

Certification Training

ITIL® 4

ITSM Assist Membership (online live)



ITSM Assist Limited
<https://www.itsmassist.com>

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Introduction

This document contains information and pricing details regarding our **Membership** scheme designed for business organisations who's students undertake our online live ITIL certification courses.

For peace of mind, ITSM Assist is a private limited company registered in England and Wales, and promote the official Axelos®/PeopleCert® accredited training organisation (ATO) status. Axelos are the owners of ITIL and PeopleCert are the official examination institute (EI) for Axelos.

Membership scheme explained

Firstly, our membership scheme does not automatically renew, our membership scheme is an annual fixed fee which naturally expires 12-months following, offering the option to renew accordingly.

Secondly, based on an annual fixed fee, the cost per student is significantly reduced compared with our normal advertised pricing. Simply put, the charge per student equates to the cost of the exam. Furthermore, those customers who prefer to hire' our trainer (online live) exclusive to them only, pay the trainer fee plus the agreed membership student charge accordingly. See next page, Pricing'.

Finally, our membership scheme not only offers significant cost savings, e.g., some of our customers save thousands of pounds each year, it also offers a consistent approach towards student charging therefore,

- It helps with predicting budgets
- It helps streamline planning ITIL® and ITSM training needs
- It offers flexibility without any long-term commitment

Comment

Ensuring a sound a return on such an investment after class' will also require implementing and embedding such principles, methodologies, and practices organisation-wide. If however, such principles, methodologies and practices are simply approached with a siloed mentality it is unlikely the intended business values will be realised.

So, ideally we want everyone to be ITIL foundation literate, many to become ITIL specialists, strategists and practitioners, and some to become ITIL masters. Whilst our membership scheme will make such an aspiration affordable, our site implementation coaching service can positively help after class, and where our membership scheme makes this aspiration equally affordable.

Pricing

Annual Membership Fee **£2,995 + VAT**
(fixed for 12-months with the option to renew)

Prescheduled Online-Live ITIL® 4

Certification public online-live courses (UK time zone)

Course Level & Duration	Normal Price Per Student	Membership Price Per Student
ITIL® 4 Foundation Level (2-days)	£625.00 + VAT	£375.00 + VAT
ITIL® 4 Upper Level - (3-days)	£810.00 + VAT	£486.00 + VAT

Hire the Trainer Online-Live ITIL® 4

Certification exclusive online-live courses (any time zone)

Course Level & Duration	Normal Trainer Fee	Membership Trainer Fee	Membership Price Per Student
ITIL® 4 Foundation Level - (2-days)	£1,250 + VAT	£1,000 + VAT	£375 + VAT
ITIL® 4 Upper Level - (3-days)	£1,875 + VAT	£1,500 + VAT	£486 + VAT

Notes:

- i) See next page, Price Adjustments.
- ii) See section, ITIL® Courses, highlighting which courses belong to which levels.

Price Adjustments

Please Note: ITIL® Certification Courses Only:

The prices highlighted on the previous page relate to students taking their exam (online) within countries deemed as Region 2 (which includes the United Kingdom and many other European countries). However, pricing differs regarding those students taking their exam online within countries deemed as **Region 1**. Those countries deemed as Region 1 are subject to a price adjustment as shown below.

Region 1 Price Adjustment Per Student

The countries shown below are deemed as Region 1 countries and therefore, an additional **10%** will be added to the student prices respectively as stated on the previous page.

Note: all charges are subject to VAT

Region 1 Countries

American Samoa	Macao
Antarctica	Malaysia
Bahamas	Mayotte
Bahrain	Nauru
Barbados	New Caledonia
Bermuda	New Zealand
Bouvet Island	Norfolk Island
Brunei Darussalam	Northern Mariana Islands
Canada	Oman
Cayman Islands	Palau
China	Panama
Cook Islands	Puerto Rico
Dubai	Qatar
Falkland Islands (Malvinas)	Saudi Arabia
French Polynesia	Singapore
French Southern Countries	South Georgia
Guam	The Sandwich Islands
Heard Island	Taiwan
McDonald Islands	Province Of China
Hong Kong	Thailand
Israel	United Arab Emirates
Korea	United States
Kuwait	South Korea
	Taiwan

