

## **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, related to existing courses, your specific course, assessments or any other accreditation related topics, should be sent to (email preferred):

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

Phone: 0207 665 2457

Post: NEC (Accreditations)  
8 Storey's Gate  
Westminster  
London SW1P 3AT

IF you are already registered on an accreditation course, please quote your Delegate ID number in the subject line of emails.

All timings in this document use the GMT time zone

# NEC3 Accreditation: Delegate Handbook

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## 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.

### 1.1. Recognition for your expertise

The NEC3 accreditation suite is designed to equip delegates with the skills necessary to manage NEC3 contracts, with specific reference to the role and importance of their role and responsibilities under the relevant NEC3 contract. Upon successful completion of classroom sessions and assessment, delegates will be formally recognised by NEC for their experience and be included on the 'ICE Register for Accredited NEC Professionals'. FREE for the first year then at an additional fee (payable to the ICE) for subsequent years.

### 1.2. Post Nominals

Once a delegate has been added to the ICE List of NEC Professionals and as long as they maintain a current membership (the first year is free), they are entitled to use the following post nominal in correspondence and on their Curriculum Vitae: **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.

## 2. Who is the accreditation suite intended for?

The NEC3 accreditation suite comprises three roles from within the 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 of the accreditation programmes is given below.

### 2.1. ECC Project Manager Accreditation

This accreditation is designed to equip delegates 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 delegates 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 function must be sufficiently experienced to understand and identify 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 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. Programme information

### 3.1. What is involved in the accreditation programmes?

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 training. They are split into three phases.

### 3.2. MyNEC

The accreditation programmes are blended learning courses with the online elements accessed via the NEC website ([www.neccontract.com](http://www.neccontract.com)). Once on the website, delegates should select the 'MyNEC' menu option and register their details (if you have previously registered then simply log in using your current details). This is your personal area within the website and is used to display and access your online training courses and accreditation assessments.



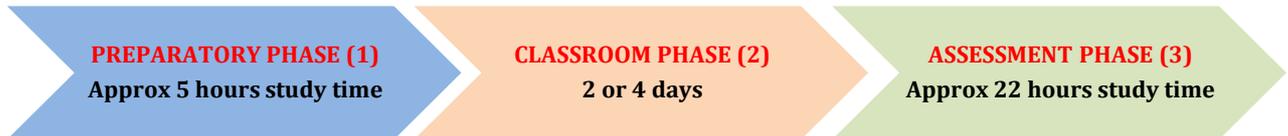
#### **IMPORTANT:**

Your MyNEC 'log in ID' is your email address which is intrinsically linked to your online training. If you wish to change your email address at any time, you **MUST** send details to us at [accreditations@neccontract.com](mailto:accreditations@neccontract.com) We will update your email details on our systems.

**FAILURE TO DO SO MAY RESULT IN A LOSS OF SOME OR ALL OF YOUR RECORDS.**

### 3.3. Course Cycle Overview

The accreditation courses are unlike other NEC courses in that they require a significant investment in time **before and after** the normal classroom element. You should seriously consider your workload before applying for an accreditation course as extensions are only granted for the 'written assessment' element and then only in exceptional circumstances (workload and leave are not acceptable circumstances).



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

### 3.4. The course timescales

The timescale are shown in the table below for each accreditation course;

#### Project manager Accreditation and Service manager Accreditation courses

PHASE	DESCRIPTION	TYPE	REMARKS	DURATION
1	Preparatory Work	On Line	1 x Introductory level course with online test(s) 1 x Accreditation related course with online test(s)	1 calendar month BEFORE the Classroom start date.
2	Classroom Course	Classroom	Includes course materials and related documents	4 days
3	Assessments	On Line	1 x 40 multi-choice questions (MCQ) 4 written assessments (approx. 1500 words each)	1 Calendar month AFTER the Classroom end date

#### Supervisor Accreditation course

PHASE	DESCRIPTION	TYPE	REMARKS	DURATION
1	Preparatory Work	On Line	1 x Introductory level course with online test(s) 1 x Accreditation related course with online test(s)	1 calendar month BEFORE the Classroom start date.
2	Classroom Course	Classroom	Includes course materials and related documents	2 days
3	Assessments	On Line	1 x 20 multi-choice questions (MCQ) 2 written assessments (approx. 1500 words each)	1 calendar month AFTER the Classroom end date

## 4. Phase 1 – Preparatory courses

### 4.1. Availability

The online training courses will be made available to delegates 1 calendar month\* before the phase 2 start date, or on booking (whichever comes last) and comprise of an 'Introductory level' course and assessments and an 'accreditation specific' course and assessments  
(\*number of days may vary if the start/end date(s) falls on a weekend or Bank Holiday)

Each online course has a number of video modules and related tests. Delegates 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. For accreditation purposes, you do not need to inform us of your pass as it will be recorded on our system.

