

Certification Training

ITIL® 4

Hire Trainer Online – any time zone



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

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## Introduction

This document contains information and pricing details regarding our ITIL® **Hire Trainer On - any time zone** service, designed for business organisations.

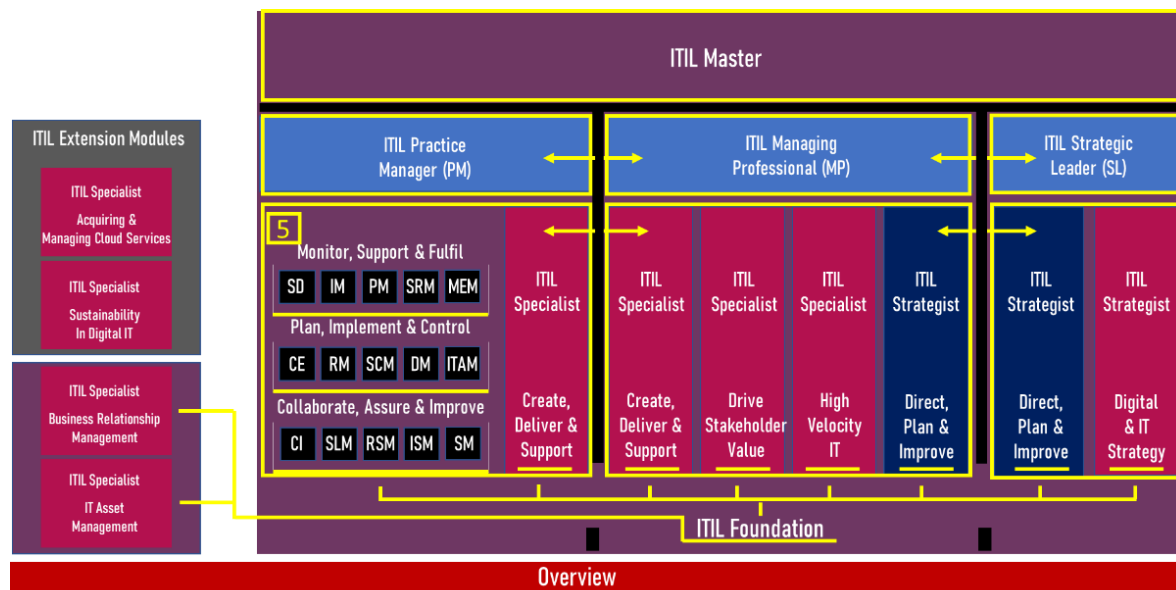
For peace of mind, ITSM Assist is a private limited company registered in England and Wales, and promote the official Axelos®/PeopleCert® accredited training organisation (ATO) status. Axelos are the owners of ITIL and PeopleCert are the official examination institute (EI) for Axelos.

### For quick clarification:

In view that our mainstream ITIL online courses (including our online subscription services) are based on the UK time zone, which typically accommodate other European countries, we have an alternative solution for business organisations operating within time zones further afield, simply put, any time zone!

That said, this option is also ideal for those UK/European business organisations who prefer to make courses exclusive to them only. See section, frequently asked questions (FAQs) for additional information including the benefits regarding this service option.

### The ITIL® 4 Certification Scheme



## Pricing

### How it works

We invoice based on applying a fixed charge for trainer/instructor delivery regardless of the number of students attending. In addition, as a separate item line we charge per student accordingly.

We invoice following course completion with payment due on or before 30-days from the date of invoice (paid in GBP). The customer can cancel and/or swap students at any time prior to course commencement without incurring any cancellation 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 (PDF) and student courseware (PDF) 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.

### ITIL® 4 Foundation

Course Module	Course Delivery	Course Duration	Instructor Delivery	Price Any Time Zone
FND	Trainer/Instructor (Fixed Charge)	2-days	Presented Live Online	<b>£1,500</b> Inclusive of tax  (Paid in GBP)
	Per Student Exam+Free Resit +Acces to eBook +Course Materials			<b>£450</b> Inclusive of tax  (Paid in GBP)

Course abbreviation:

Foundation (FND)

Whilst any number of students (up to a maximum of 15 x students) can attend our Online Live Custom courses, the following provides an example of the average cost per student (including the trainer/instructor charge).

Students attending	Total course cost (GBP)	Average cost per student (GBP)
5	£3,750	£750
10	£6,000	£600
15	£8,250	£550

## ITIL® 4 Upper-Level

Course	Course Delivery	Duration/ Access	Instructor Delivery	Price Any Time Zone
Upper Level	Trainer/Instructor (Fixed Charge)	3-days	Presented Live Online	<b>£2,160</b> Inclusive of tax  (Paid in GBP)
CDS DSV DPI HVIT DITS MSF PIC CAI	Per Student Exam+Free Resit +Acces to eBook +Course Materials			<b>£583.20</b> Inclusive of tax  (Paid in GBP)

## Course abbreviations:

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

Whilst any number of students (up to a maximum of 15 x students) can attend our Online Custom courses, the following provides an example of the average cost per student (including the trainer/instructor charge).

Students attending	Total course cost (GBP)	Average cost per student (GBP)
5	£ 5,076	£1,015.20
10	£ 7,992	£ 799.20
15	£10,908	£ 727.20

## Frequently Asked Questions (FAQs)

Can we book training based on invoicing terms?	Yes, if we are not already an approved supplier, contact <a href="mailto:admin@itsmassist.com">admin@itsmassist.com</a> requesting our company details so that we can become an approved supplier. Then simply request a quotation respectively, and each time you elect to proceed, send us a company purchase order (PO). We will confirm accordingly, and invoice after course completion/delivery, based on payment due on or before 30-days from the invoice date.
With courses being exclusive to us, can we adjust start and finish times?	Yes, courses can start and finish to co-inside with your operational working hours. That said, courses should be based on at least 6-hours per day in-class study time.
How many students can we assign to any one course?	As many as required, up to a maximum of 15 x students per course session. We recommend not exceeding 15 x students because this can potentially reduce course quality from a student perspective.
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 student 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>
How long are exam vouchers valid for?	Exam vouchers are valid for 12-months from the date of issue. Resits (retakes) are valid for 6-months following the first exam.

## FAQs continued

Can we cancel/swap students last minute?	Yes, you can amend student bookings at any time prior to course commencement without incurring any cancellation/penalty charges.
Will we be charged for students failing to attend any 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 course but fails to complete the course?	Students starting a course but failing to complete the course will be charged accordingly. However, these students can attend any 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 any 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)