

NEC4: ECC SUPERVISOR ACCREDITATION FREQUENTLY ASKED QUESTIONS

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GENERAL

1. Who is the accreditation intended for?

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 that those undertaking this function must be sufficiently experienced to understand and identify all these requirements.

2. How long does it take to complete the programme?

It is recommended that you allocate up to 12-weeks to complete the full programme.

- Phase 1 (preparatory) – 30-day window to complete mandatory modules and test.
- Phase 2 (classroom training) – 2 consecutive days training.
- Phase 3 (assessment) – 30-day window to sit your assessment.

3. Are there any eligibility requirements for the NEC4: ECC Project Manager Accreditation programme?

Yes, the course is aimed at experienced NEC4 ECC Supervisors and practitioners. It is expected that delegates attending the course will have the following knowledge and experience:

- At least 3 years' experience using NEC4 ECC in the construction industry and ideally within a Supervisor or delegate Supervisor role
- Good understanding of the ECC, its main and secondary Options, including the ability to comprehend additional conditions of contract and recognise critical ECC processes
- Knowledge of the relevant industry legislation and contract principles
- Experience with taking ownership of own responsibilities, acting as stated in the contract and confidently managing key stakeholders
- An appreciation and understanding of the NEC4 ECC User Guide Volume 2 and 4

Delegates with limited NEC4 ECC experience can attend the course to gain knowledge, however they should be aware that to obtain the accreditation, the post-course assessment is at advanced level, so taking the training only without having sufficient experience in using NEC4 prior to the course may not be enough to successfully pass the assessment.

4. Can my company pay using a Purchase Order for the programme?

Yes. We accept that some companies have defined processes for paying invoices and may not be able to pay your programme/resit invoice in the limited time available. In these instances, a Purchase Order (PO) on company headed paper will be accepted as payment and we will release your assessment paper or enrol you into the programme upon receipt of your company PO.

5. What browser should I use to access the learning content and assessments?

The system is compatible with most up to date, supported browsers (Safari, Edge, Firefox, Chrome). Should you experience any issues, please check that your browser is updated to the latest version or try using a different browser.

Please note that Internet Explorer has been discontinued in 2019 and it is no longer supported by our systems.

6. I cannot log into my My NEC account, what should I do?

You may not have activated your account. When you registered, you should have received an email asking you to activate your account. If you have not received this, please check your Spam/Junk folder.

If you still are unable to locate the activation email, please send your details to accreditations@necontract.com and put “**Activation Problem**” in the subject line of your email.

7. How do I change my email for My NEC account?

Your My NEC login ID is your email address. If you wish to change your email address at any time, please contact the NEC at +44 (0)207 665 2457 or email accreditations@necontract.com and we will be able to update it for you. Please put in the subject of the email: “**Change of accreditation email address**” and quote your old and new email addresses.

Please, **do not** create new profiles as merging/aligning your accounts will cause additional delays which will not be considered as valid reasons for extending your expiry dates.

8. Why can't I see my accreditation course details in My NEC?

You can access your online modules via **MY NEC** account. Please see the Delegate Guide on how to navigate to your course.

If you cannot see your accreditation modules, please email us at accreditations@necontract.com with the full details and screen shots of the issue, if possible and we will fix as soon as possible.

9. I no longer can attend the course, can I cancel and get a refund?

The transfers, substitutions and cancellation timelines are shown in the table below. Please note that all material must be returned before any refund can be issued.

Notice time ⁽¹⁾	Substitutions ⁽²⁾⁽³⁾	Transfer ⁽³⁾⁽⁴⁾	Cancellation
29 days or more	FREE	FREE	FREE
08 to 28 days	FREE	15%	50%
07 days or less	NOT PERMITTED	NOT 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 Phase 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

PHASE 1: PREPARATORY TRAINING

10. Why can't I access my online training or assessment records in My NEC (they have been greyed out)?

Unfortunately, your access has expired.

Each phase of the programme should be completed within the allocated timeframe. If you've not completed the modules or successfully passed your assessment(s) within the allocated timeframe, unfortunately you will not be invited to take the final assessment and therefore you will not be awarded the accreditation. No refunds will be granted.

If you wish to pursue your accreditation, you will need to rebook your accreditation programme and take the full course all over.

11. Why am I being asked the same question in the multiple-choice question test?

If you've taken a break in between questions, or you may have taken too long to answer the question then your session may have timed out.

You may also need to clear your browser cache before logging out and then logging back in.

Please note, if your session timed out and you haven't completed the assessment, it will count as one of your attempts.

