

Terms and Conditions

A) Enrolment and Registration:

1. The information/details provided by the candidate/s in the online registration form including, among other things, name, recent photograph (not older than 03 months), date of birth, contact number, address, employer details, etc. should be true and accurate to the best of his/her knowledge and he/she must have the relevant supporting documents to verify the authenticity of these details.
2. The candidate/s must provide a valid email address to NAL Academy Ltd. and NAL Academy Ltd. shall be authorized to send important communications, updates and notifications related to NCFM Certification Examination and other activities of NAL Academy Ltd to the candidate/s on the provided email address.
3. In case of any inconsistencies/ discrepancy in the candidate's photograph or other details provided to NAL Academy Ltd., NAL Academy Ltd or Examiner/s or Test Administrator/s reserve/s the right to disallow such candidate/s to appear for the examination and such candidate/s shall not be eligible for any refund of the fees paid by them.
4. Enrolment and payment once made by the candidate/s either online or offline mode is non-refundable under any circumstances whatsoever except in the circumstances as specified in Refund Policy.
5. The validity period of the enrolment for an examination is 90 days from the date of payment beyond which such payment will be deemed as expired and in such case/s no refund/ reschedulement/ adjustment will be provided to the candidate/s.
6. Once the date and time of a test/examination has been declared/allotted, the test/examination cannot be rescheduled, modified or terminated. NAL Academy Ltd. shall not entertain / permit any reschedulement request or request of change in centre.
7. Test centre time tables are allotted on first come first serve basis and confirmation of the same is subject to availability of the test slot.
8. NAL Academy Ltd reserves the right to cancel/reschedule/modify any examination at any time.
9. By enrolling for the NCFM certificate examination, the candidate/s agree to abide by the Policy on Unfair means, Cheating, Forgery, Impersonation etc. specified by NAL Academy Ltd. which shall be applicable to the candidate. NAL Academy Ltd. reserves the right to modify any and all such policies that may be applicable to NCFM Examinations from time to time, without any prior notice.
10. The Candidate authorizes NAL Academy Ltd and its representatives to call, send email or SMS to provide information with regards to the NCFM certificate examination and other updates related to new courses launched by NAL Academy Ltd. The candidate understands that this consent will override any of his registration for DND/DNC/NDNC.

B) Online Payments:

1. NAL Academy Ltd shall not be liable in any manner with respect to any loss or damage incurred directly or indirectly due to decline of authorization for any Transaction, on Account of the Cardholder having exceeded the preset limit mutually agreed by NAL Academy Ltd. with participant bank from time to time.

2. If, due to any reason whatsoever, there is a short charging by NAL Academy Ltd for services or convenience charges or any other fee or service, it reserves the right to deduct/charge/claim the balance subsequent to the transaction at its own discretion for which the candidate shall be liable to make good of such balance payment.
3. NAL Academy Ltd. reserves the right to charge fees for certain services, as well as convenience charges based on certain transactions using the services. NAL Academy Ltd. further reserves the right to modify any and all fees from time to time, without notice.
4. To avail the online payment facility the candidate is required to pay all applicable taxes over and above the course fees along with the convenience charges payable towards the payment gateway services provided for each transaction.

C) Study Material and Hall Ticket

1. The Study Material and/or Admit Card/Hall Ticket for NCFM Certification Examinations are provided only in soft copy form (pdf) and no physical copy/ies are issued by NAL Academy Ltd.
2. Candidate shall refer to 'Notification' tab for updates, announcements and information of NCFM Certification Examination.
3. NAL Academy Ltd. reserves the right to modify/alter any and all such course contents and study material as it may deem fit, from time to time, without any prior notice.
4. The candidate is required to carry the hard copy of the Hall Ticket along with original copy of any identification card as specifically mentioned clause D below to the Test Centre without which he/she will not be permitted to appear for the examination

D) Reporting for Examination at Test Centre

1. Candidate is required to report to the Test Centre 30 minutes prior to the designated slot start time of his/her examination.
2. If the candidate does not report 30 minutes prior to the designated slot start time as per requirement, the invigilator/s reserves the right to refuse entry to such candidate into the Test Centre to appear for the examination. Such a candidate will be marked as absent in such circumstance/s and NAL Academy Ltd. shall not be liable to make any adjustment/rescheduling/refund to the candidate.
3. The candidate is required to carry the following documents for appearing in the examination at the Test Centre:
 - i) Printout of Hall Ticket
 - ii) Any one of the following Photo Identity proofs in original:
 - a. PAN Card
 - b. Aadhar Card *
 - c. Driving License
 - d. Passport

*In case, the candidate is producing an E-Aadhar copy as Identity proof then, he/she may be required to download the E-Aadhar (pdf document) from the UIDAI website in the presence of the invigilator for further verification.

In absence of Hall Ticket, Original Photo Identity proof/s mentioned above candidates shall not be permitted to appear for the NCFM Certification Examination /s.

