# NEC4 ACCREDITATION (HONG KONG)

## 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 in **Hong Kong** only.

## CONTENTS


**ACCESSING YOUR NEC ACCREDITATION PROGRAMME ..... 2**

**NEC ACCREDITATION PROGRAMME OVERVIEW ..... 3**

PHASE 1: PREPARATORY ..... 3

HOW TO ACCESS YOUR PRE-REQUISITES ..... 3

PRE-REQUISITE MCQ ASSESSMENTS ..... 4

PHASE 2: CLASSROOM TRAINING ..... 6

PHASE 3: EXAMINATION ..... 6

**CERTIFICATION AND RECOGNITION ..... 9**

NEC CERTIFICATE OF ACCREDITATION ..... 9

NEC POST-NOMINALS AND NEC ACCREDITATION REGISTER ..... 10

ASSOCIATE MEMBER OF THE ICE (AMICE) ..... 10

**NEC ACCREDITATION RENEWAL ..... 11**

**CONTACT US ..... 11**

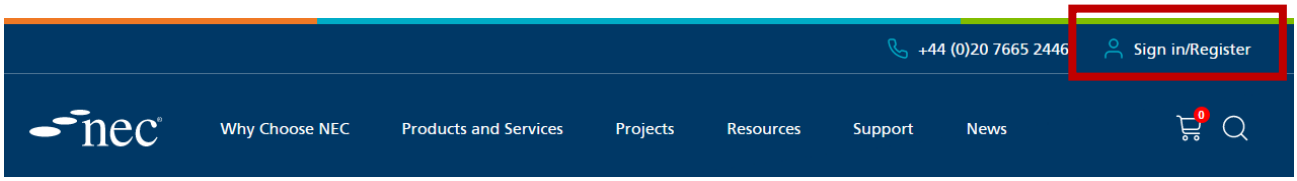
**NEC4 ACCREDITATION EXTENSION PROGRAMMES ..... 12**

**NEC TERMS AND CONDITIONS ..... 13**

**FREQUENTLY ASKED QUESTIONS (FAQs) ..... 16**

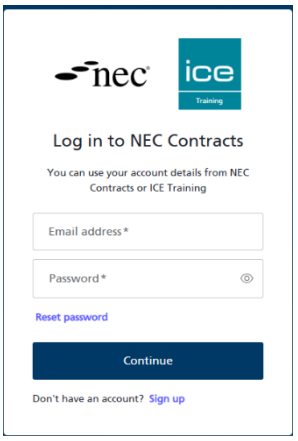
## ACCESSING YOUR NEC ACCREDITATION PROGRAMME

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.



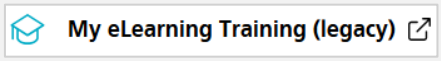

**NOTE** Your My NEC login is your email address. If you wish to change your email address at any time, please contact the NEC at necapac@neccontract.com and we will be able to update it for you.

Once registered, please log in to the NEC website and select **My NEC** (top right).

Accessing arrangements vary by accreditation programme.

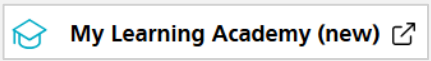
For:

- NEC4 ECC Project Manager Accreditation
- NEC4 ECC Supervisor Accreditation
- NEC4 TSC Service Manager Accreditation




For:

- NEC4 FMC Service Manager Accreditation
- NEC4 Accreditation Extension Programmes




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.

**Please ensure you log in to the correct platform for your programme to access the relevant learning and examinations.**

## 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 page outlines the pre-requisite details and requirements for each NEC4 accreditation programme.

## NEC4 ACCREDITATION PRE-REQUISITE DETAILS

### NEC4 ECC Project Manager Accreditation

1. **NEC4: Introduction to the Engineering and Construction Contract (ECC)**
   - Learning Duration: **180 mins**
   - MCQ assessment: **30 questions**
   - Pass mark: **70%**
2. **NEC4 Managing Time and the Programme**
   - Learning Duration: **90 mins**
   - MCQ assessment: **25 questions**
   - Pass mark: **70%**

### NEC4 ECC Supervisor Accreditation

1. **NEC4: Introduction to the Engineering and Construction Contract (ECC)**
   - Learning Duration: **180 mins**
   - MCQ assessment: **30 questions**
   - Pass mark: **70%**
2. **NEC4: The Role of the ECC Supervisor**
   - Learning Duration: **60 mins**
   - MCQ assessment: **10 questions**
   - Pass mark: **70%**

### NEC4 TSC Service Manager Accreditation

1. **NEC4: Introduction to the Term Service Contract (TSC)**
   - Learning Duration: **180 mins**
   - MCQ assessment: **30 questions**
   - Pass mark: **70%**
2. **Managing the TSC Contractor's Plan and Programme**
   - Learning Duration: **60 mins**
   - MCQ assessment: **15 questions**
   - Pass mark: **70%**

### NEC4 FMC Service Manager Accreditation

1. **NEC4: Introduction to the Facilities Management Contract (FMC)**
   - Learning Duration: **360 mins**
   - MCQ assessment: **30 questions**
   - Pass mark: **70%**

## PHASE 2: CLASSROOM TRAINING

The facilitated training is delivered over consecutive days, depending on the accreditation programme:

- **NEC4 ECC Supervisor** programme is delivered over **2** consecutive days, and
- **NEC4 ECC Project Manager**, **NEC4 TSC Service Manager** and **NEC4 FMC Service Manager** programmes are delivered over **4** 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.

