

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) **EXCLUSIVE ITIL®** certification training, designed for business organisations.

For 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:

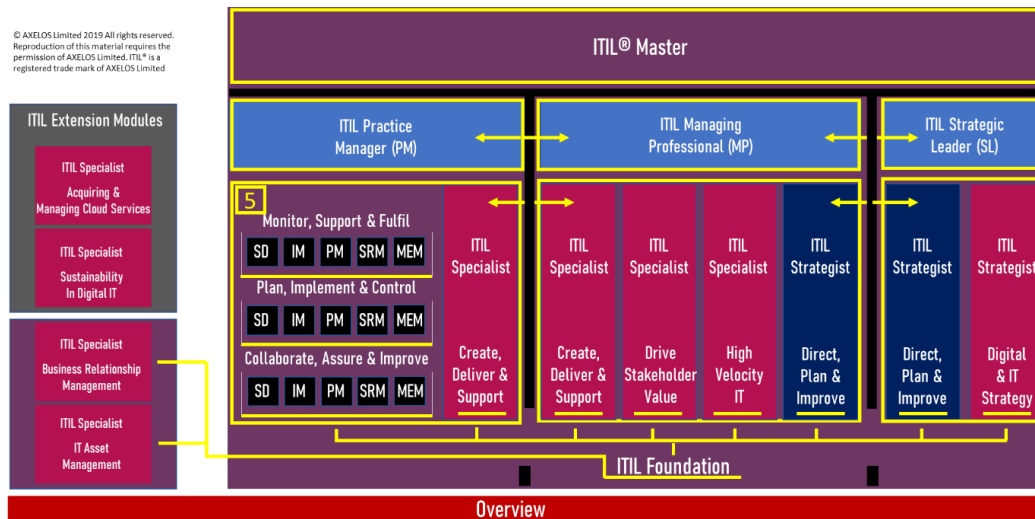
Our Online (live) Exclusive certification courses enable organisations' to make courses exclusive' to them only, meaning,

- Only employees or approved representatives of the organisation will be in attendance
- Time start and time finish can be customised to suit (applicable to any time zone)
- Courses are presented using the organisation's own in-house online platform (e.g., Cisco WebEx, MS Teams, Zoom)

In addition, with our Online (live) Exclusive courses 5 x students attending (the same course date) becomes more cost-effective compared with the same number of students attending various prescheduled online (live) public courses. However, more than 5 x students attending becomes significantly more cost-efficient, e.g., the more students attending the cheaper it becomes.

Note: we would not recommend placing more than 15 x students on the same course date, in view that exceeding this number can reduce course quality from the perspective of those students attending.

The ITIL® 4 Certification Scheme



Online (live) Exclusive Pricing

Online (live) Exclusive ITIL® certification training means that only authorised representatives from the company organisation will be in attendance.

How it works

We charge a fixed “Instructor” price regardless of the number of students attending. Our invoices will show the “Instructor” fixed price accordingly, along with the number of students attending charged as a separate item line.

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.

Pricing

Course Module	Course Delivery	Course Duration	Instructor Delivery	Price Any Time Zone
FND	Instructor (Fixed Charge)	2-days	Presented Live Online	£1,255 plus UK VAT £1,506 inclusive of UK VAT
	Per Student Exam+Free Resit +Acces to eBook +Course Materials			£399 plus UK VAT £478.80 inclusive of UK VAT

Course abbreviation: Foundation (FND).

Course	Course Delivery	Duration/ Access	Instructor Delivery	Price Any Time Zone
Upper Level	Instructor (Fixed Charge)	3-days	Presented Live Online	£1,525 plus UK VAT £1,830 inclusive of UK VAT
CDS DSV DPI HVIT DITS	Per Student Exam+Free Resit +Acces to eBook +Course Materials			£499 plus UK VAT £598.80 inclusive of UK VAT

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

Price Comparison

ITIL Foundation – inclusive of exam + free exam resit + access to official eBook + student materials

Students	Online (live) Public Total Cost	Online (live) Exclusive Total Cost including Instructor Charge	eLearn (self-paced) MP4 Total Cost the best price!
1	£ 675	£1,654	£ 450
2	£1,350	£2,053	£ 900
3	£2,025	£2,452	£1,350
4	£2,700	£2,851	£1,800
5	£3,375	£3,250	£2,250
6	£4,050	£3,649	£2,700
7	£4,725	£4,048	£3,150
8	£5,400	£4,447	£3,600
9	£6,075	£4,846	£4,050
10	£6,750	£5,245	£4,500
11	£7,425	£5,644	£4,950
12	£8,100	£6,043	£5,400
13	£8,775	£6,442	£5,850
14	£9,450	£6,841	£6,300
15	£10,125	£7,240	£6,750

ITIL Upper-Level - inclusive of exam + free exam resit + access to official eBook + student materials

Students	Online (live) Public Total Cost	Online (live) Exclusive Total Cost including Instructor Charge	eLearn (self-paced) MP4 Total Cost the best price! Coming Soon
1	£ 810	£2,024	£ 550
2	£1,620	£2,523	£1,100
3	£2,430	£3,022	£1,650
4	£3,240	£3,521	£2,200
5	£4,050	£4,020	£2,750
6	£4,860	£4,519	£3,300
7	£5,670	£5,018	£3,850
8	£6,480	£5,517	£4,400
9	£7,290	£6,016	£4,950
10	£8,100	£6,515	£5,500
11	£8,910	£7,014	£6,050
12	£9,720	£7,513	£6,600
13	£10,530	£8,012	£7,150
14	£11,340	£8,511	£7,700
15	£12,150	£9,010	£8,250

Frequently Asked Questions (FAQs)

<p>Will we be charged for students failing to attend any Online (live) Public or Exclusive courses?</p>	<p>No, only students attending at the point of course commencement will be charged accordingly, if already prepaid, then the customer is entitled to a full refund or the option to reschedule. 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.</p>
<p>What happens if a student starts an Online (live) Public or Exclusive course but fails to complete the course?</p>	<p>Students joining any Online (live) course but fail to complete the course will be charged accordingly. However, these students can attend any future prescheduled Online (live) <u>Public</u> course free of charge. This is on the basis that they still hold a valid exam voucher.</p>
<p>What if a student fails the exam?</p>	<p>Firstly, we include 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). In this case, whether students have attended an Online (live) course or undertaken an eLearning (self-paced) course, they can either attend a future prescheduled Online (live) <u>Public</u> course or request an Online (live) <u>Revision</u> session free of charge. This is on the basis that students hold a valid exam voucher (e.g., their resit voucher).</p>
<p>As a company organisation can we place orders based on invoicing terms?</p>	<p>Yes, the first step is to request a quotation with availability of dates from admin@itsmassist.com along with providing the preferred approach, e.g., Online (live) Public, Online (live) Exclusive, or eLearning (self-paced) MP4.</p> <p>After receiving a quotation, if you want to proceed send a purchase order and we will then invoice after course completion if Online (live) Public or Exclusive, or as soon as access is provided regarding eLearning (self-paced) MP4 courses. Payment will be expected on or before 30-days from the date of invoice.</p> <p>We will provide our company details with every quotation just in case we are not already on your supplier system. If further information is required then you can contact admin@itsmassist.com</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