4. In case the candidate has not provided the required documents and/or in case of any inconsistencies with respect to verification of the candidate's identity, NAL Academy Ltd or Invigilator/s or Test Administrator/s reserve the right to refuse entry to such candidate in the Test Center to appear for the examination. Such inconsistencies may include, inter-alia, mismatch of candidate's name in registration form against that available on their identity proof, mismatch of candidate's photograph in the registration form against that available on their identity proof, physical mismatch of candidate against the photograph provided in registration form, etc. In such circumstance/s the candidate will be marked as absent and NAL Academy Ltd. shall not be liable to make any adjustment/rescheduling/refund to the candidate.
5. For the purpose of examination candidates are required to bring their own calculator and pen. The Calculator should be silent while being operated, should not have any computer or internet connectivity and should be of 6 functions and 12 digits only. Candidates are not permitted to carry anything other than a pen and calculator inside the Test Centre and shall keep all their personal belongings including but not limited to books, papers, mobile phones, tablet PCs, cameras, other gadgets etc. in switched off mode outside the Test Centre or in the locker assigned to them.
6. NAL Academy Ltd shall not be liable in any manner whatsoever for loss/theft of any candidate's personal belongings.

E) During the Examination

1. The candidate shall only occupy the seat assigned to them by the Invigilator.
2. The candidate is required to formally sign the attendance sheet provided to every candidate by the invigilator/s as per his/her signature as provided in Photo identity proof.
3. The candidate shall follow the decorum of the examination hall and will not move out of their allotted seat unless granted permission by the invigilator/s to do so during the examination. In case of any query/doubt during the examination, the candidate must remain seated and raise their hand until the invigilator/s attends to the matter.
4. During the examination candidates will be provided rough sheets by the Invigilator and they are required to only use their designated rough sheet/s for doing rough work only and must return the same to the invigilator before leaving out of the examination hall.
5. The candidate/s cannot carry or consume any kind of eatables and drinks inside the Test Centre and also cannot enter the Test Centre in an inebriated/intoxicated state.
6. Candidate/s may be under CCTV surveillance at all times during the invigilation and conduct of examination and their activity/ies may be recorded by NAL Academy Ltd/Test Administrator/Invigilator and such recordings may be disclosed with third-parties such as auditors, local police authorities etc. as may be deemed appropriate by NAL Academy Ltd.
7. The decision of the Invigilator/s conducting the examination shall be final and binding on the candidate/s during the conduct of the examination.

F) After the examination

1. Candidate/s must leave the examination hall only after submitting their examination and after being granted permission by invigilator/s to do so. If the candidate/s leave the Test Centre premises without submitting the examination or otherwise, they will be disqualified from such examination and no refund/reschedulement/adjustment will be provided to such candidate.

2. The candidate/s are required to submit all physical papers including Hall Ticket and rough sheets (if any provided by the invigilator), etc. with the invigilator before leaving the Test Centre.
3. Candidate/s should leave the Test Centre quietly after the final submission of their examination. If required, they must collect their scorecard from the invigilator/s after final submission of their examination.
4. NAL Academy Ltd. shall be entitled to recover from the candidate/s any loss and / or damage of any nature suffered by it directly or indirectly as a consequence of breach of any of the instructions mentioned herein by such candidate/s and / or any act/s or omission/s committed by the candidate/s causing such loss / damage.

G) Score Card/Certificate Issuance

1. Printout of the scorecard shall be provided to the candidate on completion of the NCFM Certification Examination.
2. Certificate on successful completion of the NCFM Certification Examination shall be made available online in the candidate's login.
3. NAL Academy Ltd reserves the right to not to issue the certificate to any candidate/s who appeared in the examination conducted by NAL Academy Ltd either at its own Test Centre/s and/or at the Test Centre/s of the respective Test Administrator/s, prevent issue of certificate/s to any candidate/s, deface any certificate/s issued to any candidate/s and/or if any kind of irregularity/inconsistency is observed by, or reported to, NAL Academy Ltd at any time, NAL Academy Ltd may require the candidate/s to reappear for the examination, without assigning any reason/s whatsoever.
4. NAL Academy Ltd may audit applications on a random basis. Candidate/s whose applications are chosen for audit would be required to submit the necessary documentation to NAL Academy Ltd, such as employment details, educational certificates, PAN Card, Address proof or any other relevant details as per requirement etc. within 30 calendar days. If such documents are not received within a specified time period, certificates for such candidate/s would be cancelled.

H) Agreement to NAL Academy Ltd Policies

1. On enrolment to the NCFM certification examination, terms and condition of registration, Policy on Unfair means, Cheating, Forgery, Impersonation etc. and Refund Policy specified herein as Annexure-1 and Annexure-2, respectively by NAL Academy Ltd. shall be explicitly applicable to such candidate/s. The terms of registration and other policies mentioned herein are subject to change by NSE Academy without any notice to the candidate/s.
2. Candidate/s further agree to abide by all such policies of NAL Academy Ltd. that may be issued in future with respect to the NCFM Certification Examination.

Declaration

I hereby declare that I have read and accept each of the above Terms and Conditions and agree that in case of any violation of the same I will be subjected to NSE Academy's Policies.