The preparatory courses for each accreditation are given below;

#### 4.2. ECC Project Manager Accreditation

##### NEC3: Introduction to the Engineering and Construction Contract

- 6 video modules including 5 multi-choice questions per module
- Pass mark 60% per module test
- Total time 180 mins (approximately)

##### Programme Provisions under NEC3 Contracts (short course)

- 22 short video modules including a multi-choice test of 20 questions
- Pass mark 60%
- total time 90 mins (approximately)

#### 4.3. ECC Supervisor Accreditation

##### NEC3: Introduction to the Engineering and Construction Contract

- See ECC Project Manager (above) for more details

- **The Role of the ECC Supervisor**
  - 13 video modules PLUS 1 case study PLUS 12 multi-choice questions
  - Pass mark 60%
- Total time 75 mins (approximately)

#### 4.4. TSC Service Manager Accreditation

- **NEC3: Introduction to the Term Service Contract**
  - 6 video modules PLUS 5 multi-choice questions for each module 2 to 6
  - Pass mark 60% per module test
- Total time 180 mins (approximately)
- **Managing the Term Service Contract (TSC) Contractor's Plan and Programme**
  - 3 video sessions PLUS 1 case study PLUS 15 multi-choice questions
  - Pass mark 60%
- Total time 90 mins (approximately)

#### 4.5. Scoring

You have up to three attempts for each module set. Your highest of the three attempts is used as your 'Score' for that module. Your 'FINAL SCORE' is the average of all the module scores. The table below shows how the scoring is achieved where there are multiple sets of questions (e.g. for the 'Intro to ECC'):

	Session 2	Session 3	Session 4	Session 5	Session 6	Session 7
<b>Attempt 1</b>	60	80	50	40	75	60
<b>Attempt 2</b>	85		46	90	74	40
<b>Attempt 3</b>	70		60		70	55
<b>Score</b>	85	80	60	90	75	60
<b>FINAL SCORE (Avg of Score)</b>	75					

**NOTE:** If your 'Score' after 3 attempts is less than 60, your 'Final Score' will be zero

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 pass mark(s). 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.

## 5. 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, delegates will be supplied with all the relevant training materials plus complimentary copies of the relevant contracts, guidance notes and 'How To' guides used on the course.

Delegates MUST complete all classroom days in sequence before they will be allowed to attempt the assessments in phase 3. For example, if a delegate was unable to attend day 4 of the PMA course, he may be able to attend day 4 (only) of a future PMA course (at an extra cost to the delegate). The following caveats will apply;

- The delegate must complete the missed day(s) within 6 months of the original classroom start date
- The delegate must pay an additional admin fee to cover the extra day(s) required
- NEC will make every effort to find an additional place on a future course but cannot guarantee a place will be available within 6 months. In this case, the delegate will have failed the course and will need to reapply to complete a new course.

## 6. 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.

### 6.1. 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 MCQs. For the ECC *Supervisor* accreditation there are 20 MCQs.

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

If you fail to achieve 70% or higher for any of the Stage 1 assessments, you will NOT be eligible to attempt the Stage 2 paper and your final assessment will be a FAIL.

### 6.2. 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 pass mark for this paper is 70%. You have one attempt at this paper.

Your answers should be no more than 1,500 words per question (including sub-parts). As you can surmise from the length of the answers, the assessor is looking for your complete understanding of the questions and a coherent and complete response. You should not repeat the question in the answer.

**The questions are designed to make you think and will thoroughly test your knowledge.**



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.

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

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 in the answer given.

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]

We reserve the right to scan assessment papers using plagiarism detection software. Suspected plagiarism of published works, or copying of other delegate's answers (past and present) will result in an automatic fail.

### 6.4. Submitting your answers for assessment

When you have completed and uploaded all your answers to the online portal, click the answer selection boxes then click on 'Submit for Marking'.



**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. **WARNING: Check, check and check again - submit is final!**

### 6.5. Requests for extensions (Stage 2 of Phase 3 only)

Requests for extensions to submission deadlines will only be given in exceptional circumstances e.g. family bereavement or serious illness. Any request for an extension should be made in writing (email is acceptable) to the NEC General Manager at [accreditations@necontract.com](mailto:accreditations@necontract.com). Put '**Accreditation Extension Request**' in the subject line of the email. We will respond to your request within two working days. Please note, we may ask for additional evidence to support your request.

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

Requests for extensions are not acceptable for;

- Phase 1 Preparatory online training
- Phase 3 multi-choice questions (Stage 1)
- At any stage, because of leave, holidays or workload, etc

## 7. 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 a third independent assessor.

Where an overall score is 'borderline', assessment papers will be automatically re-marked to ensure every possible chance has been given to the delegate.

## 8. The accreditation result

Your final accreditation result will be your Stage 2 mark (up to 100) PLUS the additional 5 marks from the Stage 1 assessment (if applicable). The required cumulative pass mark is 70% (out of 105 marks).

