

Certification Training

ITIL® 4

Online Subscription



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

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## Introduction

This document contains information and pricing details regarding our ITIL® **Online (Annual) Subscription** services designed for business organisations.

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.

## What is the online live subscription service?

Our online subscription services are designed for business organisations so that they can book students (employees) on our prescheduled (UK time zone) ITIL® online live certification courses as and when required, at the agreed reduced (discounted) price per student. We offer 2 x online subscription services, i) Online Foundation and, ii) Online Upper-Level.

## Purpose?

### Purpose

The purpose is to help business organisations realise value without the pressure of meeting volume-based discounts whilst at the same time maintaining complete flexibility.

## Why do we offer this?

If the aim is to implement ITIL® IT service management (ITSM) practices, principles and methodologies within the workplace, attempting to do this in a siloed approach is not enough. Everyone should collaborate and therefore, such ITSM-related practices, principles and methodologies must become a fibre of the workplace regardless of people's specialism(s), it is indeed people that makes things happen!

So, when we consider ITIL®, we want **everyone** to be Foundation literate, and many to become ITIL Masters. Unfortunately, affordability limits this aspiration unless however, we can make this aspiration affordable!

## What are the benefits?

1. Significant financial savings over a 12-month period.  
Calculating the inclusion of the respective annual subscription fee, placing a total of 6 x students on our prescheduled online live ITIL courses over a 12-month period, benefits an immediate financial saving compared with our normal pricing model. However, the more students the more significant the financial saving becomes, thus reducing cost constraints (see section 'Pricing Comparisons').
2. Positively contributes to an organisation's service strategy.  
It is a collaborative effort that achieves an organisation's strategy, and our ITIL® online live annual subscription services are designed to promote such a collaborative effort.
3. Promotes a strong commitment to 'investment in people'.  
From a learning and development perspective, employees will use knowledge to make them more agile, and in turn have a greater sense of purpose!

What are the benefits continued

4. You can make a course Exclusive!

As previously highlighted, whilst you can place students individually on our Online (Live) prescheduled Public courses at the respective agreed annual subscription price, our 'Exclusive' courses are simply courses delivered for your organisation only.

Therefore, should you want to make a course 'Exclusive', as an annual subscription customer, pricing will be charged as follows:

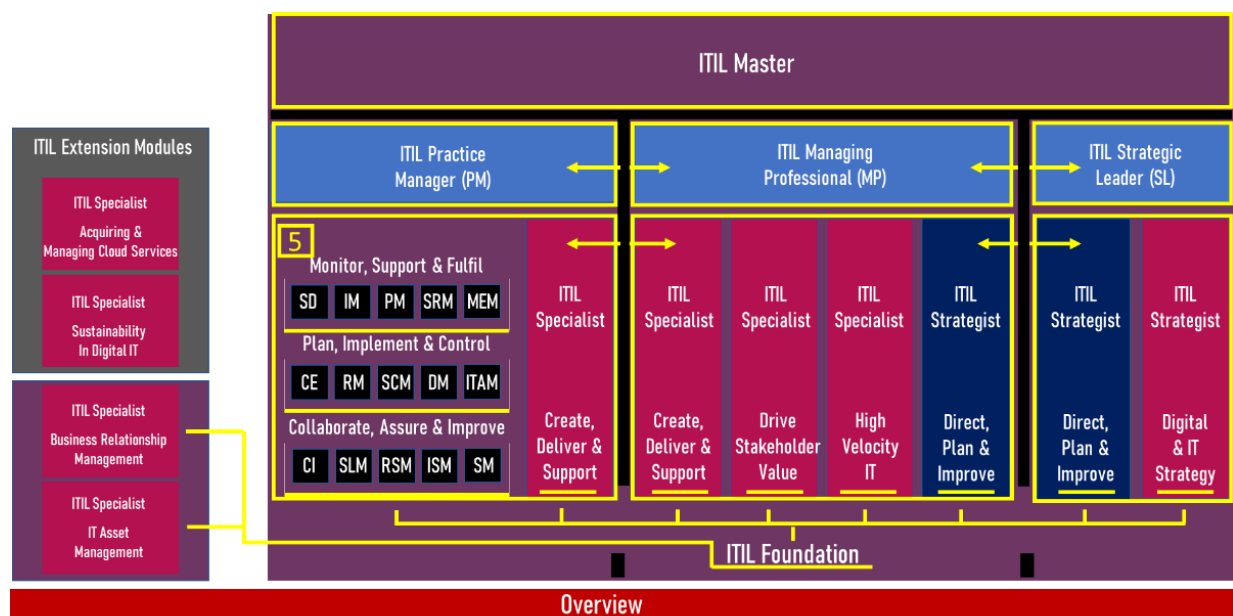
**Option 1:** If you can assign 15 x Students on the same course date then it will become 'Exclusive' by default without any additional charges (e.g., based on the agreed respective annual subscription service).

**Option 2:** If you are unable to assign 15 x Students on the same course date but would like to make it 'Exclusive' then the shortfall will be charged accordingly as follows:

- Foundation annual subscription @ £60 plus VAT per student shortfall
- Upper-Level annual subscription @ £96 plus VAT per student shortfall

See section, frequently asked questions (FAQs) for more information about our annual subscription services.

