

# NEC3: TSC *Service Manager* Accreditation: Delegate Handbook (classroom courses)

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If you have queries about this document or the programme, contact Rita Calabrese:

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## 1. Purpose of this document

This document is for anyone undertaking the NEC3: TSC *Service Manager* Accreditation programme. It outlines the terms and conditions of the programme, what you can expect from NEC to support your development and what you are committing to in order to achieve accreditation as an NEC3: TSC *Service Manager*.

## 2. Introduction

This programme is part of the suite of accreditations for those undertaking roles within NEC3 projects and contracts. This accreditation is designed to equip delegates 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. Who this programme is intended for

This programme is suitable for anyone who is, or will become, *Service Manager* for an NEC3 TSC project, including:

- Current or aspiring TSC Service Managers
- Facilities Managers
- Maintenance Managers
- Estates Managers
- Contracting Organisations

Delegates should have a good level of understanding of the NEC principles and processes and the TSC itself.

## 4. Programme overview

The programme is in three parts. A programme overview and curriculum can be found on the NEC3 TSC *Service Manager* Accreditation webpage.

In order to establish that your TSC knowledge is both current and of a sufficient level, you are required to complete two of our online training courses. You don't need to follow the whole programme and are free to move straight to the test if you prefer.

This is followed by a four day classroom based course. You must attend all four days. On the first day you will be provided with a set of course notes, including training slides, TSC Contract, Guidance Notes and How to guides.

The final aspect of the programme is a formal assessment in two stages; a multiple choice test and long answer questions. You will be sent details of these once your classroom sessions have finished.

## 5. Registration

Registration for this programme can be completed via [www.neccontract.com](http://www.neccontract.com).

### 5.1. Confirmation of registration

When we receive your registration, you will receive emails for the following:

- Confirmation of registration letter\*
- Invoice for the full registration fee

*\* We will send your joining instructions for the classroom course 10-14 days before the start date, if you have completed your prerequisites successfully. As demand for courses varies, we occasionally need to reschedule or cancel a course; we make this decision before joining instructions are issued. We therefore advise you to make any travel and accommodation bookings after you have received the joining instructions.*

### 5.2. Accessing prerequisites

One month prior to the course date, you will receive emails for the following:

- Instructions on the prerequisites and how to complete them
- Log in details for the following prerequisites:
  - Introduction to the Term Service Contract (TSC)
  - Managing the Term Service Contract (TSC) *Contractor's* plan and programme

### 5.3. Prerequisite online training course assessments

The online training courses contain assessments. You must score at least 60% on each prerequisite to pass. You are allowed **three** attempts for each prerequisite. These will be available through [www.neccontract.com](http://www.neccontract.com) under MyNEC. The access details will be forwarded to you via email.

#### i) Successful delegates

In order to complete your registration, you must send copies of your certificates at least **10 working** days before the classroom course starts. They must show a score of 60% or higher on each and should be sent to [rita.calabrese@neccontract.com](mailto:rita.calabrese@neccontract.com).

On receipt of your certificates your, registration will be completed by NEC. Your joining instructions will be sent immediately, or 10-14 days before the classroom course start date, whichever is the latter.

#### ii) Unsuccessful delegates

If you fail to achieve 60% on one or both of assessments, your registration will be deemed as cancelled by you. Your registration will be managed as a cancellation in accordance with our terms and conditions (see section 12.2, page 7).

## 6. Attendance during the sessions

Venue details and registration timings will be sent with your joining instructions. You are asked to help the sessions commence on time by arriving promptly, preferably at least five minutes before the registration time.

**You will need to bring some photographic ID for the tutor will check on arrival (e.g. photo driving licence, passport, company ID etc).**

You must attend all sessions in order to progress to the final assessment.

At the start of the day you will be given:

- Course notes and training slides for the full course
- NEC3: Term Service Contract (TSC)
- NEC3: TSC Guidance Notes
- How to use the TSC Communication Forms
- How to write the TSC Service Information

You will need to bring your notes, contracts and guidance notes with you on each day as no further copies will be provided.

## 7. Delegates unable to attend all sessions

If extenuating circumstances\* mean that it is not possible to complete the classroom course, you may apply to complete the missing days on another programme. You may only be able to make one such transfer.

When applying for such a transfer, you should bear in mind:

- The correct sequence of training days, exercises and assessments must be maintained
- The entire classroom course must be completed within six calendar months of the last day of attendance prior to the extenuating circumstance.
- It is your responsibility to retain the original set of programme notes and complimentary contracts. Failure to do so will incur an additional charge for replacements
- It is your responsibility to cover any additional travel and overnight accommodation costs for attending the new programme
- You will incur fees for catering and additional administration required to attend the remaining programme days
- Under no circumstances will you be permitted to progress to the final assessment until you have attended the complete programme

*\* Such as bereavement or illness, certified by a letter from your doctor or employer. Extenuating circumstances do not include work-based issues such as work load or holidays.*

## 8. Assessment

Upon completion of the classroom course, you need to complete two assessments in order to become an NEC3 Accredited TSC *Service Manager*. The details of these assessments will be sent via email when your classroom sessions have finished.

You must complete both of the assessments within **one month** of the issue date.

**Failure to complete either or both of the assessments by the date specified in the covering email will result in an automatic failure (0%).**

### 8.1. Assessment 1: Multiple choice questions

The assessment is based upon multiple choice questions. To pass, you must score at least 70%. You have **three** attempts to achieve this.

If you achieve a score of less than 70% after three attempts, you will be deemed to have failed the Accreditation Programme and will need to resit the whole programme again, at your own cost. You will not be entitled to a refund.