ITIL® 4 Courses

ITIL® 4 Foundation

Foundation

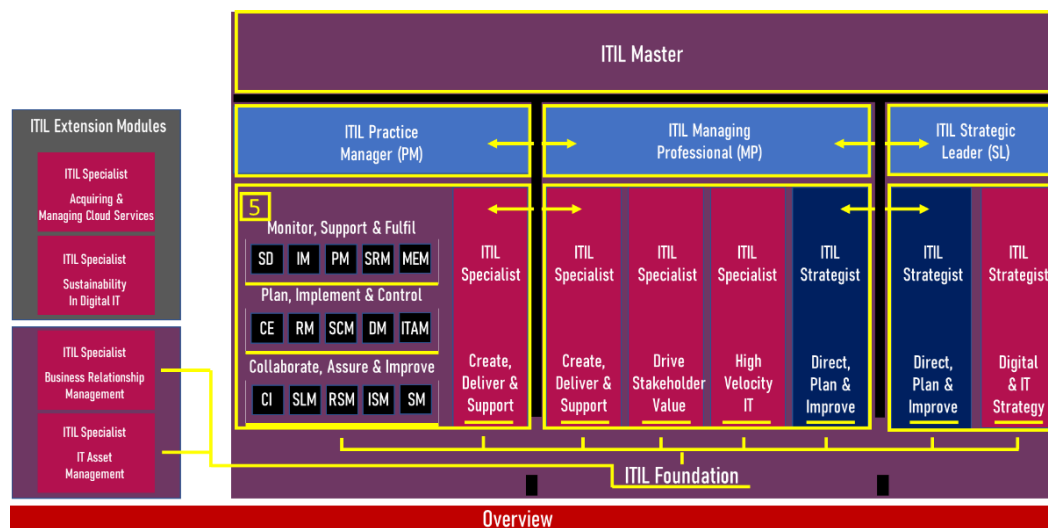
<https://www.itsmassist.com/itil-fnd-online-uk>

ITIL® 4 Upper Level

Create, Deliver & Support (CDS)
 Direct, Plan & Improve (DPI)
 High Velocity & IT (HVIT)
 Drive Stakeholder Value (DSV)
 Digital & IT Strategy (DITS)
 Monitor, Support & Fulfil (MSF)
 Plan, Implement & Control (PIC)
 Collaborate, Improve & Assure (CIA)

<https://www.itsmassist.com/fnd-cds-online-uk>
<https://www.itsmassist.com/dpi-itil-online-live>
<https://www.itsmassist.com/hvit-itil-online-live>
<https://www.itsmassist.com/dsv-itil-online-live>
<https://www.itsmassist.com/dits-itil-online-live>
<https://www.itsmassist.com/msf-itil-online-live>
<https://www.itsmassist.com/itil-plan-implement-control>
<https://www.itsmassist.com/itil-collaborate-assure-improve>

ITIL® 4 Certification Scheme



To find our more visit: <https://www.itsmassist.com/itil-4-certification>

Frequently asked questions (FAQs)

When is the member annual fee invoiced?	We will invoice the agreed annual membership fee as soon as we receive a purchase order. Payment will be due on or before 30-days from the invoice date.
When can we start benefiting membership discounts?	As soon as we receive a purchase order you will become an 'ITSM Assist Member' and in turn start benefiting the membership discounts accordingly.
As a 'Member' how do we make online live student course bookings	<p>Step 1: Simply submit an enquiry for upcoming prescheduled online live courses by emailing admin@itsmassist.com You can if preferred, see our upcoming prescheduled online live courses/dates at: https://www.itsmassist.com/public-uk-online-time-zone)</p> <p>Once we have received your enquiry, we will respond accordingly providing the required information and the relevant student pricing/charges.</p> <p>Step 2: If you elect to proceed, send us a purchase order along with student name(s), their respective email address along with the elected course(s) and date(s). We will then respond with confirmation and in turn issue students with their course joining details accordingly.</p> <p>Step 3: We will invoice following course delivery/completion of prescheduled online live courses. Payment will be due on or before 30-days from the invoice date.</p>
Do students have to be employees of our organisation to benefit the membership discount?	No, any approved representative of your organisation will be eligible for the agreed member discount, such as your customers/partners etc.,

FAQs continued

How and when do students take their exam?	Exams are taken online directly with the official Axelos® examination institute (EI), PeopleCert®. Axelos are the owners of ITIL® and PeopleCert are the official EI for Axelos. Students take their exam at a time, day, and location (e.g., home) of their choosing.
How long are student exams valid for?	Student exams are valid for 12-months from the date of issue. Resits/retakes (referred to as “Take2”) are valid for 6-months from the date of issue.
Will we be charged for students failing to attend any prescheduled online live course?	No, only students attending at the point of course commencement will be charged. If exam vouchers have already been issued these will be cancelled accordingly. Note: this is on the basis exam vouchers remain unused, if used, then charges will apply.
What happens if a student starts a prescheduled online live course but fails to complete the course?	Students joining any prescheduled online live course and fails to complete the course will be charged accordingly. However, these students can attend any future prescheduled online live course free of charge. This is on the basis that they still hold a valid exam voucher.
What if a student fails the exam?	<p>Firstly, unless otherwise stated, we include within our pricing a free exam resit/retake for all students (known as “Take2”). In the event of exam failure, PeopleCert (the examination institute) will automatically issue another voucher code two working-days following the first exam attempt (valid for 6-months).</p> <p>Secondly, if a student fails the exam at first attempt, they can attend another prescheduled online live course free of charge. This is on the basis that students hold a valid exam voucher (e.g., their resit/Take2 voucher).</p>

Enquiries

For further information either contact admin@itsmassist.com or Trevor Wilson (the course instructor) directly at: twilson@itsmassist.com

For information about billing contact accounts@itsmassist.com