

NEC4: FMC Service Manager Accreditation

Delegate Guide

This is an advanced accreditation programme designed for professionals who have a strong understanding of the NEC principles and processes. The programme aims to equip delegates with the skills necessary to manage projects using the Facilities Management Contract (FMC).

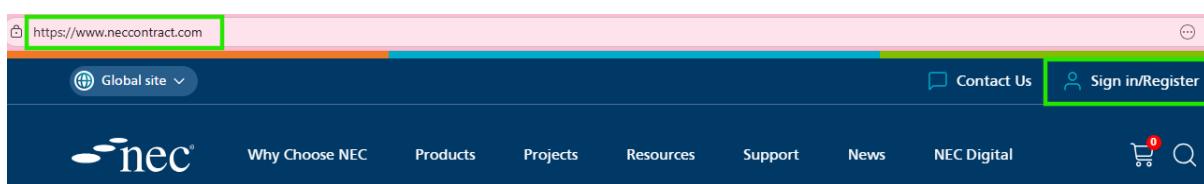
The following information is applicable for Public and In-house options, in UK and Internationally.

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Accessing the NEC programme

The online elements of the course can be accessed via the NEC website (www.neccontract.com), where you will need to create your **My NEC** account in order 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, use your existing credentials to sign in (Returning users), otherwise you will need to complete the 'New users' registration form by clicking the **Register** button.

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

Once registered, click on My NEC My NEC (top right), scroll down to the Training and Resources section then click **Access** under **My Learning Academy (new)** header.

A new window will open and under **My Courses & Assessments** click on Start or continue one of your courses.

From there you can navigate to your course assessment once it becomes available.

Training and Resources

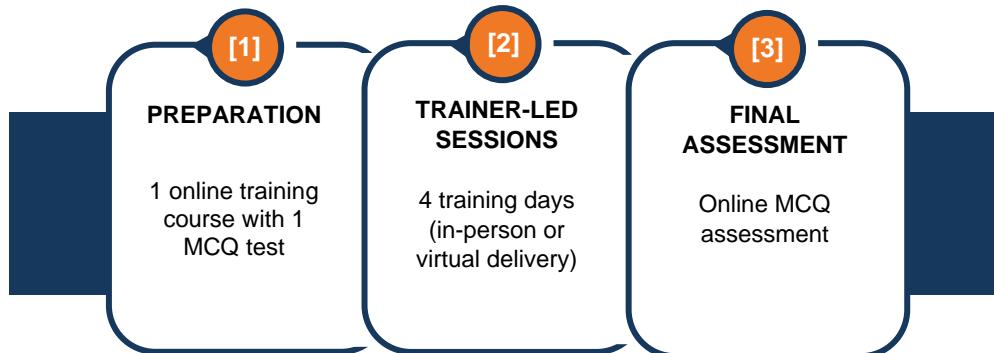
My Learning Academy (new) ↗

Get access to your purchased eLearning training

[Access →](#)

Course overview

This accreditation programme consists of 3 phases. Each phase must be completed within the allocated timeframe before you will be granted access to the subsequent phase.



Phase 1: Preparation

This phase is designed to ensure all delegates attending the programme have the fundamental knowledge and understanding of the NEC contracts. The module comprises of:

- an introductory level set of videos
- a multiple-choice question (MCQ) test

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

If you have passed the pre-requisite more than 12 months before the start of your course (Phase 2), you will be required to pass the test again.

How to access

The online training module will be made available to you via the **My NEC** area, 30 days* prior to the Phase 2 start date, or upon booking (whichever is the latest).

* For in-house courses, please check with your course booker on the pre-requisites window or alternatively, please contact us at accreditations@neccompany.com.

Note: Please note, your access to the module and MCQ test in Phase 1 will expire 1 working day prior to the Phase 2 training date. Once expired, you will no longer be able to view the videos or take the MCQ test.

You can rewatch the videos as many times as you wish before your access expires.

MCQ test

The pass mark is 70%. You will have 3 attempts to pass the test. Your attempt is registered as soon as you click "Start" to begin your test. Each attempt must be completed in a single sitting, and you should not take any breaks until you've completed the attempt. Only your highest attempt will be recorded for your *final score*.

At the end of your test, you will be presented with your score and a confirmation if you've passed or failed your attempt.

After having successfully completed the MCQ test, you will receive an online training certificate. Should you fail all 3 attempts or fail to take the test altogether before the expiry, unfortunately you will not be invited to continue your course in Phase 2 and Phase 3, and therefore will not be eligible for the accreditation.

Note: Please note that your session may timeout should you take too long to complete the test. We highly recommend closing all other browsers and tabs/windows before attempting any of your tests to reduce the timeout issue.

NEC4: FMC Service Manager Accreditation

NEC4: Introduction to the FMC

Video: 5 Sessions (approximately 6 hours)
MCQs: 1 set of 30 multiple-choice questions
Pass Mark: 70% (maximum of 3 attempts)

Phase 2: Trained-led Sessions

The classroom training is delivered over 4 consecutive days. Attending all 4 days is a requirement for all delegates to be invited to the Phase 3 assessment. You will be provided with the training materials and complimentary copies of the relevant contracts and guidance notes for the programme.