### 8.1. Assessment Outcomes

There are three potential assessment outcomes

Cumulative Scores	Interpretation
70% to 100%	<ul style="list-style-type: none"> <li>Sufficient knowledge demonstrated: NEC accreditation awarded</li> <li>Eligible to be included in the ICE List of accredited NEC professionals</li> </ul>
50% to 69%	<ul style="list-style-type: none"> <li>Insufficient knowledge demonstrated: NEC accreditation not awarded</li> <li>Eligible to qualify for Assessment Stage 2 RESIT</li> </ul>
0% to 49%	<ul style="list-style-type: none"> <li>Insufficient knowledge demonstrated: NEC accreditation not awarded</li> <li>Not eligible for Assessment Stage 2 RESIT</li> <li>Delegate must retake the complete course to gain qualification.</li> </ul>

### 8.2. Notification of Results:

Once the results have been verified, we will release your results in your 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 simply to point you in the direction of the contract clause that refers to the expected answer so that you can improve your skills.

## 9. Certification

Successful candidates will be sent an 'NEC Certificate of Accreditation' which is valid for 5 years from the date of assessor marking. Certificates are printed and despatched to delegates on an 'as required' basis via third party printers.

For public course delegates, 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 by email to [accreditations@necontract.com](mailto:accreditations@necontract.com)** with your full postal address including post code. Please do not simply say; "To my work address" as your accreditation record does not hold this information.

For In-House course delegates, certificates are normally sent direct to your company booker. Your results email will tell you who that person is and their contact details.

You should expect to receive your certificates within 14 days for UK addresses and 21 days for international addresses. However, certificates are ordered per cohort and delays are often caused by delegates not replying with their postal address promptly.

## 10. What if I fail?

It is always disappointing to achieve a 'marginal' fail e.g. 67% and the natural response will be to appeal. Before appealing, please bear in mind that your Stage 2 assessment would already have been marked twice and your score may also include an additional 5 marks from your Stage 1. In which case, your Stage 2 score would be 62% NOT the 67% final score shown. Therefore, your final score may not be as 'marginal' as you think.

If you fail the assessment, but score 50% or more (see 8.1) you will be offered the opportunity to RESIT the Assessment Stage 2 paper with a different paper. The pass mark remains the same as the original assessment (70%) and will include any marks you have already achieved in the previous Stage 1.

You are only allowed one resit attempt. If you again fail to achieve the required pass mark, you will have to register on a new course to attempt a further accreditation programme.

## 11. Appeals procedure

If you are dissatisfied with the outcome of your assessment you can appeal the decision within **5 working days** from the date of the results email. Appeals should be submitted in writing to the NEC General Manager (email is acceptable) to [accreditations@necontract.com](mailto:accreditations@necontract.com). We will acknowledge your appeal within 2 working days of receipt.

## 12. ICE List of Accredited NEC Professionals

All delegates who successfully pass an NEC accreditation course (including resits) are eligible for inclusion in the ICE List of Accredited NEC Professionals. Your assessment 'pass' email will include details of how to apply. Applications are 'opt in' not automatic!

Delegates 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 to:

[necprofessionals@ice.org.uk](mailto:necprofessionals@ice.org.uk)

Tel: 020 7665 2116

### 12.1. Post Nominals

Once a delegate has been added to the ICE List of NEC Professionals and as long as they maintain a current membership, they are entitled to use the following post nominal in correspondence and on their Curriculum Vitae: **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.

## 13. Booking information: Public courses

### 13.1. 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.....**

### 13.2. 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 \(Hong Kong\)](#)

Users can book up to 5 delegates at the same time via our website.

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).

Delegates 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 their 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.

### 13.3. 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. You are advised NOT to commit to travel or accommodation bookings until you receive these joining instructions.

### 13.4. 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 Phase 1 preparatory training. 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.

### 13.5. Transfers

Once enrolled onto an accreditation programme, a delegate 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 cancellation requests will result in a 100% forfeit of the original booking fee.

### 13.6. Delegate Cancellations

A delegate can cancel his 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.

### 13.7. 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

### 13.8. Standard NEC terms and conditions

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

### 14.1. Arranging an In-House course

To book an In-House course, bookers should contact the account manager by calling +44 (0)20 7665 2446 or completing an In-House request form by selecting the 'In-House' tab on the relevant course web page (see 13.2).

## 15. FAQs

### 15.1. General

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

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 3.4).

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 preparatory training (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.



#### **WARNING:**

The most common problems experienced by delegates when accessing their 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.

### 15.2. 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 directly 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. If you have not received it after 24 hours, email us at [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 spam folder. 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.

#### **I cannot access my online training or assessment records in MyNEC (they have gone grey)**

Your access has expired

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

Yes. Send your old and new email address to us at [accreditations@necontract.com](mailto:accreditations@necontract.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.

### **15.3. 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.

If you are allocated a place to complete your training, the following conditions 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.

### **15.4. Assessment issues**

#### **I am completing my Stage 1 MCQ questions 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.

### **15.5. 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.

## 15.6. Resitting the assessment

### How much does the resit cost?

The fee 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 of £145+VAT
- 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 resit paper will not be issued until 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.

## 15.7. Complaints and compliments

### How do I give feedback to NEC 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.

## 15.8. 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.

## 15.9. 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 bank holidays)

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