

Certification Training

ITIL® 4

Membership Scheme Terms



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

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Contents

Membership Period	2
Courses and Course Dates	2
Invoicing Terms	2
Cancellation/Refunds.....	3
Course Bookings.....	4
Student Exam Vouchers	4
Contact Details.....	4

Membership Period

Our Membership Scheme naturally expires on the anniversary (12-months following the start date). We will notify the Customer in advance of expiry with a view of offering the option to renew accordingly.

During the agreed membership period the Customer will benefit the agreed student discount/charges respectively.

Courses and Course Dates

The Customer can view upcoming online live courses and course dates by visiting <https://www.itsmassist.com> Alternatively, the Customer can request information about upcoming courses/dates by contacting admin@itsmassist.com

Invoicing Terms

All invoices will be due for payment on or before 30-days from the date of the invoice.

Cancellation/Refunds

Whilst the respective ITIL® online membership will come to a natural expiry 12-months following the start date, in the meantime, the Customer reserves the right to cancel the membership with immediate effect, and where applicable, can expect full or part refunds/credits based on the following conditions.

1. The Customer reserves the right to cancel the respective membership with immediate effect if the agreed student course charges increase during the membership period. In this case, the following will apply:
 - 1.1 If the Customer has not yet been invoiced for any student courses during the membership period, then the annual membership fee will be refunded fully if payment has already been made, or credited if payment remains outstanding.
 - 1.2 If the Customer has been invoiced for courses undertaken by students during the membership period, then we (ITSM Assist) will calculate these student charges accordingly (including the annual membership fee), and compare this with our normal pricing model. If the membership scheme equates to an overpayment, then this overpayment will be refunded (if payments have already been made) or credited accordingly against payments remaining as outstanding. In summary, this will be reconciled equal to as if the Customer was never part of the membership scheme.
 - 1.3 Based on the calculation described in point 1.2, if it becomes evident that the Customer has already achieved a cost saving at the point of cancelling the membership scheme, then no refunds/credits will be issued. In this case, the Customer will continue to benefit the agreed membership student discount until natural expiry.

Course Bookings

The Customer reserves the right to cancel student bookings at any time prior to course commencement without incurring any charges. If the Customer has already prepaid, then a full refund or credit will be issued accordingly (whichever the customer prefers).

If however, a student attends a course and regardless of whether the student completes the course or not, the Customer agrees to pay all relevant charges.

Student Exam Vouchers

Student exam vouchers are issued directly by PeopleCert® (the official Axelos® examination institute) and will be valid for 12-months from the date of issue. In the event of exam failure, students are provided with a free resit/retake known as "Take2". In such an event, 2-days following the first exam attempt, PeopleCert will automatically issue the student with another exam voucher and will be valid for 6-months.

Exam dates booked can be rescheduled without charge on the basis that no less than 48-hours' notice is provided. If less than 48-hours' notice PeopleCert will impose a charge accordingly. Students failing to attend a booked exam date will be deemed as "absent" and will incur a charge (imposed by PeopleCert) should the student wish to reinitiate the respective exam voucher.

Student Exam vouchers can be extended up to 6-months beyond the 12-month validity period on the basis that such requests are submitted no less than 14-days prior to the exam voucher expiry date, and that the Customer agrees to a charge of £50 plus VAT per exam extension.

Contact Details

Admin@itsmassist.com (enquiries for more information, quotations and/or course dates, submitting purchase orders and notices regarding cancellations etc.,)

Accounts@itsmassist.com (billing enquiries)

Support@itsmassist.com (course topic/content enquiries)