The table below provides a high-level overview of the examination model associated with each accreditation programme.

| **NEC4 ECC Project Manager**<br>Accreditation Exam | **NEC4 ECC Supervisor**<br>Accreditation Exam |
|---|---|
| **STAGE I:** | **STAGE I:** |
| **Question type:** multiple-choice<br>**Number of questions**: 40<br>**Pass mark**: 70%<br>**Attempts**: 3 | **Question type:** multiple-choice<br>**Number of questions**: 20<br>**Pass mark**: 70%<br>**Attempts**: 3 |
| **STAGE II:** | **STAGE II:** |
| **Question type:** essay-based<br>**Number of questions**: 4 out of 5 questions<br>**Pass mark**: 70%<br>**Attempts**: 1 | **Question type:** essay-based<br>**Number of questions**: 2 out of 3 questions<br>**Pass mark**: 70%<br>**Attempts**: 1 |

| NEC4 TSC Service Manager<br>Accreditation Exam | NEC4 FMC Service Manager<br>Accreditation Exam |
|---|---|
| **STAGE I:**<br><br>**Question type:** multiple-choice<br>**Number of questions**: 40<br>**Pass mark**: 70%<br>**Attempts**: 3<br><br>**STAGE II:**<br><br>**Question type:** essay-based<br>**Number of questions**: 4 out of 5 questions<br>**Pass mark**: 70%<br>**Attempts**: 1 | **Question type:** multiple-choice<br>**Number of questions**: 57 (total)<br>**Pass mark**: 60%<br>**Duration**: 4 hours (total)<br>**Attempts**: 1 |

The following sections provide further context on each examination model, including exam format, expectations and what you should prepare for.

## TWO-STAGE ESSAY-BASED EXAM

The two-stage essay-based exam is designed to evaluate your ability to apply NEC principles in practice, demonstrate professional judgement and articulate reasoning clearly in response to realistic scenarios.

**Stage I** is a multiple-choice exam. You must achieve a pass mark of at least 70% to progress to Stage II.

**NOTE**

Applicable to NEC4 ECC Project Manager and NEC4 TSC Service Manager Accreditations only – if you achieve a pass mark of 75% or higher on your Stage I exam, you will be awarded an additional 5% towards your Stage II result.

Additional marks **do not apply** to the NEC4 ECC Supervisor Accreditation.

Additional marks are only applicable to the **essay-based examination model**.

**Stage II** is a written, scenario-based exam. You are required to answer:

- **4 out of 5 questions** for the NEC4 ECC Project Manager and NEC4 TSC Service Manager accreditation, and
- **2 out of 3 questions** for the NEC4 ECC Supervisor Accreditation.

Each question, including any sub-parts must be between 750 and 1,500 words. Answers should demonstrate a clear and complete understanding of the scenario and provide a well-structured, coherent and succinct response. You should not repeat the question in your answer. Marks may be deducted if responses are under or over the specified word limit.

We recommended you draft your answers offline using a programme such as Microsoft Word® to avoid any connectivity issues. Please paste your responses into the answer portal once you are satisfied they are complete.

All answers must be **your own work**. Collaboration with other delegates or individuals is strictly prohibited. You may use your own notes and undertake research when preparing your answers, but responses must be written in your own words and reflect your own understanding.

**NOTE** All NEC accreditation submissions are screened using plagiarism detection software and checked against our database of over 30,000 previous and pending submissions.

All submissions are marked by experienced assessors, who are senior NEC subject-matter experts. The feedback will be provided in a limited form only and may include brief references to relevant contract clauses. As the exam is designed to evaluate your existing knowledge, detailed or additional feedback will not be provided.

**NOTE** If you are not successful in your Stage II exam 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.

Unfortunately, if you are not successful at Stage I, there is no resit option, and you will also need to retake the full course before progressing further.

## 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 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 necapac@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 your dashboard.

