

Tencent Cloud Training and Certification

FAQs

Product Documentation



Tencent Cloud

Copyright Notice

©2013–2026 Tencent Cloud. All rights reserved.

Copyright in this document is exclusively owned by Tencent Cloud. You must not reproduce, modify, copy or distribute in any way, in whole or in part, the contents of this document without Tencent Cloud's the prior written consent.

Trademark Notice

All trademarks associated with Tencent Cloud and its services are owned by the Tencent corporate group, including its parent, subsidiaries and affiliated companies, as the case may be. Trademarks of third parties referred to in this document are owned by their respective proprietors.

Service Statement

This document is intended to provide users with general information about Tencent Cloud's products and services only and does not form part of Tencent Cloud's terms and conditions. Tencent Cloud's products or services are subject to change. Specific products and services and the standards applicable to them are exclusively provided for in Tencent Cloud's applicable terms and conditions.

Contents

FAQs

Certification Related Issues

Online Course Related Issues

FAQs

Certification Related Issues

Last updated: 2025-04-01 11:08:40

What Is the Form of Tencent Cloud Certification Exam?

Offline examination. You are required to arrive at the Examination Center 30 minutes before the scheduled examination time, and allow sufficient time to handle the sign-in procedure.

What Is the Purchase and Examination Process for Tencent Cloud Certification?

Please refer to [Certification Registration and Examination Guide](#).

Is Passing the TCCA Level Certification Required before Registering for the TCCP Level Certification?

Optional. Examinees can self-assess and register for any level of subject based on their knowledge, experience, and exam content.

Where Can I Receive Exam Notifications?

Exam notifications are sent via [Tencent Cloud Message Center](#), SMS, and email.

Can I Cancel My Exam Appointment? How to Cancel?

If you are unable to take the exam on time, please log in to [Check Result](#) more than 3 days (72 hours) before the exam starts, select the corresponding examination subjects and click **Cancel Exam** to cancel.

How to Apply for a Refund?

Tencent Cloud Certification individual purchases support a refund operation after purchase and before the exam is scheduled. For the refund process, please refer to [Refund Policy](#).

Why Is the Score Not Displayed in the Check Results after the Exam Finished?

The theoretical examination results are updated regularly on the website, and the hands-on examination results are updated after manual evaluation. After receiving the grade inquiry notification, log in to [Check Result](#) to query.

Can I View My Wrong Answers?

No. If you failed the certification, it is recommended to identify and fill in the gaps based on the your knowledge distribution of each module displayed on the [Check Result](#) page.

Whether Make-Up Examinations Are Supported, and How to Apply?

Make-up exams are not supported. You need to repurchase the certification and take the exam again.

How to Obtain an Digital Certificate?

If passing the exam, log in to [Check Result](#) to view and download the Digital Certificate.

How Long Is the Validity Period of the Certificate?

The validity period of the certificate is 2 years. Upon expiration, you need to register again to participate in the certification exam. After passing, the certificate will be reissued.

Online Course Related Issues

Last updated: 2025-05-28 17:33:23

How to Purchase Online Courses with a Tencent Cloud Sub-Account

Tencent Cloud sub-accounts cannot purchase paid online courses. It is recommended to switch to the root account to log in and make a purchase.

How to Issue Invoices after Purchasing Online Courses?

For invoice issuance, please see [Self-Service Invoice Feature Description](#).

Can Tencent Cloud Certification Online Courses Be Refunded?

Online courses are non-refundable unless there are technical issues on the platform (i.e., training and certification / Tencent Cloud official website), for which alternative refund mechanisms would be separately discussed by parties. This explanation serves as a supplement to the [Tencent Cloud Terms of Service](#) and has the same legal effect as the Tencent Cloud Terms of Service. In case of any conflict or inconsistency, this explanation shall prevail.

What Is the Valid Period of Tencent Cloud Certification Online Courses?

- Online courses, as a supportive training service for Tencent Cloud Certification, have a default valid period of no less than 1 year after successful purchase.
- In case of special circumstances causing a change in the valid period of the course, we will inform you in advance through the bulletin board at the top of the international site's [official website](#) or the guidance documentation for online course registration. Please pay attention to the relevant information on the official website to avoid affecting your course learning and certification exam arrangement.