer should be approximately 1,500 words.

The extension and renewal routes do not have prerequisites but you should still allow sufficient time to complete the assessments.

### Q 2. Log In issues

#### **Why do I need a MyNEC profile?**

In order to book onto a public course or access the online assessments, you will need to create a profile on the NEC website. This is called a MyNEC profile.

#### **How do I create a MyNEC Profile?**

On the green menu bar (top right) of the NEC home page ([www.neccontract.com](http://www.neccontract.com)) is a link for MyNEC®. Click on this link to either; log in to an existing account (Returning Users) or register for a new account (New Users). If you do not have an account, you should use the email address that you will be using for all of your accreditation correspondence.

If you later wish to change your email address please contact us via [accreditations@neccontract.com](mailto:accreditations@neccontract.com) with a subject line of; '**Change of accreditation email address**', quoting your old and new addresses.

When you have registered, you will receive an email to enable you to activate your online account. This will contain a link for you to click but could take a few hours to arrive and could be in your clutter/ spam/ junk folders. If you have not received it after 24 hours, check your clutter/ spam/ junk folders and if not there, email [accreditations@neccontract.com](mailto:accreditations@neccontract.com) quoting '**Activation Problem**' in the subject line.

#### **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 clutter/ spam/ junk folders. If you still cannot see this email, send your details to [accreditations@neccontract.com](mailto:accreditations@neccontract.com) put '**Activation Problem**' in the subject line.

#### **Can I change my email address?**

Yes. Send your old and new email address to us at [accreditations@neccontract.com](mailto:accreditations@neccontract.com) and we will update your record on our system and ensure all your records are linked to the new address. NOTE you cannot have a different email address to your 'MyNEC' log in email address.

### Q 3. Online training and assessment issues



#### **WARNING:**

The most common problems experienced when accessing online training courses, is 'lock-out' or 'time-out' issues. 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.

#### **My online training or assessment records in MyNEC are grey and I cannot access them.**

Your access has expired.

**I am completing my multiple choice assessments and I keep getting asked the same question.**

This is usually because you have either; taken a rest in between questions and/or you have multiple browsers or browser tabs open and have subsequently 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 close down your other browsers/tabs and/or log-out and log-in again.

**Q 4. Classroom sessions**

**Do I need to attend all of the classroom sessions?**

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.

If, due to extreme circumstances, you are unable to complete all days, you may be able to complete the missing days on a future course. 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.

Please see section 7.1 Missing all or part of the classroom session for more details.

**Q 5. Special requirements**

**What reasonable adjustments can you make and how are they arranged?**

We will consider reasonable adjustments to accommodate personal needs and make those changes wherever possible and practicable. This could be related to the provisions of the materials, the classroom sessions or any of the assessment stages. You should contact us in the first instance to ensure that we are able to accommodate your needs to an acceptable standard in good time.

**I am dyslexic, how do you account for this during the programme, especially the written assessment?**

It is best that you contact us as soon as possible so that we can ensure that our tutors and assessors make all relevant adjustments. These are highly individual and so there is no single response that will cover all instances.

**Q 6. Timing issues**

**I need more time, can you help me?**

Yes, provided certain conditions are met. You should do this through the assessment review procedure detailed in Sections 24 and 26. Requests for time extensions and deferrals will only be considered for the post classroom assessment sessions. The prerequisites are not eligible.

We operate a system of time extension and deferral requests:

- **Extension:** this is a simple time extension for your current assessment. It is not normally granted for more than one week.
- **Deferral:** this is where your assessment is deferred to another session. If approved, we will discuss a new deadline with you.

**Q 7. Illness or bereavement**

**I've been ill or looking after a family member who is ill or recovering from a serious accident. Can I get more time?**

You should be able to secure additional time or defer your assessment. See Sections 24 and 26.

**One of my close friends or family members has passed away. Can I get more time?**

You should be able to secure additional time or defer your assessment. See Sections 24 and 26.

