

# ITIL® 4 TRAINING ONLINE VERSUS ONSITE





## ITIL® 4 certification training – Online vs Onsite

As an accredited Axelos®/PeopleCert® ITIL trainer, if I were asked to give my comments regarding online vs onsite prior to COVID lockdown, I would favour onsite. This is because most of my course deliveries were onsite with a small handful being online. I suppose this would be the same with most trainers.

However, with online training being imposed entirely throughout COVID lockdown I am now able to truly compare the two, and as a result I am now genuinely struggling to favour onsite, let me briefly explain why in bullet point format for speed and ease:

### In favour of online:

- No hassle or pressure travelling to and from the venue
- No need for parking, relying on public transport or overnight stays
- No classroom issues, e.g., seating, lighting, space, heating, coffee/teas etc.
- Students are far more focused on the course topic due to reduced classroom distraction, i.e., classroom banter
- Interaction in terms of questions/answers is just the same compared with onsite

### In favour of onsite:

- Whilst the physical classroom provides a better platform for classroom banter this really contributes pretty much zero to student learning. In fact, while classroom banter can be fun, some students can find it annoying, distracting, and even intimidating especially if there are big characters in the classroom. Not to mention, topic clarity can become distorted through listening to too many opinions with some that are totally unrelated.

So, while I feel embarrassed for not being able to put forward something more concrete to support the physical classroom I am really struggling. Okay, it is fair to say that some students do not have the ideal environment to work/study remotely but that is about it!

Someone said to me the impact COVID has had (in a business sense) is that it has simply fast-tracked everything 5 years overnight. In other words, what we are faced today was always coming but just 5-years premature.

So, in my opinion, online ITIL certification training offers far more value and benefits to both individuals and company organisations compared with onsite. To such a degree, when we really do get back to normal life, I am unsure if onsite training will have any legs, I fear that onsite may be pretty much done and finished! If not, things will have to be done differently going forward.

And, whatever our personal preference, let us be really honest, the real ingredient is the trainer delivering the course regardless of whether online or onsite. A trainer who is clear verbally, a trainer who is not monotone, a trainer who students feel comfortable and at ease with, a trainer who students can relate to and a trainer who knows the topic and can bring real-life with context and meaning is where the real value sits!

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