Phase 3: Final Assessment

After successfully completing the preparation course and the trainer-led sessions, you will be sent an email confirming your assessment availability, accessed via your **My NEC**. **You will have a 30-day window from the date of your email to complete your final assessment.**

Preparing for the assessment

Before starting the assessment, it is recommended that delegates:

- have an in-depth understanding of the FMC contract, key terms, processes and concepts,
- have completed the practice set (10 questions, 50 mins, multiple attempts) available within the assessment page, aiming to achieve 100%, and

- have a copy of the NEC4 FMC readily accessible during the assessment for referencing purposes, if required.

Please note that if you have a learning disability and require additional support, you should email NEC at accreditations@neccontract.com with proof of your disability before starting your assessment.

Requirements and recommendations for optimal online performance

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

Please ensure you have a reliable internet connection and that the computer you are using will not time-out or sign you out for the duration of your assessment.

You will not get disconnected if you navigate away from/between different tabs or browsers (e.g., to reference the digital copy of the contract).

You may get disconnected for inactivity. If you do get disconnected, you can log back into the system and resume your assessment as long you are still within the exam's time window, but please bear in mind that the timer will not be paused for the period of disconnection; once the sitting is started the clock cannot be stopped/paused. Please start with a new browser session if this happens (close your browser and start it again).

Assessment structure

This is an objective style assessment. It consists of the following:

Question type:	multiple-choice
Number of questions:	57 questions (split across 2 parts)
Duration:	4 hours* (2 hours per part)
Attempts:	1 attempt
Pass mark:	60%

**Note: Once a sitting is started, the timer cannot be paused or extended.*

You must achieve at least 60% in part 1 to access part 2. Accreditation is granted upon passing both parts with a minimum score of 60% each.

Questions are grouped into seven main sections, each addressing one or more contract themes.

Associated themes
General (including Service and Project Orders)
Service Provider's and Service Manager's responsibilities
Time, plans, Project Order programme and related matters
Quality management
Payment
Compensation events
Use of equipment, Plant and Materials
Liabilities and Insurance
Termination
Resolving and Avoiding Disputes

The assessment recommends an English language competency equivalent to approximately CEFR (Common European Framework or Reference) level B2 or higher.

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

Your Part 1 results will be displayed immediately upon completion; Part 2 will unlock only if you achieve a score of 60% or higher in Part 1.

Please note that to achieve accreditation, a minimum score of 60% is required in both parts.

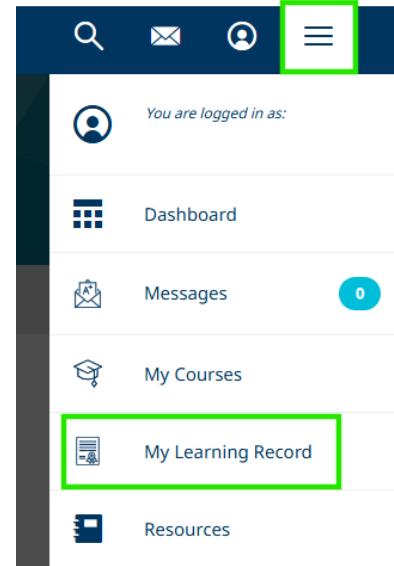
Note: If you have been unsuccessful in your exam, you may resit the assessment up to 2 times. Each resit is charged at an additional fee. If you're still unsuccessful in both resits and wish to continue pursuing the FMC SM accreditation, you will need to undergo the full FMC SMA programme. More information on the full programme, can be found on the NEC website.

Certification

Successful delegates will be able to download an 'NEC Certificate of Accreditation' which is valid for 5 years from the date of passing the assessment.

Certificates can be accessed via **My Learning Record** tile available within your Dashboard and by clicking the hamburger menu **☰** in the top-right corner of the learning platform.

Additionally, delegates can find their certificates within each course once they've completed it.



NEC Accreditation Register and post-nominals

Delegates who have successfully passed any NEC accreditation(s) are eligible for inclusion on the NEC Accreditation Register and are entitled to use "NECReg" post-nominal in correspondence and on their CVs.

Inclusion on the register is voluntary and delegates can choose to opt-out from being featured on the register at any time by unticking the opt-in box in My NEC area on the website.

Please note that if you do not renew your accreditation before your certificate expiry date (5 years from the date of accreditation), your information will automatically be removed from the register and you no longer can use the post-nominals.

You are not allowed to state that you work for or represent NEC® in any way as a result of achieving the accreditation.

Re-certification

6 months before your certification expiry date, you will be invited via email to complete the renewal assessment to demonstrate the currency of your knowledge. Failure to successfully renew your accreditation will void your existing accredited status.

Contact us

If you have any questions relating to the NEC Accreditations, please get in touch with us via the following options:

Email: accreditations@necontract.com

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