FAQs -PGP Examination

Q 1. Is registration compulsory for booking slots ?

Ans-: Yes, students who completed the exam registration process through portal will be eligible to book slots.

Q 2. What is the next step after registration:

Ans-: Upon successful completion of exam registration through portal, you will receive a link from Mettl to book your slots.

Please check in your registered e-mail ID inbox and Spam box for an e-mail from admin.mettl@mercer.com

Kindly complete the slot booking process. In case you have registered and didn't receive the slot booking link, please let us know at Helpdesk Email- cce-helpdesk@upes.ac.in

Q 3. Are there unlimited slots to register?

Ans-: Slots are limited and on first come first serve basis. Kindly plan and book the slots as soon as you will receive the slot booking link from Mettl.

Q 4. What is the timeline for slot booking?

Ans-: Booking will be closed 48 hours prior to the examination.

Q 5. How will I know that my slot is confirmed:

Ans-: Once you book the slot, you can open your exam account link on Mettl and can see booked exams slots there.

Q 6. Can I change / cancel my slot?

Ans. Please note slots are on first come first serve basis. Kindly plan well before taking the slots

In case you miss the slot or if you want to postpone the slot, you will get an option to re-book another slot on the same account from where you had booked the slot previously.

1. You need to login to your activated account with the registered email address and password.

2. Then click on choose the slot button in front of your assessment name.

3. By clicking on the choose slot button you can choose the next slot available as per your convenience.

 However, please note that the slots are ceased 48 hrs prior to the test date, therefore kindly choose a slot as per the availability.

Q 7. Do I have to pay for cancelling my slots and book in next cycle?

Ans-: You are advised to complete the exams in session cycle. Please note once you register and book the slots for exams and cancel it later without informing us, it will be counted as missed exams and considered as supplementary. Please note, INR 1,000 per subject will be charged as the supplementary exam fee.

Q 1. What is the platform for exams?

Ans-: Platform will be Mettl.

Q 2. How will I know the Dos and Don'ts ?

Ans-: Detailed email with dos and don'ts shared with you on mail. Please note all exams are invigilated online by designated proctors.

Q 3. Who will help me if I have technical issues at the time of exam?

Ans-: If you encounter any technical difficulties with Mettl, you can reach out to mettl team at 8287803040, 9720353585, or 8058823585. Alternatively, you can send an email to Support@mettl.com and mark cce-helpdesk@upes.ac.in in cc.

Q 4. What if I get logged out of the exam?

Ans-: You are requested to have power and internet backup with you. Please charge your device fully prior to starting the exam. No short breaks allowed during the exam. Still if you logged out, please re-login immediately. Re-login window is open till 15-20 minutes. Please note multiple logouts, server will submit your exam at backend. Please note, once exam is submitted at backend its difficult to open again.

If facing an error in login again, send us a mail at Support@mettl.com and mark cce-helpdesk@upes.ac.in in cc.

Q 5. What is the exam pattern?

Ans. The Mettl exam pattern consists of multiple-choice questions along with a case study.

Q 6. What are the time slots available for examination.

Ans. Time slots are as follows:

1. 6am to 9am,

2. 11am to 2pm,

3. 4pm to 7pm, and

4. 9pm to 12am.

Q 7. What is the duration of exam?

Ans-: The duration is three hours.

Q 8. Till when can I login for exam?

Ans-: You are requested to login on time. After 30 minutes ==start test==, window may not be activated.

Q 9. What are the prerequisites for taking an exam?

Ans-: Please check mail shared with you for prerequisites for taking the exam. How ever they are shared below for your ready reference

1. To take the subsequent Term End Examinations, the examinees must have a Laptop/Desktop with a fitted working webcam.
2. The University ID Card / A Valid Photo ID proof issued by the Government should be kept handy, while appearing in any term end examination.
3. Once you click on your relevant URL links; it will start a diagnostic test on your computer, and will notify you of any deficiencies, in the system (if any).
4. It will also give you steps to rectify these issues.
5. Once you have successfully rectified these issues, the system will allow you to start the test.
6. Starting the test and seeing the first question, in the practice test, would ensure that your computer system is validated of all basic system requirements, required for the test.

Please note that the responsibility of ensuring uninterrupted power supply, internet connectivity, systems settings including web cam functioning solely lies with the student only the University will not be held accountable for any of the lapse or failed/missed attempt on account of above-mentioned requirements.

Q 10. Can I cancel my registration for upcoming cycle:

Ans-: It is advised to register for exams in your session cycle. However, if you are not able to appear for the exam, please inform us in advance for Exam cancellation before booking the slot. Send us mail at Helpdesk Email-: cce-helpdesk@upes.ac.in

Q 11. What if I have not registered for exam?

Ans-: It's advised to complete the exams in your session cycle. If are not able to appear for exam in current exam cycle, register in the following exam cycle. It is recommended to complete your pendency at the earliest within the course duration.

Q 12. How will my exam be graded?

Ans-: Please check below the examination weightage-:

Examination Weightages

PROGRAM	EXAM-TYPE	WEIGHTAGE	EXAM-TYPE	WEIGHTAGE
MBA/BBA/PGP/Diploma Programs	Assignment 1 & Assignment 2	15% + 15% = 30%	Term End Examination	70%
Certificate Programs	Assignment 1 & Assignment 2	NA	Term End Examination	100%

Q 13. What resources or study materials available to help me prepare for the exam?

Ans-: The assignments, recordings of Live Sessions, SLM (Self Learning Material- eBooks) and other e-material available on your LMS are your study materials to prepare for the exam.

Q 14. Is there any tutorial for taking exam?

Ans-: Yes, we will share the recording / Demo Link over the mail.

Also, please take the practice/Demo test before the link expires.

It will be shared with you along with the slot booking mail.