Queries about Certification Courses that often come to mind



The queries...

How can I register for the certification course? 2

How can I obtain the study material? 2

How can I schedule the examination? 2

Can I reschedule the examination? 2

What are the rules and regulations of the examination? 3

When will I get the results of the examination? 3

When will I receive my certificate? 3

Who can reappear for the examination? 3

What is the refund policy? 4

- ***How can I register for the Certification Course?***

You can register by filling in the online form.

Please ensure you have filled in all the mandatory fields and uploaded your photograph (size, format and resolution given in form). (Please take extra care to in filling in the details because once the form is submitted, details cannot be changed.) On submission, you will be taken to the profile you have created, which will show the payment options from which you can choose your payment mode.

For any query, please contact
Tel: +91 22 67318888 Ext.: 8364 or E-mail: certification@mcxindia.com

- ***How can I obtain the study material?***

Once the fee has been received by the exchange, enrolled candidates will receive the study material in electronic form within 5 working days on the email address given by you in the registration form.

- ***How can I schedule the examination?***

Once you have registered and the payment has been received by us, you may schedule your examination by sending a request to the certification ID (certification@mcxinida.com), informing us of the exam date and time. You can also schedule the test on your own. Instructions will be given to enabling you to take the test. Do remember to select a quiet location for the duration of the test and you would require a camera enabled laptop. The AI (artificial intelligence) proctored test will send out warnings in case of any wrong doings and could discontinue the test. Note. MCX Training department will assist you in scheduling your Test if required. (You may contact us at certification@mcxindia.com +91 22 6731 8888 Ext.: 8364)

- ***Can I reschedule the examination?***

Yes, it is allowed only once. You can do so at least 7 days before the scheduled date of the examination by contacting the Training Department at certification@mcxindia.com

• *What are the rules and regulations of the examination?*

Candidates can select in advance a time slot (date & time) for the test. They must have a photo identity proof on person. This is required to match the identity of the person taking the test. The use of mobile phones is not allowed during the examination. If a candidate is found using unfair means during the examination, the AI software will log him/her out. The decision of the MCX Proctors/official will be final and binding. Laptop cameras must be enabled during the test and the entire test would be recorded.

• *What documents must I have when sitting for the AI proctored online examination?*

Just before starting online exam, it is mandatory to click your photo as instructed and also hold your identity proof in your hand and click a second photo as instructed. The photo-ID proofs could be one of the following

- Pan Card
- College ID Card
- Employee ID Card
- Driving Licence
- Passport
- Aadhaar Card

• *When will I get the results of the examination?*

Immediately after completing the online examination, your result will appear on the computer screen.

• *When will I receive my certificate?*

All successful candidates will receive their E-certificate at their registered email-id within 7 working days after the examination.

• *Who can reappear for the examination?*

A candidate can reappear for the examination if:

- They have been unsuccessful in the previous attempt.
- The 6-month validity period expires. (However, the candidate must contact the Training and Certification department for further details regarding payment.)

To reappear, candidates from the first two categories will have to pay Rs 590/- (inclusive of taxes). The candidate has to go to the MCX website and log on to their account page by using the existing user id and password. On Your Account page, click Make Payment, and then choose the payment mode.

Please note. Candidates reappearing for the test, will not receive the study material and will have to appear for the re-test within six months.

- ***What is the refund policy?***

The refund policy is applicable only for online payment made on www.mcxindia.com

Fee once paid shall not be refunded other than in the following circumstances:

- Multiple times debiting of User/candidate account due to technical error
- Debiting excess amount from user/candidate account in a single transaction due to technical error.
- The User/candidate will have to make an application for refund along with his/her bank account details and original payment receipt if any generated at the time of making payment.
- The application will be processed manually and after verification, if the claim is found valid, an account payee cheque drawn in favour of the applicant will be issued.