## The ITIL® 4 Certification Scheme



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

## Pricing and Price Comparisons

Inclusive within the price per student, all students will benefit as standard:

- Online (live) trainer/instructor course delivery (UK time zone).
- The official Axelos®/PeopleCert® exam, valid for 12-months from the date of issue
- 1 x free exam resit (retake known as “Take2”) valid for 6-months following the first exam.
- Access to the official Axelos eBook for the respective course module (PDF).
- Access to student courseware (PDF).

We offer 2 x ITIL® online subscription services:

1. ITIL Online **Foundation** Subscription
  - ✓ Fixed annual fee (option to renew annually): £1,250 plus VAT
  - ✓ Per student £375 plus VAT per student
2. ITIL Online **Upper-level** Subscription
  - ✓ Fixed annual fee (option to renew annually): £1,800 plus VAT
  - ✓ Per student £486 plus VAT per student

### Price comparisons

Number of Students Over 12-months	Foundation Subscription Total Cost	Foundation Normal Price Total Cost	Upper-Level Subscription Total Cost	Upper-Level Normal Price Total Cost
1	£1,625	£ 625	£ 2,286	£ 810
2	£2,000	£ 1,250	£ 2,772	£ 1,620
3	£2,375	£ 1,875	£ 3,258	£ 2,430
4	£2,750	£ 2,500	£ 3,744	£ 3,240
5	£3,125	£ 3,125	£ 4,230	£ 4,050
6	£3,500	£ 3,750	£ 4,716	£ 4,860
7	£3,875	£ 4,375	£ 5,202	£ 5,670
8	£4,250	£ 5,000	£ 5,688	£ 6,480
9	£4,625	£ 5,625	£ 6,174	£ 7,290
10	£5,000	£ 6,250	£ 6,660	£ 8,100
11	£5,375	£ 6,875	£ 7,146	£ 8,910
12	£5,750	£ 7,500	£ 7,632	£ 9,720
13	£6,125	£ 8,125	£ 8,118	£10,530
14	£6,500	£ 8,750	£ 8,604	£11,340
15	£6,875	£ 9,375	£ 9,090	£12,150
16	£7,250	£10,000	£ 9,576	£12,960
17	£7,625	£10,625	£10,062	£13,770
18	£8,000	£11,250	£10,548	£14,580
19	£8,375	£11,875	£11,034	£15,390
20	£8,750	£12,500	£11,520	£16,200

**Please Note:** The above prices 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 is different relating to students taking their exam online within countries deemed as **Region 1**. To identify these countries and associated student prices see the appendix within this document.

## Frequently Asked Questions (FAQs)

<p>How do we subscribe to one or both ITIL® online subscription services?</p>	<p>Firstly, email <a href="mailto:admin@itsmassist.com">admin@itsmassist.com</a> requesting your interest in subscribing to one or both, of the ITIL online subscription services (e.g., Foundation and/or Upper-Level).</p> <p>We will respond with a quotation, including the terms of service. If we are not already an approved supplier, and you would like to proceed, contact <a href="mailto:admin@itsmassist.com">admin@itsmassist.com</a> requesting our company details so that we can become an approved supplier.</p> <p>Secondly, once we have become an approved supplier, simply send us a purchase order (PO) and we will confirm accordingly, at which point you will become an online subscription member respectively. We will then invoice the agreed annual subscription fee(s), with payment due on or before 30-days from the invoice date.</p> <p>For clarification, student course bookings will be invoiced accordingly after course completion/delivery, when payment will be due on or before 30-days from the invoice date.</p> <p>The annual subscription will naturally expire 12-months following (e.g., it will not automatically renew) however, offering the option to renew accordingly.</p>
<p>How do we make student course bookings?</p>	<p><b>Step 1:</b> Enquire about specific courses and course dates by emailing <a href="mailto:admin@itsmassist.com">admin@itsmassist.com</a> you can also see upcoming courses/dates at: <a href="https://www.itsmassist.com/public-uk-online-time-zone">https://www.itsmassist.com/public-uk-online-time-zone</a> ) We will respond providing the required information along with the agreed Annual Subscription charge per student.</p> <p><b>Step 2:</b> If you want to make a booking, send us a purchase order (PO) along with student name(s), their respective email address, and 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><b>Step 3:</b> Following course delivery/completion, we will invoice at the agreed student charge (per student), with payment due on or before 30-days from the invoice date.</p>

## FAQs continued

Do students have to be employees of our organisation?	No, any approved representative of your organisation can be assigned to courses based on the agreed Annual Subscription charges. This could even include your customers/partners.
How and when do students take their exam?	<p>Exams are online, directly with the official Axelos® examination institute (EI), PeopleCert®. Axelos are the owners of ITIL® and PeopleCert are the official EI for Axelos.</p> <p>Students take their exam after course completion, on a day, time and at a location of their choosing (e.g., at home).</p> <p>Exams are valid for 12-months from the date of issue with resits (retakes) valid for 6-months following the first exam.</p>
Will we be charged for students failing to attend any 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 an Online Live course but fails to complete the course?	Students joining any Online Live course but 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 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 voucher).</p>



## Enquiries

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

For information about billing contact [accounts@itsmassist.com](mailto:accounts@itsmassist.com)

## Appendix

### Region 1 Student Charges:

Foundation Subscription: £420 per student (all other countries £375 per student)

Upper-Level Subscription: £540 per student (all other countries £486 per student)

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