### 8.2. Assessment 2: Long answer questions

This part of the assessment consists of five questions. You must answer four of the questions. The pass mark for this assessment is 70%.

### 8.3. Assessment 2: Rules for assessment

- Your answer to each question must be kept within 1500 words. Any more than that will not be marked.
- All answers should be your own answer. You may confer with colleagues to discuss the presented scenario however the answer you submit for assessment must be written by yourself. You must not share your answers with anybody else.
- If you quote from published work, it must be clearly referenced identify the source.
- Failure to provide original work in any part of this assessment could lead to a null and void assessment.

### 8.4. Calculating your final score

Your final score will be calculated based upon the following ratio:

Assessment 1 = 25%

Assessment 2 = 75%

Your overall final score will need to be 70% or higher to pass.

## 9. Result Notification

You will receive your results via email 4-5 weeks after your assessment submission date.

If you are successful, you will receive another email with the ICE Register application form. This should be completed and returned to ensure that you are included on the ICE Register of NEC3 Accredited *Service Managers*.

If you were not successful, you will receive another email outlining any resit option open to you.

## 10. Assessment resit options

### 10.1. Assessment 1: Online multiple choice question test

For this assessment, you are automatically given three attempts to achieve a score of 70%. No other resit options are therefore available for this assessment.

### 10.2. Assessment 2: Written Paper

To be eligible to resit this assessment, you must have:

- Attended the full four days of classroom training
- Achieved at least 50% for the assessment at the first attempt.

Resits are not automatic. You must notify NEC if you wish to resit assessment 2.

The fee to resit this assessment is £130 plus VAT. This is not refundable once paid, even if you decide to withdraw.

Resit deadlines are scheduled four times per year; 15 March, 15 June, 15 September and 15 December. Details will be supplied by NEC. You will automatically be placed in the next resit, unless the date is not achievable due to short limited time.

Once you agree to the resit date, you **cannot** change it. When you have registered and paid for that resit you will be given the paper, which will be a different one to the one you originally sat.

Failure to meet the deadline will result in automatic failure.

You are only allowed one resit attempt. If you do not achieve 70% (including any marks added at assessment 2) in the resit, you will be deemed to have failed the Accreditation Programme and will need to resit the whole programme again, at your own cost. You will not be entitled to a refund.

## 11. Duplicate certificates

If you lose or damage your certificate, a replacement may be obtained for £25.

Duplicate certificates can be obtained:

- In writing (to Rita Calabrese, NEC Training, One Great George Street, London. SW1P 3AA) enclosing a payment of £25, full delegate name and the registration number issued to the delegate at the beginning of the programme
- By telephone, +44(0)20 7665 2443, providing payment credit or debit card details, the full delegate name and the registration number issued to the delegate at the beginning of the programme

## 12. Terms and Conditions (Précis)

This is a summary terms and conditions. Full terms and conditions can be found at: <https://www.neccontract.com/Terms-and-Conditions>. If there is a conflict between the full Terms and Conditions and this summary, this summary takes precedence.

### 12.1. Payment

Course fees must be paid in full no later than 14 working days prior to the start date.

### 12.2. Cancellation and transfers

If you wish to amend or cancel your booking, you must notify us in writing. Please note that fees remain due until acknowledged by NEC and that bookings cannot be amended until the original invoice has been settled in full. As cancellation or transfer fees may be payable, please contact us if we have not acknowledged your amendment or cancellation within two working days.

Cancellations and transfers are subject to cancellation fees based upon the number of days' notice NEC/TTL receives before the course start date as illustrated below:

Notice	Cancellation	Transfer Fee
28 days or more	None	None
15 to 28 days	50% of Course Fee	15% of Course Fee
14 days or less	100% of Course Fee	30% of Course Fee
<b>If a transfer is subsequently cancelled, the original fee is non-refundable</b>		

### 12.3. Substitutions

Delegates may be substituted up to **one calendar month** before the course is due to start. There is no charge for substitution unless the delegate is ineligible for any discount previously given in which case we will raise an invoice for the difference.

### 12.4. Course descriptions

The contents of the NEC Event Portfolio Brochure/ Calendar/ Website are intended for general guidance and do not form part of any contract. NEC/TTL courses are constantly updated and improved. NEC/TTL reserves the right to make reasonable variations to any course and to change the price thereof.

### 12.5. Cancellation of the programme by NEC

It is NEC's intent to deliver all advertised programmes. From time to time, however it may be necessary for NEC to cancel a scheduled accreditation programme. Such a decision will not be taken lightly and NEC will take all reasonable measures to avoid this where possible.

Should it become necessary for us to cancel a scheduled programme for any reason, we will do the following;

- Offer delegates the option to transfer to another date for this programme, with no additional charge. We cannot guarantee the same training location for the alternate dates but unfortunately we cannot be responsible for any increase in, or addition to personal travel and/or accommodation costs incurred when you accept alternative dates
- If you do not wish to transfer to another programme, you will be offered a full refund. If the original invoice is still outstanding, we will raise a credit note to

cancel the invoice. All pre requisite online learning access will be cancelled. Unless NEC has already issued joining instructions, we will not compensate for any loss of expenses incurred.

### **13. Appeals procedure**

If you are dissatisfied with the outcome of your assessment, you can appeal the decision with **28 days**. Appeals should be directed to the General Manager. They should be submitted in writing, marked confidential, to NEC:

NEC, One Great George Street, London SW1P 3AA

We will respond to your complaint within **five** working days of receipt.