12. What if I fail all 3 attempts or do not complete the test in the Preparatory Phase 1?

Unfortunately, if you're unsuccessful in the Phase 1 multiple-choice question tests, you will not be invited to take the final assessment in Phase 3, and therefore you will not be granted accreditation. You can still choose to attend Classroom training in Phase 2 for learning purposes. No refunds will be granted in these circumstances.

If you wish to pursue your accreditation, you will need to rebook your accreditation programme and take the full course all over.

13. What if I do not complete the Preparatory Phase 1 test by the deadline?

Unfortunately, you will not be invited to attempt the Phase 3 final assessments, however you may still choose to attend the Phase 2 classroom training. No refunds will be granted.

14. What if I have already completed the pre-requisite modules?

If you have passed any of the pre-requisite modules in the last 12 months, you will be exempt from completing the tests again, unless you choose to re-sit them. Please note that if you choose to re-sit and were to fail, you will not be eligible to take the final assessment.

If you have passed any of the pre-requisites more than 12 months before the start of your course (Phase 2) you will be required to pass the test again. This is to ensure you still possess the minimum knowledge levels required to follow the content of the training in Phase 2.

Please note that there are no discounts available for anyone who may have previously paid for these modules.

PHASE 2: CLASSROOM TRAINING

15. I don't have my training materials, what do I do?

For Public bookings: The NEC will supply you with the training materials and complimentary copies of the relevant contract, guidance notes and "how to" guides. If you've not received them, please contact the NEC at: accreditations@neccontract.com

For In-House bookings: Your In-House booking team will be responsible for providing the copies of the complimentary materials (relevant contract, guidance notes and “how to” guides). If you’ve not received them, please contact the programme booker within your organisation, in the first instance.

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

Unfortunately, you will not be invited 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 not be granted accreditation for this programme.

NEC will try to allocate you a place on another course to allow you to complete your training days and the subsequent Phase 3 assessment. However, please be advised that the NEC cannot guarantee that an open space will be available at the next course.

If you are allocated a place to complete your training, the following conditions will 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. In this case, you will unfortunately 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.

PHASE 3: ASSESSMENT

17. How many questions are there in the Phase 3 Assessment?

There are a total of 30 multiple-choice questions in the assessment.

18. When can I take the Phase 3 Assessment?

After completing your classroom day training, you will need to complete your multiple-choice question assessment within a 30-day period. The assessment will be accessible to you through **My NEC**.

19. Is there a way to familiarise with the testing environment before starting the assessment?

Yes, a discretionary practice set will be available online on the assessment’s Welcome Page. The practice set will be provided in the same format and level of difficulty of the actual assessment, only shorter. You will have 25 minutes to answer the 6 questions included in the set. Once finished, you will be shown which questions you answered correctly and incorrectly, to help you test your preparation. You can have multiple attempts before starting your assessment.

20. Is there a time limit to complete the Phase 3 Assessment?

Yes, you will have 2 hours to complete the final assessment.

Whilst the assessment can be taken anytime within 30 days post your classroom training, NEC strongly recommends that you take the time to thoroughly review your notes, training materials and the contract, as well as complete the practice set of questions before commencing the assessment.

21. When can I expect to receive my results?

In our online multiple-choice question assessment model results will be released immediately to delegates upon completing their assessment. An official email from the NEC accreditation team will also be sent at the end of the assessment window with a confirmation of your results.

22. What feedback do I get at the end of the assessment?

A confirmation of the total marks you've scored in the assessment will be displayed immediately after completion of your assessment, with a confirmation of whether you've achieved a pass or have unfortunately failed.

In addition, a high-level breakdown of your performance per theme will be available, which will be helpful in identifying areas of knowledge in need of potential improvement.

No feedback is provided on individual questions that delegates answered incorrectly, as the assessment is aimed to test delegates' current knowledge and experience of the full programme.

23. How many attempts do I have at the Phase 3 Assessment?

You will only have 1 attempt at the assessment.

24. What are the assessment conditions?

You must take the assessment on your own and must not share the assessment questions or answers, otherwise this may result in your assessment being voided.

The assessment is open book; therefore you can have your training materials, user guides and the contract open to reference during the assessment.

25. Can I get any support if I have a learning disability?

Yes. If you have a learning disability, please contact the NEC at accreditations@necontract.com with proof of your disability and we will work on a solution to make reasonable accommodations.

26. Can I get any extra time if I am not a native English speaker?

Unfortunately, not. Similar to our contracts, the assessment is written in plain English. It is recommended that delegates have an English language competency equivalent to approximately CEFR (Common European Framework or Reference) level B2 or higher.

