# NEC4 TSC SERVICE MANAGER ACCREDITATION

## DELEGATE GUIDE

## WELCOME TO YOUR NEC TRAINING

This is an **advanced** accreditation programme for professionals who have a strong understanding of NEC principles and processes.

This guide is designed to support you throughout the accreditation journey. It sets out what you can expect at each stage of the programme, the requirements and commitments involved, and the standards that must be met to achieve NEC accreditation. It also provides guidance to help you prepare effectively and ensure you are well informed before, during, and after the examination process.

The information in this guide applies to both **Public** and **In-house** accreditation options and is relevant to delegates undertaking the programme internationally.

**Note for Hong Kong delegates:** Please refer to the dedicated Hong Kong delegate guide for programme details relevant to your region.

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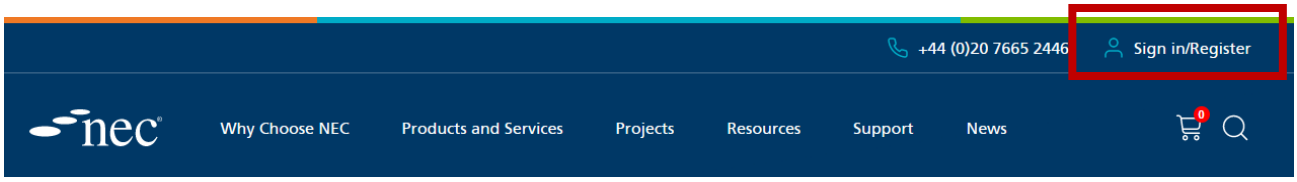
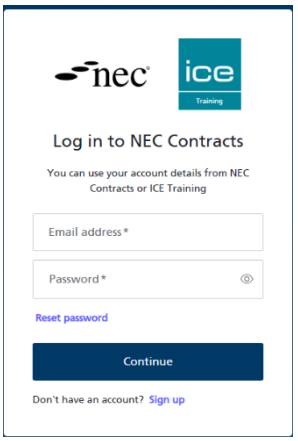
## ACCESSING YOUR NEC ACCREDITATION PROGRAMME

The online elements of the programme can be accessed via the NEC website (www.neccontract.com). You will need to create your **My NEC** account to complete the programme.



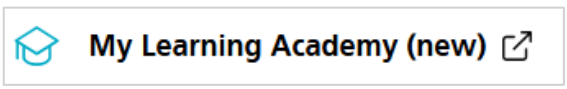

To create a **My NEC** account, click the **Sign in/Register** in the top-right corner of the window.

If you already have an account, please use your existing credentials to sign in, otherwise you will need to register as a new user by clicking the **Sign up** button.




**NOTE** Your My NEC login is your email address. If you wish to change your email address at any time, please contact the NEC at accreditations@neccontract.com and we will be able to update it for you.

Once registered, please log in to the NEC website and select **My NEC** (top right). From there, click Access under the **My Learning Academy** tile.




You will then be redirected to the NEC learning platform. From your dashboard, you will be able to access your courses, exams, learning records and achievements as they become available.

## NEC ACCREDITATION PROGRAMME OVERVIEW

The accreditation programmes consist of 3 phases. Each phase must be completed within the allocated timeframe before you will be granted access to the subsequent phase.

## PHASE 1: PREPARATORY

The pre-requisite modules are designed to ensure all delegates have a consistent level of fundamental knowledge and understanding of NEC contracts before attending the programme. The modules include introductory learning content and accreditation-specific material, each followed by a multiple-choice question (MCQ) assessment.

**NOTE**

If you have passed any of the pre-requisite modules in the last 12 months, you will be exempt from completing the assessments 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 exam.

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 assessment again.

### HOW TO ACCESS YOUR PRE-REQUISITES

All pre-requisite modules will be available **30 days** before the Phase 2 start date or immediately upon booking, whichever is later.

**NOTE**

All Phase 1 modules and MCQ assessments must be completed **by the classroom course (Phase 2) start date**. If these assessments are not completed by this time, you will not be able to access the final exam.

You can engage with the pre-requisite learning content multiple times before your access expires.

### PRE-REQUISITE MCQ ASSESSMENTS

The pass mark for each assessment is **70%**. You will have **three attempts** for each pre-requisite assessment. Once you've started your attempt, it must be completed in a single sitting and without taking any breaks. Your highest attempt score will be recorded for your **final score**.

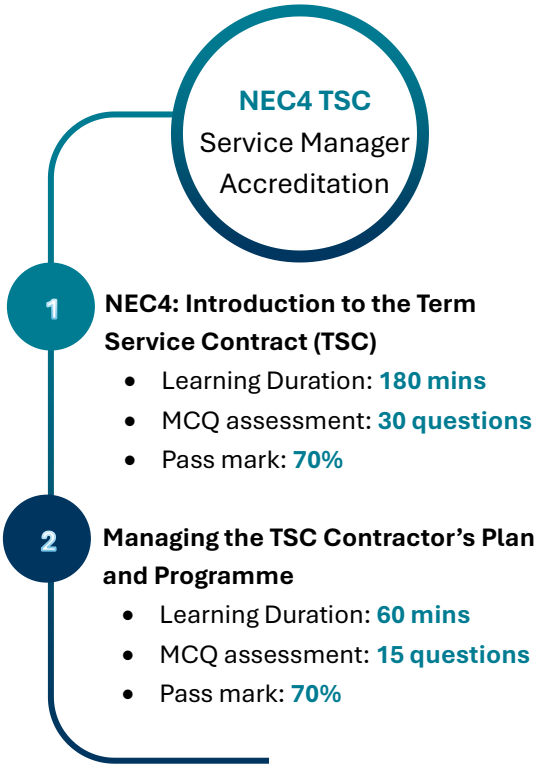
Once you have successfully completed each pre-requisite MCQ assessment, you will be awarded a **Certificate of Achievement**.