## NEC POST-NOMINALS AND NEC ACCREDITATION REGISTER

### POST-NOMINAL

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

The post-nominal awarded is determined by the accreditation achieved, as shown below:

| Accreditation | Post-nominal |
|---|---|
| NEC4 ECC Project Manager Accreditation | **NEC AccPM** |
| NEC4 ECC Supervisor Accreditation | **NEC AccS** |
| NEC4 TSC Service Manager Accreditation | **NEC AccSM** |
| NEC4 FMC Service Manager Accreditation | **NEC AccSM** |

### 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.

## ASSOCIATE MEMBER OF THE 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.

To all accredited NEC Project Managers, 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

## 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.

**NEC**: accreditations@neccontract.com | **NEC APAC**: necapac@neccontract.com

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

## NEC4 ACCREDITATION EXTENSION PROGRAMMES

The **Extension Programme** option provides an opportunity to extend an existing NEC accreditation to a related role or contract, without completing the full accreditation programme again. This route is designed for delegates who already hold a current NEC accreditation and wish to demonstrate their competence across additional NEC roles or contract types.

**NOTE** Your NEC4 accreditation certificate **must remain valid** on the extension submission date in order to be eligible.

Extension Programmes require hands-on experience and a strong working knowledge of both contract forms. Attempting to extend too quickly may make the exam more challenging, as a clear understanding of the nuanced differences between contracts typically develops through practical application over time.

The following NEC Extension Programmes are available to eligible delegates:

- NEC4 ECC Project Manager to NEC4 DBOC Service Manager Accreditation extension
- NEC4 ECC Project Manager to NEC4 TSC Service Manager Accreditation extension

The Extension Programme includes **one day** of facilitated training session, followed by a multiple-choice exam.

| NEC4 ECC Project Manager to NEC4 DBOC Service Manager Accreditation | NEC4 ECC Project Manager to NEC4 TSC Service Manager Accreditation |
|---|---|
| **Question type:** multiple-choice | **Question type:** multiple-choice |
| **Number of questions**: 40 | **Number of questions**: 57 (total) |
| **Pass mark**: 70% | **Pass mark**: 60% |
| **Duration**: 2 hours | **Duration**: 4 hours (total) |
| **Attempts**: 2 | **Attempts**: 1 |

NEC professionals who successfully achieve a new NEC accreditation will be awarded the corresponding **post-nominal**:

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

# NEC TERMS AND CONDITIONS

## BOOKING INFORMATION

### BOOKING ONTO A PUBLIC COURSE

You can secure your place on a public course via the NEC website course page. You can select from two delivery options: Classroom and Virtual. Once the format is selected, you can see available dates.

**How many delegates:** Bookers can book up to 6 delegates at the same time via our website. If you wish to book an accreditation course for 7 or more delegates, we can offer special rates to run the course at your premises. See information on **In-House** courses below.

**Confirmation email:** On successful completion of your booking, you will receive a confirmation email informing you the booking is being processed, and you will also receive an invoice for payment (30-day terms).

**Phase 1 email:** Delegates will receive another email within 24 hours of the booking, OR 30 days before the course (Phase 2) start date, whichever is the latter, with instructions on how to access their Phase 1 pre-requisite modules.

### BOOKING ONTO AN IN-HOUSE COURSE

If your company has 7 or more delegates that it wishes to put forward for the same accreditation course, it is usually cheaper, and more convenient for you, for NEC to bring the course to you and run it at your premises (although we can arrange a third-party venue, if you wish).

To book an In-House course, bookers should contact an NEC account manager or complete an enquiry form on our website. For more information, please visit our Corporate Solutions page.

### JOINING INSTRUCTIONS

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

**NOTE** Some company servers or security software may block the above emails. If you do not receive the above emails in the timelines stated, please contact NEC at necapac@neccontract.com immediately.

## SUBSTITUTIONS

Once enrolled onto an accreditation programme, it may be possible to substitute a delegate. However, serious consideration should be given to ensure that the new delegate is sufficiently experienced to attend the accreditation programme and has enough time to complete the Phase 1 preparatory training. There is no charge for a substitution unless the delegate is ineligible for any discount previously given in which case NEC will raise an invoice for the difference.

## TRANSFERS

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

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

## DELEGATE CANCELLATIONS

A delegate may cancel their booking, free of charge, up to 29 calendar days before the start date. All materials must be returned before a refund can be issued. Cancellations within 28 days or less will be charged as per table below.

## CHARGES

Please note that percentages shown represent percentage of the FULL course booking fee

| **Written Notice**[(1)] | **Substitution Fee**[(2)(3)] | **Transfer Fee**[(3)(4)] | **Cancellation Fee** |
|---|---|---|---|
| 29 days or more | NONE | NONE | NONE |
| 15 to 28 days | NONE | 15% of Course's Fee | 50% of Course's Fee |
| 14 days or less | NOT PERMITTED | 30% of Course's Fee | 100% of Course's Fee |

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

(2) Company/delegate must ensure new delegate is sufficiently qualified and has enough time to complete Stage 1

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

(4) Only ONE transfer is allowed per delegate

## STANDARD NEC TERMS AND CONDITIONS

All the Terms and Conditions (T&Cs) in the NEC standard Terms and Conditions, as published on our website remain in force. However, if there are any conflicts between the published T&Cs and this guide, the information in this guide will take precedence over the published standard T&Cs.