## Q 8. Review and appeals processes

### **Can I appeal my accreditation score?**

Yes, under certain circumstances you can appeal your score. You should do this through the assessment review procedure detailed in section 24. Requests will only be considered for the post classroom assessment sessions. If your request meets the criteria, we will submit your paper for reassessment.

There is £115 (+ VAT) charge for the review. This will be refunded if your score changes to a pass.

### **Can I appeal your processes and policies?**

Yes, under certain circumstances. You should do this through the assessment review procedure detailed in Section 27. You cannot request a review of any decision made, that sits elsewhere. You can however request a review of the way in which that decision was made and the policy/process which supported that decision.

### **What if my initial appeal fails?**

We operate a two stage appeal process. The first stage is called a review. It is where the decisions which apply to you can be reviewed (appealed). If you are unhappy with the outcome, you can seek a further, independent appeal of the review decision. This is detailed in Section 28.

## Q 9. Resitting the assessment

### **Can I resit the whole assessment?**

For the initial accreditation, you can only resit the stage 2 written assessment. The other parts already include a resit option.

For the extension and renewal routes, you can resit the assessment one month after your final attempt.

### **How much does the resit cost?**

The fee to resit the initial accreditation assessment is £299 (+ VAT).

The fee to resit the extension or renewal assessment is £145 (+ VAT).

### **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
- The billing name and address that the invoice should be made out and sent to

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 email your resit paper to you. Your paper will be issued once your invoice has been paid in full.

It is also important that once you have accepted, you are committed to taking the resit paper. If you decide to withdraw after your invoice has been issued and/or paid and/or your resit paper has been issued, your invoice will not be refunded.

### **Can I choose a resit date?**

Resit dates are not advertised. 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 before we issue your resit paper). If you feel the next date is too close, you may elect to attempt the following date, 3 months later. Resit dates beyond that are not acceptable as it is deemed too long since your course end date.

#### Q 10. Certificates

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

Accreditation certificates are ordered as required. If you want a replacement, the charge will be £35 (+VAT) per certificate. Send your request by email to [accreditations@necontract.com](mailto:accreditations@necontract.com) quoting “**New Certificate Request**” in the subject line. We will send you an invoice which will need to be paid before the order is placed.

#### Q 11. CV and Post-Nominals

##### **Can I add details of my accreditation to my CV?**

Yes, if you are successful, you can cite yourself as being **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.

Once you have been added to the ICE List of NEC Professionals and maintain membership you are entitled to use NECReg as a post nominal.

#### Q 12. Extending my accreditation into NEC4

##### **When can I complete the extension?**

You can complete this any time after you have successfully completed the NEC3 version and are fully confident with the roles and responsibilities. This is to ensure that you do not get the two contracts confused – whilst there are many similarities, there are also some critical differences.

#### Q 13. Renewing my accreditation

##### **When do I need to renew my accreditation?**

Your accreditation lasts for five years. This applies to both the initial NEC3 accreditation and the extension into NEC4.

You will be invited to renew several months before your accreditation expires to ensure that you have sufficient time to complete it.

##### **Do I need to renew my extension course?**

Yes. Your NEC4 accreditation will have a different renewal date from your NEC3 accreditation.

#### Q 14. Complaints and compliments

##### **Can I feedback on my tutor, course materials, assessment or any aspect of the programme?**

NEC is an ISO9001 accredited company and as with all NEC programmes, we take quality seriously. All delegates and tutors are asked to provide feedback on every course. This is examined and fed into our quality processes. The feedback is designed to capture suggested improvements as well as what we have done well.

Once the tutor has confirmed to us that you attended the course (course registration sheet), you will be sent an email with a link to a bespoke on-line feedback survey.

#### Q 15. I have a problem that is not listed above. How do I contact you?

Phone: 0207-665-2457 (Mon-Fri between 09:15 and 17:30 excluding public holidays)

Email: [accreditations@necontract.com](mailto:accreditations@necontract.com)