

Certification Training

ITIL® 4

Online Exclusive for Business Organisations



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

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## Introduction

This document contains information and pricing details regarding our ITIL® Online (live) **EXCLUSIVE** certification training, 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.

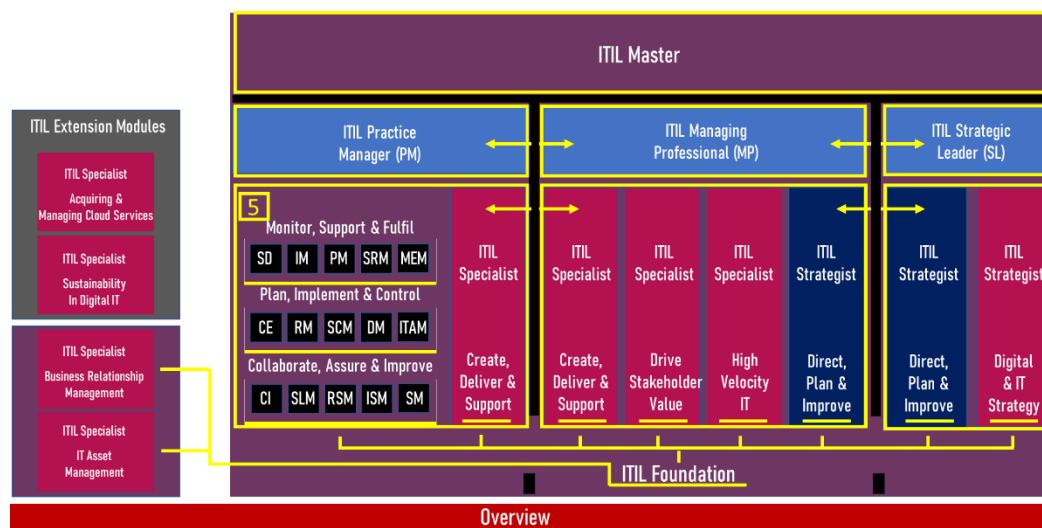
### For quick clarification:

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

- Only employees or approved representatives of the customer will be in attendance
- Dates, time start and time finish can be customised to suit (applicable to any time zone)
- As standard we use Cisco WebEx as our online platform to deliver courses however, if preferred, the customer can elect to use their own (in-house) online platform e.g., MS Teams, Zoom, etc.,
- 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.
- The more students attending, the more cost-efficient per student.

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 a student perspective.

### The ITIL® 4 Certification Scheme



## Online (live) Exclusive Pricing

### How it works

We invoice based on applying a fixed charge for 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 the invoice. 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 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	<b>£1,200</b> Inclusive of tax  (Paid in GBP)
	Per Student Exam+Free Resit +Acces to eBook +Course Materials			<b>£478.80</b> Inclusive of tax  (Paid in GBP)

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	<b>£1,800</b> Inclusive of tax  (Paid in GBP)
CDS DSV DPI HVIT DITS	Per Student Exam+Free Resit +Acces to eBook +Course Materials			<b>£598.80</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), 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) <u>Public</u> Total Cost	Online (live) <u>Exclusive</u> Total Cost including Instructor Charge	eLearn (self-paced) MP4 Total Cost <b>the best price option!</b>
1	£750.00	£1,678.80	£540.00
2	£1,500.00	£2,157.60	£1,080.00
3	£2,250.00	£2,636.40	£1,620.00
4	£3,000.00	£3,115.20	£2,160.00
5	£3,750.00	£3,594.00	£2,700.00
6	£4,500.00	£4,072.80	£3,240.00
7	£5,250.00	£4,551.60	£3,780.00
8	£6,000.00	£5,030.40	£4,320.00
9	£6,750.00	£5,509.20	£4,860.00
10	£7,500.00	£5,988.00	£5,400.00
11	£8,250.00	£6,466.80	£5,940.00
12	£9,000.00	£6,945.60	£6,480.00
13	£9,750.00	£7,424.40	£7,020.00
14	£10,500.00	£7,903.20	£7,560.00
15	£11,250.00	£8,382.00	£8,100.00

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

Students	Online (live) <u>Public</u> Total Cost	Online (live) <u>Exclusive</u> Total Cost including Instructor Charge	eLearn (self-paced) MP4 Total Cost <b>the best price option!</b> Coming Soon
1	£972.00	£2,398.80	£660.00
2	£1,944.00	£2,997.60	£1,320.00
3	£2,916.00	£3,596.40	£1,980.00
4	£3,888.00	£4,195.20	£2,640.00
5	£4,860.00	£4,794.00	£3,300.00
6	£5,832.00	£5,392.80	£3,960.00
7	£6,804.00	£5,991.60	£4,620.00
8	£7,776.00	£6,590.40	£5,280.00
9	£8,748.00	£7,189.20	£5,940.00
10	£9,720.00	£7,788.00	£6,600.00
11	£10,692.00	£8,386.80	£7,260.00
12	£11,664.00	£8,985.60	£7,920.00
13	£12,636.00	£9,584.40	£8,580.00
14	£13,608.00	£10,183.20	£9,240.00
15	£14,580.00	£10,782.00	£9,900.00

## Frequently Asked Questions (FAQs)

<p>Will we be charged for students failing to attend any Online (live) <u>Public</u> or <u>Exclusive</u> 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) <u>Public</u> or <u>Exclusive</u> 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, 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). Therefore, if a student fails the exam at first attempt, regardless of whether they attended an Online (live) course or undertaken an eLearn (self-paced) MP4 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 along with available dates from <a href="mailto:admin@itsmassist.com">admin@itsmassist.com</a> including the preferred approach, e.g., Online (live) <u>Public</u>, Online (live) <u>Exclusive</u>, or eLearn (self-paced) MP4.</p> <p>Note: If we are not already on your supplier system, we will provide our company details along with our quotation. If further information is required, then you can contact <a href="mailto:admin@itsmassist.com">admin@itsmassist.com</a></p> <p>If you want to proceed, then the second step is we will expect receipt of a purchase order (PO). If Online (live) <u>Public</u> or <u>Exclusive</u>, we will invoice after course delivery/completion. If eLearn (self-paced) MP4, we will invoice as soon as student access is provided. All invoices are based on 30-day payment terms.</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)