

Certification Training

ITIL® 4

Online Live Annual Subscription



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

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## Introduction

This document contains information and pricing details regarding our ITIL® **Online Live Annual Subscription** services 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.

## What is the online live subscription service?

Our annual subscription services are designed for business organisations so that they can book students (employees) on our prescheduled (UK time zone) ITIL® online live certification courses as and when required, at the agreed reduced (discounted) price per student. We offer 2 x annual subscription services, i) Online Live Foundation and, ii) Online Live Upper-Level.

## Purpose?

The purpose is provide business organisations with an extremely affordable and flexible ITIL learning and development (L&D) platform. This is so that these organisations can put any number of students through the ITIL certification scheme during the subscription period as and when required, without the pressure of placing numbers of students on any one course in order to meet volume discounts.

## Why do we offer this?

Because today's modern business world presents an environment that is volatile (constantly changing and unpredictable), uncertain (cannot be relied upon), complex (groups of related/interactive things), and ambiguous (more than one interpretation/unclear), business strategies must therefore, structure for agility. Equally, business strategies must cascade into IT service management (ITSM)-related strategies because today, ITSM is the fibre of every business activity!

To realise these strategies, agility combined with a service mindset must be adopted organisation-wide, not in parts. Meaning, in this case, people adopting ITIL practices, principles and methodologies in one's and two's (e.g., in a siloed approach) is not enough, everyone must collaborate and therefore, such ITSM-related practices, principles and methodologies must become part of the fibre of the business regardless of people's specialism(s). It is indeed people that makes things happen!

So, when we consider ITIL, we want **everyone** to be Foundation literate, and **many** to become ITIL Masters. Unfortunately, affordability limits this aspiration unless however, we can make this aspiration affordable!

## What are the benefits?

1. Significant financial savings over a 12-month period.  
Calculating the inclusion of the respective annual subscription fee, placing a total of 6 x students on our prescheduled online live ITIL courses over a 12-month period, benefits an immediate financial saving compared with our normal pricing model. However, the more students the more significant the financial saving becomes, thus reducing cost constraints (see section 'Pricing Comparisons').
2. Positively contributes to an organisation's service strategy.  
It is a collaborative effort that achieves an organisation's strategy, and our ITIL online live annual subscription services are designed to promote such a collaborative effort.
3. Promotes a strong commitment to 'investment in people'.  
From a learning and development perspective, employees will use knowledge to make them more agile, and in turn have a greater sense of purpose!

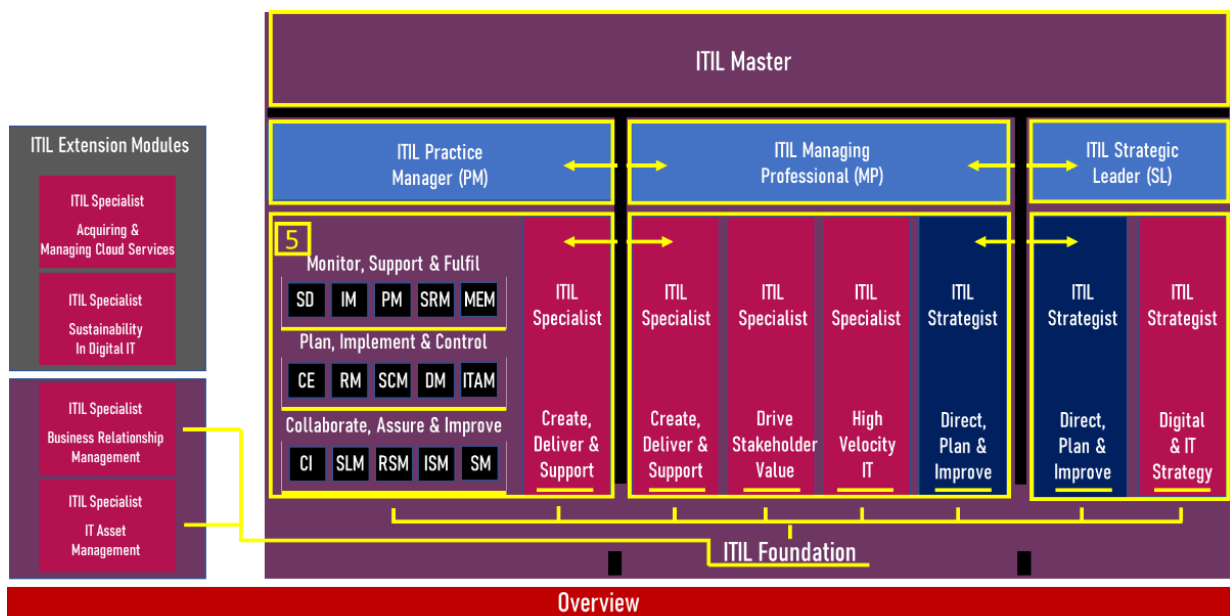
What are the benefits continued

4. The best of both worlds.

As part of the annual subscription service, whilst you can place students individually on preschedule courses as and when, if in the event where you are able to place a minimum of 10 x students on the same course date, then whilst the agreed price per student remains the same, you have the option with 10 x students attending the same course date to make the course exclusive to your organisation only. So you benefit the best of both worlds, ad-hoc student bookings and the option to make it exclusive.

See section, frequently asked questions (FAQs) for more information.