27. Can the Phase 3 Assessment window be extended?

Requests for extending the assessment window may only be granted in exceptional circumstances, e.g., family bereavement or serious illness.

Please submit your request for an extension to accreditations@necontract.com and put “**Accreditation Extension Request**” in the subject line of the email. We will aim to respond to you within 2 working days. Please note that additional evidence to support your request may be required and should be included in your initial request where possible.

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

Please note that requests for extensions are **not** acceptable for reasons such as leave, holidays or workload.

28. If my attempt at the Phase 3 Assessment is unsuccessful, what should I do?

If you're unsuccessful in your Phase 3 multiple-choice question assessment, you can resit the assessment. Please note that the resit is charged at an additional fee.

Upon completing the assessment, the NEC accreditation team will send you an official email confirming your results and details on the resit. This email will be sent directly to your registered email from our accreditations team **AFTER** the 30-day assessment period has ended. If you do contact us before this period has ended, we will NOT be able to book you onto a resit.

You will need to confirm back to the NEC accreditation team in writing your intent to take the resit. The team will advise on the resit availability and fee payable. Once the NEC receives the confirmation that the invoice has been paid, or 1-calendar month before the resit due date, whichever is the latter, we will release the resit assessment and inform you of the details.

All resits must be taken within 1 year from the date of your original assessment results.

29. How many resits can I take?

You can take up to 2 resits if you're unsuccessful in your initial attempt at the assessment.

Please note that each resit is charged at an additional fee.

30. Can I choose a resit date?

Unfortunately, not.

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 Purchase Order, before we issue your assessment resit).

If you feel the next date is too close, you may choose to take the assessment resit at 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 will be deemed too long since your course end date.

31. What do I do if I have paid my invoice but cannot attend the accepted date?

Unfortunately changing the confirmed/accepted booking date after your invoice has been paid, or Purchase Order issued, are not permitted.

Please note that if you subsequently decide to withdraw from the allocated resit your invoice will not be refunded.

CERTIFICATION

32. What do I do if I lost my certificate?

A copy of your certificate can be downloaded at any time from the Certificates tile on the system where you have accessed to complete your online training and assessments.

33. Can I request a printed certificate?

Unfortunately, not. To improve our customers' experience, certificates can now be easily accessed, downloaded and printed at your leisure without delay, aligning with our commitment as a business to reducing our carbon footprint. As a result, printed certificates will no longer be offered.

NEC ACCREDITATION REGISTER

34. What is the NEC Accreditation Register?

The NEC Accreditation Register is designed to showcase and recognise the achievements of all NEC professionals who have successfully attained an NEC accreditation. It allows professionals to demonstrate their professional competence in managing a range of projects and services under an NEC contract. For more information on the Register, please visit our website [here](#).

35. How much does it cost to be included on the NEC Accreditation Register?

Inclusion on the NEC Accreditation Register is free to all successful NEC Accredited professionals.

36. How do I get included onto the NEC Accreditation Register?

Upon passing any NEC Accreditation assessment you will be automatically included onto the NEC Accreditation Register.

Please note that in order to be included on the Register you must hold a current NEC accreditation. If your accreditation/certificate expires and you do not renew it in time, your details will automatically be removed.

37. What if I do not wish to be included on the NEC Accreditation Register?

Inclusion on the NEC Accreditation Register is voluntary, and you can at any time withdraw your consent by going to My NEC area and unticking the opt-in box.

38. I hold a current NEC accreditation, but I do not see my information on the NEC Accreditation Register. Why?

If you hold a current NEC accreditation, your information will automatically be added onto the Register. If you do not see your record(s), please ensure you have opted-in to be included on the Register by going to My NEC area on the website and ensuring the opt-in box is ticked. Please allow some time for the system to update (up to 48 hrs). If you still do not see your information, please contact us at accreditations@necontract.com and we will look into this for you.

39. What post-nominals can I use?

Upon passing any NEC accreditation you may use the “NECReg” post-nominals in correspondence and/or on your CV.

Please note that you may only use the post-nominals if you hold a current (non-expired) NEC Accreditation.

40. What recognition by the Institution of Civil Engineers (ICE) is available?

Delegates who successfully pass an NEC accreditation programme can apply for further achievements that are recognised by the ICE. Applications for the recognition is an opt-in and not automatic.

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

CONTACT US

41. I have more questions, who can I contact?

Please contact our team at accreditations@necontract.com

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T (Hong Kong): +852 9320 7694