## APPEALS PROCEDURE

If you're unsatisfied with any part of your accreditation programme, you can submit an appeal to NEC providing details of your appeal with supporting evidence.

This must be submitted to necapac@neccontract.com no longer than **5 working days from the date of your final exam results email**. We will acknowledge your email within 2 working days of the receipt and upon investigation endeavour to provide a reply within 10 working days.

# FREQUENTLY ASKED QUESTIONS (FAQs)

## GENERAL

### 1. 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 exam paper or enrol you into the programme upon receipt of your company PO.

### 2. What browser should I use to access the learning content and exam?

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.

### 3. 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 necapac@neccontract.com and put “Activation Problem” in the subject line of your email.

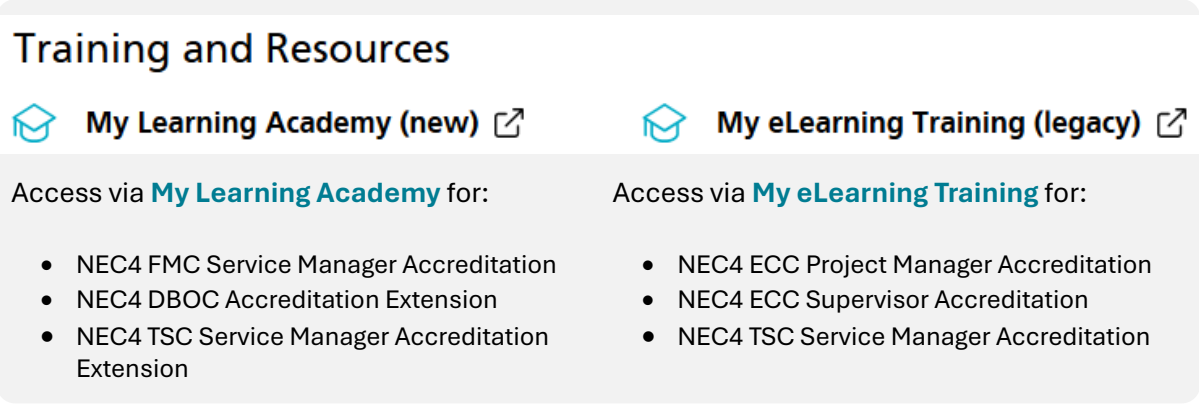
### 4. How do I change my email for My NEC account?

Your My NEC login is your email address. If you wish to change your email address at any time, please contact the NEC at necapac@neccontract.com and we will be able to update it for you. Please put in the subject of the email: “Change of 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.

### 5. Why can’t I see my accreditation course details on the learning platform?

The programme can be accessed via My NEC on the NEC website. Please check that you are logged into the correct platform for your accreditation programme.




If you are accessing a different platform, your accreditation and assessments will not appear.

If you still cannot see your accreditation modules, please email us at necapac@neccontract.com with the full details and screen shots of the issue and we will investigate this as soon as possible.

## ACCREDITATION EXAM RESITS

**6. If my attempt at the Phase 3 exam is unsuccessful, what should I do?**

If you're unsuccessful in your Phase 3 exam, you can resit the exam. Please note that all resits are charged separately.

Upon completing the exam, 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 exam period has ended. Please note that we are unable to arrange a resit if contact is made before this period has ended.

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 exam and inform you of the details.

Please note that all resits must be taken within 1 year from the date of your original exam results.

**7. Can I resit my Phase 3 exam if I was unsuccessful in my Stage I essay-based examination?**

Unfortunately, not.

A resit is only available if you have passed the Stage 1 MCQ exam but not achieved a pass mark in the Stage 2 written exam. Resits are limited to delegates who were unsuccessful in the Stage 2 exam only. Resits cannot be used to improve a previously passed result or to switch accreditation pathways.

Please note that all resits must be taken within 1 year from the date of your original exam results.

### 8. How many resits can I take?

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

Please note that all resits are charged separately.

### 9. 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 exam resit).

If you feel the next date is too close, you may choose to take the exam resit at future date, up to a maximum of 9 months from your Phase 2 facilitation end date. Resit dates beyond that are not acceptable as it will be deemed too long since your course end date.

### 10. 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.

## CERTIFICATES

### 11. What do I do if I lost my certificate?

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

### 12. 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 via the learning platform, 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

### 13. 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.

### 14. 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.

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

Upon passing any NEC Accreditation exam 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.

### 16. 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.

### 17. 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 necapac@neccontract.com and we will look into this for you.