## The ITIL® 4 Certification Scheme



To find our more visit: <https://www.itsmassist.com/itil-4-certification>

## Pricing and Price Comparisons

Inclusive within the price per student, all students will benefit as standard:

- Online (live) trainer/instructor course delivery (UK time zone).
- The official Axelos®/PeopleCert® exam, valid for 12-months from the date of issue
- 1 x free exam resit (retake) valid for 6-months following the first exam.
- Access to the official Axelos eBook for the respective course module (PDF).
- Access to student courseware (PDF).

We offer 2 x ITIL Online Live Annual Subscription services:

1. ITIL Online (Live) **Foundation** Subscription
  - ✓ Fixed annual fee (option to renew annually): £1,250 plus VAT
  - ✓ Per student £375 plus VAT per student
2. ITIL Online (Live) **Upper-level** Subscription
  - ✓ Fixed annual fee (option to renew annually): £1,800 plus VAT
  - ✓ Per student £486 plus VAT per student

### Price comparisons

| Number of Students Over 12-months | Foundation Subscription Total Cost | Foundation Normal Price Total Cost | Upper-Level Subscription Total Cost | Upper-Level Normal Price Total Cost |
|-----------------------------------|------------------------------------|------------------------------------|-------------------------------------|-------------------------------------|
| 1                                 | £1,625                             | £ 625                              | £ 2,286                             | £ 810                               |
| 2                                 | £2,000                             | £ 1,250                            | £ 2,772                             | £ 1,620                             |
| 3                                 | £2,375                             | £ 1,875                            | £ 3,258                             | £ 2,430                             |
| 4                                 | £2,750                             | £ 2,500                            | £ 3,744                             | £ 3,240                             |
| 5                                 | £3,125                             | £ 3,125                            | £ 4,230                             | £ 4,050                             |
| 6                                 | £3,500                             | £ 3,750                            | £ 4,716                             | £ 4,860                             |
| 7                                 | £3,875                             | £ 4,375                            | £ 5,202                             | £ 5,670                             |
| 8                                 | £4,250                             | £ 5,000                            | £ 5,688                             | £ 6,480                             |
| 9                                 | £4,625                             | £ 5,625                            | £ 6,174                             | £ 7,290                             |
| 10                                | £5,000                             | £ 6,250                            | £ 6,660                             | £ 8,100                             |
| 11                                | £5,375                             | £ 6,875                            | £ 7,146                             | £ 8,910                             |
| 12                                | £5,750                             | £ 7,500                            | £ 7,632                             | £ 9,720                             |
| 13                                | £6,125                             | £ 8,125                            | £ 8,118                             | £10,530                             |
| 14                                | £6,500                             | £ 8,750                            | £ 8,604                             | £11,340                             |
| 15                                | £6,875                             | £ 9,375                            | £ 9,090                             | £12,150                             |
| 16                                | £7,250                             | £10,000                            | £ 9,576                             | £12,960                             |
| 17                                | £7,625                             | £10,625                            | £10,062                             | £13,770                             |
| 18                                | £8,000                             | £11,250                            | £10,548                             | £14,580                             |
| 19                                | £8,375                             | £11,875                            | £11,034                             | £15,390                             |
| 20                                | £8,750                             | £12,500                            | £11,520                             | £16,200                             |

## Frequently Asked Questions (FAQs)

|   |  |
|---|--|
| <p>How do we subscribe to one or both ITIL® Online Live Annual Subscription services?</p> | <p>Firstly, email <a href="mailto:admin@itsmassist.com">admin@itsmassist.com</a> requesting your interest in subscribing to one or both, of the ITIL Annual Subscription services (e.g., Foundation and/or Upper-Level).</p> <p>We will respond with a quotation, including the terms of service. If we are not already an approved supplier, and you would like to proceed, contact <a href="mailto:admin@itsmassist.com">admin@itsmassist.com</a> requesting our company details so that we can become an approved supplier.</p> <p>Secondly, once we have become an approved supplier, simply send us a purchase order (PO) and we will confirm accordingly, at which point you will become an Annual Subscription member. We will then invoice the agreed annual subscription fee(s), with payment due on or before 30-days from the invoice date.</p> <p>For clarification, student course bookings will be invoiced accordingly after course completion/delivery, when payment will be due on or before 30-days from the invoice date.</p> <p>The annual subscription will naturally expire 12-months following (e.g., it will not automatically renew) however, with the option to renew accordingly.</p> |
| <p>How do we make student course bookings?</p>  | <p><b>Step 1:</b> Enquire about specific courses and course dates by emailing <a href="mailto:admin@itsmassist.com">admin@itsmassist.com</a> you can also see upcoming courses/dates at: <a href="https://www.itsmassist.com/public-uk-online-time-zone">https://www.itsmassist.com/public-uk-online-time-zone</a> ) We will respond providing the required information along with the agreed charge per student.</p> <p><b>Step 2:</b> If you want to make a booking, send us a purchase order (PO) along with student name(s), their respective email address, and elected course(s) and date(s). We will then respond with confirmation and in turn issue students with their course joining details accordingly.</p> <p><b>Step 3:</b> Following course delivery/completion, we will invoice at the agreed student charge (per student), with payment due on or before 30-days from the invoice date.</p>  |

## FAQs continued

|  |   |
|--|---|
| 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> <p>Exams are valid for 12-months from the date of issue with resits (retakes) valid for 6-months following the first exam.</p>  |
| Will we be charged for students failing to attend any Online Live 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 an Online Live course but fails to complete the course? | Students joining any Online Live course but fails to complete the course will be charged accordingly. However, these students can attend any future 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 another 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)