

Certification Training

ITIL® 4

ITIL Online Exclusive For Business Organisations



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

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Introduction

This document contains information and pricing details related our Online (Live) ITIL® **EXCLUSIVE** certification training, designed for business organisations.

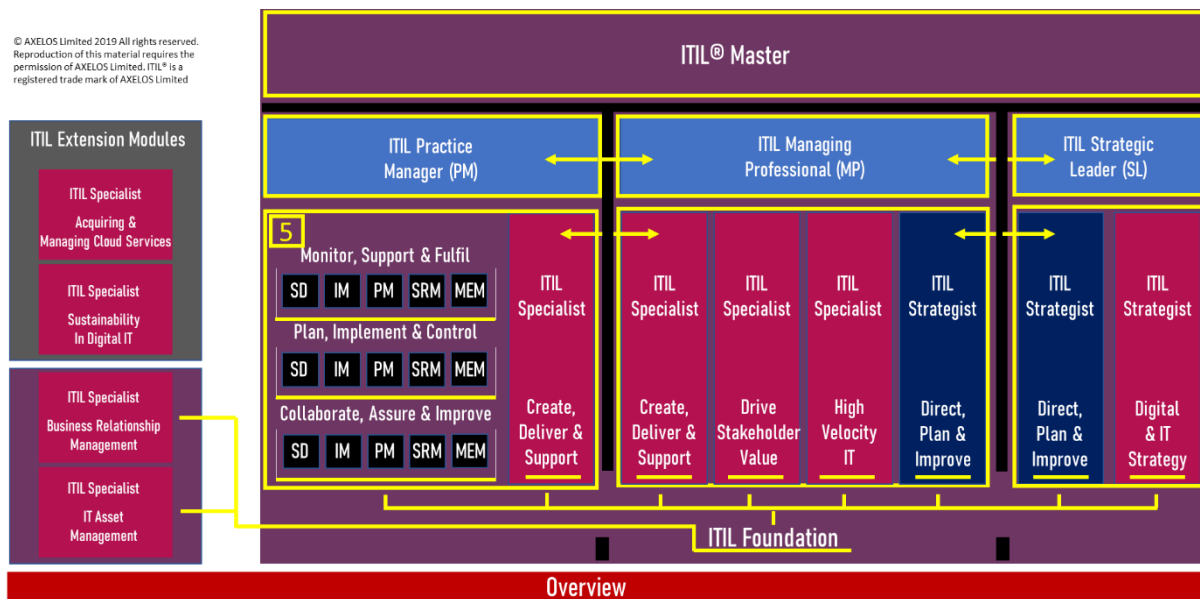
For clarification and peace of mind, ITSM Assist is a private limited company registered in England and Wales, and promotes the official Axelos®/PeopleCert® accredited training organisation (ATO) status. Axelos are the owners of ITIL and PeopleCert are the official examination institute (EI) for Axelos.

For quick clarification:

- Based on 5 x students, the overall cost would equate to almost the same if compared with the same number of students attending our prescheduled online live public courses however, these are not 'Exclusive' courses. Therefore, making it 'Exclusive' may be of consideration.
- More than 5 x students attending becomes financially far more cost-efficient compared with students attending a prescheduled online live course. The more more students attending, then the more cost-efficient it becomes!

This document has been divided into sections for ease of reference and understanding.

The ITIL® 4 Certification Scheme



Exclusive Online (Live) Courses and Pricing

Exclusive Online (Live) ITIL® certification training means that only authorised representatives from the company organisation in question can attend.

Pricing & Invoicing

The “Instructor-led” price is fixed regardless of number of students attending. Our invoices will show the fixed price accordingly, along with the number of students attending charged respectively.

We invoice following course completion based on payment due on or before 30-days from the date of the invoice. The customer can cancel and/or swap students at any time prior to course commencement without incurring any penalty charges. The customer will only be charged for those students joining at the point of course commencement.

All courses include per student; online exam + free exam resit (retake), access to the official Axelos® eBook and student courseware respectively.

Note: exam vouchers are valid for 12-months from the date of issue and resits are valid for 6-months following the first exam.

Course	Course Delivery	Duration/ Access	Instructor Delivery	Price
FND	Online (fixed charge - any time zone)	2-days	Presented Live Online	£1,255 plus VAT £1,506 inclusive of VAT
	Per Student			£399 plus VAT £478.80 inclusive of VAT
Upper Level	Online (fixed charge - any time zone)	3-days	Presented Live Online	£1,525 plus VAT £1,830 inclusive of VAT
CDS DSV DPI HVIT DITS	Per Student			£499 plus VAT £598.80 inclusive of VAT

Course abbreviations: Foundation (FND), Create Deliver and Support (CDS), Drive Stakeholder Value (DSV), Direct Plan and Improve (DPI), High Velocity IT (HVIT), and Digital and IT Strategy (DITS).

Frequently Asked Questions (FAQs)

Will we be charged for students failing to attend the course?	No, only students attending at the point of course commencement will be charged accordingly. If exam vouchers have already been issued these will be cancelled accordingly.
What happens if a student starts the course but fails to complete the course?	Students joining the course but failing to complete the course will be charged accordingly. However, these students can attend any prescheduled (public) online live course free of charge. This is on the basis that they still hold their valid exam voucher.
What if a student fails the exam?	Firstly, we include a free exam resit for all students (known as Take2). In the event of exam failure, PeopleCert (the official examination institute) will automatically issue another voucher code two working-days following the first exam attempt (valid for 6-months). In this case, these students can attend any prescheduled (public) online live course free of charge. On the basis that such students hold a valid exam voucher (e.g., their resit voucher).
How would we place an order/make a booking?	Firstly, if you contact admin@itsmassist.com highlighting the preferred course, along with an indication of numbers of students attending, including any relevant information (e.g., preferred time zone and/or time start etc.) and we will submit a quotation accordingly. As part of the quotation, we will include our company information just in case we are not already on your supplier management system. Secondly, once an agreement to proceed has been established, we will require a company purchase order (PO) along with names and email addresses of students expected to attend. At which point student joining details will be sent out accordingly including any aspects that have been agreed, e.g., customised.

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