Annexure 1 - "Policy on Unfair Means, Cheating, Forgery, Impersonation, etc."

The following act/s shall be deemed as use of Unfair Means:

1. Gaining access to test questions before the examination or aiding someone else to do so.
2. Communicating with and / or disturbing other candidates or consulting other persons inside/outside the examination room during the examination.
3. Using an unauthorized calculator or other mechanical/electronic aid, which is not permitted.
4. Having access to or being in possession of books, consulting notes, typed sheets or any other material connected or not connected with the examination.
5. Carrying and/or using the electronic/photographic/communication devices/equipments that are prohibited during the examinations including but not limited to mobile phones, laptops, tablet PCs, cameras, headphones, pen-drives, bluetooth devices etc.
6. Moving out of your allotted seat at the test centre, for any reason whatsoever, without the consent of the invigilator.
7. Threatening or physically or verbally abusing or indulging in any kind of misbehaviour with invigilator / fellow candidates or any person connected with the conduct of examination either inside or outside the examination hall.
8. Using abusive or obscene language/signs/symbols through any means within the premises of the Test Centre.
9. Copying, disclosing, publishing, reproducing, transmitting, storing, or facilitating transmission, theft and storage of the contents of the Question bank/corresponding answers of NCFM Certification Examination or any information therein in whole or part thereof in any form or by any means, verbal or written (e.g.: smuggling rough sheet out of examination hall), electronically or mechanically for any purpose. Such activities shall be deemed as question bank theft.
10. Unprofessional/unruly behaviour towards the invigilator/test administrator and/or pestering the invigilator for issues including but not limited to extra time allotment, allowing to sit for exam in absence of necessary id proofs/documents etc. even if the invigilator has withheld the request at first instance.
11. Carrying/consuming food, tobacco products and/or alcoholic/non-alcoholic beverages etc. excluding drinking water or entering the Test Centre in an inebriated/intoxicated state inside the examination hall.
12. Using or being in possession of any kind of weapons/scissor/knife etc. inside the examination hall.

The following act/s shall be deemed as Cheating, Impersonation and forgery:

1. Receiving or giving assistance to the fellow candidate/s directly or indirectly or involved in copying in any form including but not limited to looking into any other workstation different from the allotted one during the course of the exam etc.
2. Attempting to receive or receiving any assistance from outside in any manner.
3. Indulging in group copying/making sounds/unsolicited gestures to hint at answers etc. during the course of the examination.
4. Arranging to have another person take an examination for the candidate or appearing for examination for another candidate.

5. Allowing/Making somebody else to write/submit answers on behalf of the candidate during examination.
6. Helping or receiving help from other candidate/s for impersonation.
7. Partially or completely signing Attendance sheet on somebody else's behalf or having somebody else sign the attendance sheet on his/her behalf.
8. Moving out onto another candidate's workstation without the consent/ permission of the invigilator/Test administrator during the course of examination.
9. Any document/information or part thereof related to NCFM Certification Examinations including but not limited to identity proof of candidate/s, Admit Card/Hall Ticket, score card etc. is altered using any of the methods of forgery including but not limited to handwriting, printing, engraving, typewriting etc. and/or such document/information is produced with the intent to defraud.
10. Any document/information or part thereof pertaining to NCFM Certification Examinations including but not limited to identity proof of candidate/s, Admit Card/Hall Ticket, score card etc. is materially different from the records available with NAL Academy Ltd.
11. Any document/information or part thereof provided by the Candidate in relation to NCFM Certification Examinations is found to be false or misrepresented by the Candidate/s.
12. Any other act which is similar in nature and may be deemed as an act of forgery by NAL Academy Ltd.

If the same candidate/s is caught guilty of any of above acts, the invigilator shall expel such Candidate/s from the examination hall immediately and examination of such candidate/s and the candidate/s shall be debarred from appearing from any, some or all of NCFM Certification Examinations for a period of 6 months or more. In these circumstances, the claims for refund of fees shall not be entertained by NSE Academy. Ltd.

Annexure 2 - "Refund Policy"

1. The fees once paid to NAL Academy Ltd shall not be refunded in any circumstances whatsoever.
2. Fees once paid through the payment gateway (online transfer) shall only be refunded in the following circumstance:
 - i) Multiple times debiting of Candidate Card/Bank Account due to technical error
 - ii) Candidate's account being debited with excess amount in a single transaction
 - iii) Candidate's bank account is debited however the amount is not received by NAL Academy Ltd due to technical error. In above circumstances, the amount paid by Candidate shall be refunded excluding convenience charges.

The Candidate will have to make an application for refund along with the transaction number and original payment receipt if any generated at the time of making payments.

The application will be processed manually and after verification, if the claim is found valid, the amount received in will be refunded excluding the convenience charges by NAL Academy Ltd through electronic mode in favour of the applicant

and confirmation sent to the mailing address given in the online registration form, within a period of 7-10 calendar days on receipt of such claim.

3. In case of any queries, please call NAL Academy Ltd Helpdesk on 022-68646464 or write to ncfm@nse.co.in