If all 3 attempts were unsuccessful, or if the assessments are not completed within the required timeframe, you will not be invited to sit the final **Phase 3 examination** and will therefore not be eligible for accreditation.

In these circumstances, you may still choose to attend the classroom training; however, you will not progress to accreditation without first meeting the pre-requisite assessment requirements.

**NOTE** Once you begin your assessment, your session may time out if there is a prolonged period of inactivity. We recommend progressing through the test without extended pauses to avoid this.

The following outlines the pre-requisite details and requirements for the NEC4 TSC Service Manager Accreditation programme.




## PHASE 2: CLASSROOM TRAINING

The facilitated training is delivered over **four consecutive days.**

Attendance on all scheduled programme days is mandatory. Only delegates who have attended the full classroom training will be invited to sit the Phase 3 examination. As part of the programme, you will receive training materials together with complimentary electronic access to the relevant NEC contract(s) and user guides.

## PHASE 3: EXAMINATION

Once you have successfully completed the preparatory course and attended the classroom training, you will receive an email confirming that your final exam is available via **My NEC**. You will then have **30 days** from the date of your email to complete the exam.

## MULTIPLE-CHOICE EXAM

The multiple-choice question examination is designed to evaluate your applied understanding and professional judgement through a series of scenario-based, complex multiple-choice questions.

The table below provides a high-level overview of the examination model.

**NEC4 TSC Service Manager**
Accreditation Exam

**Question type:** multiple-choice
**Number of questions**: 52 (total)
**Pass mark**: 60%
**Duration**: 4 hours (total)
**Attempts**: 1

The exam consists of two parts. Each part is time-limited (2 hours) and must be completed in one sitting once started, as the timer cannot be paused or restarted. **You must successfully pass Part 1 in order to progress to Part 2**. A minimum score of 60% is required in both parts to achieve the accreditation.

**NOTE** If you do not pass Part 1, your Part 1 score will still be shown. However, as both parts are needed to complete the exam, the overall exam result will be recorded as 0.

A short practice examination will be made available during your access period to help you familiarise yourself with the exam format and question style. This practice exam is for preparation purposes only and does not contribute to your final result.

**NOTE** If you are not successful on your first attempt, you may resit the exam up to two further times. Each resit is subject to an additional fee. If you are still unsuccessful after both resits and would like to continue towards accreditation, you will need to rebook and complete the programme again.

## ACCESSIBILITY AND REASONABLE ADJUSTMENTS

The exam recommends an English language proficiency equivalent to CEFR level B2 or above (or comparable international standards).

**NOTE** You must take the exam on your own and must **not copy, record, share, publish or distribute** the exam content, including questions or your answers with others, otherwise this may result in your examination being voided and may be reported to your employer.

If you have a learning difficulty, disability or any other circumstance that may affect your exam performance, please contact us as soon as possible at accreditations@neccontract.com **before** starting your exam. We will discuss any appropriate adjustments with you ahead of your exam.

## CERTIFICATION AND RECOGNITION

### NEC CERTIFICATE OF ACCREDITATION

On successful completion, you will receive your official **NEC Certificate of Accreditation**, recognised by the Institution of Civil Engineers (ICE). The certificate is valid for **five years** from the date of your accreditation. Your certificate will be available to view and download from **My Learning Record** on your dashboard.

### NEC POST-NOMINALS AND NEC ACCREDITATION REGISTER

#### POST-NOMINAL

NEC professionals who successfully achieve an NEC accreditation will be awarded the following **post-nominal**, recognising their accredited status under the NEC framework.

| Accreditation | Post-nominal |
|---|---|
| NEC4 TSC Service Manager Accreditation | **NEC AccSM** |

The post-nominal may be used after your name in professional correspondence, email signatures, CVs, and other relevant professional materials, provided your accreditation remains valid and current.

### NEC ACCREDITATION REGISTER

NEC Accredited professionals are also eligible for inclusion on the **NEC Accreditation Register**.

Inclusion is voluntary and can be managed at any time via the **My NEC** area of the NEC website, where you may opt in or out of being listed.

Holding an NEC accreditation does not entitle you to state or imply that you work for, represent, or act on behalf of NEC® in any capacity.

## NEC ACCREDITATION RENEWAL

Accreditations are valid for **five years** from the date of award and must be renewed to remain current.

Six months before your accreditation expiry date, you will be invited to complete a renewal exam. Please note that the renewal exam is chargeable.

This ensures that your knowledge remains current and that you continue to meet the standards expected of an NEC accredited professional, reflecting any updates to contracts, guidance or best practice.

If you do not successfully complete the renewal exam before your accreditation expires, your accredited status will lapse, your details will automatically be removed from the NEC Accreditation Register and you will no longer be permitted to use the associated post-nominals.

Access to the renewal exam will be arranged by NEC. You will receive an email notification once your renewal is available to view and complete.

## CONTACT US

If you have any questions relating to your NEC Accreditations, please get in touch with us via the following options and our team will be happy to support you.

**Email**: accreditations@neccontract.com

**T (UK, EMEA)**: +44 20 76652457
**T (APAC):** +852 9820 3630

Please note that we will aim to respond to you via email within 2 working days.