

Certification Training

ITIL® 4

# Annual Subscription For Self-funding Individuals



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

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## Introduction

This document contains information and pricing details related our ITIL® “Annual Subscription” service which promotes significant financial savings for **Self-Funding Individuals**, and if preferred, the opportunity to share with colleagues and friends.

For clarification and peace of mind, ITSM Assist is a private limited company registered in England and Wales, and promotes 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.

This document has been divided into sections for ease of reference and understanding.

## Annual Subscription Briefly Explained

The purpose of our Annual Subscription service is to offer **Self-Funding Individuals** ITIL® certification training within an extremely affordable budget, combined with total flexibility and without any long-term commitment, thus helping Self-Funding Individuals to progress through the ITIL scheme accordingly. What's more, Self-Funding Individuals can if preferred, share this benefit with their colleagues and friends!

Simply put, Annual Subscription Customers benefit a **significant 30% discount** every time they purchase an Online Live and/or Self-paced eLearning course, and there is no minimum requirement or limit to the number of such purchases throughout the subscription period - the more Students/Courses, the greater the financial saving!

For example,

### Online Live Courses

Throughout the Annual Subscription period Self-Funding Individuals will,

- **save £792** including UK value added tax, if aiming to achieve 'Managing Professional' and 'Strategic Leader' status (including Foundation certification).
- **save £558** including UK value added tax, if aiming to achieve 'Managing Professional' and 'Strategic Leader' status (excluding Foundation certification).

Not to mention, Self-Funding Individuals can also share this benefit with their colleagues and friends.

For clarification, whilst we will remind the Customer when the subscription period is due to expire, this service does not automatically renew to ensure true flexibility, e.g., the Annual Subscription service will expire naturally 12-months following.

**Please note:** this subscription service does not apply to our Onsite (Physical Classroom) courses. In brief, Onsite courses are by default exclusive, and incorporate travel/accommodation charges etc. Quotations for Onsite courses can be provided accordingly by contacting: [admin@itsmassist.com](mailto:admin@itsmassist.com)

## Courses and Pricing

### Annual Subscription Fee

£750 plus UK value added tax (VAT)

### Pricing

All courses and course delivery formats include as standard, the respective online exam + free exam resit (retake), access to the official Axelos® eBook, and student courseware.

Course	Course Delivery Format	Duration/ Access	Instructor Delivery	Price
FND	Online Live (virtual classroom) UK time zone	2-days	Presented Live Online	Normal Price £650 plus VAT  Subscription Price (30% Discount) <b>£455 plus VAT</b>
	Self-paced (eLearning) Any time zone, On-demand 24x7	12-months	Presented MP4-video	Normal Price £590 plus VAT  Subscription Price (30% Discount) <b>£413 plus VAT</b>
Upper Level  CDS DSV DPI HVIT DITS	Online Live (virtual classroom) UK time zone	3-days	Presented Live Online	Normal Price £810 plus VAT  Subscription Price (30% Discount) <b>£567 plus VAT</b>

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

Based on a **£750** single Annual Subscription Fee, the tables below compare the overall cost as an Annual Subscription Customer compared with the overall cost if based on our Normal pricing scheme.

Note: For ease of reference, the tables below separate Online Live Foundation, Online Live Upper-Level, and Self-paced eLearning however, these can all be combined as part of the single Annual Subscription Fee - the more Students/Courses, the greater the financial saving!

All prices are subject to UK VAT.

Online Live Foundation

Students /Courses	Subscription Customers Including the Subscription Fee	Normal Cost
1	£1,205	£650
2	£1,660	£1,300
3	£2,115	£1,950
4	£2,570	£2,600
5	£3,025	£3,250
6	£3,480	£3,900
7	£3,935	£4,550
8	£4,390	£5,200
9	£4,845	£5,850
10	£5,300	£6,500
11	£5,755	£7,150
12	£6,210	£7,800

Online Live Upper-Level

Students /Courses	Subscription Customers Including the Subscription Fee	Normal Cost
1	£1,317	£810
2	£1,884	£1,620
3	£2,451	£2,430
4	£3,018	£3,240
5	£3,585	£4,050
6	£4,152	£4,860
7	£4,719	£5,670
8	£5,286	£6,480
9	£5,853	£7,290
10	£6,420	£8,100
11	£6,987	£8,910
12	£7,554	£9,720

Self-paced eLearning Foundation

Students /Courses	Subscription Customers Including the Subscription Fee	Normal Cost
1	£1,163	£ 590
2	£1,576	£1,180
3	£1,989	£1,770
4	£2,402	£2,360
5	£2,815	£2,950
6	£3,228	£3,540
7	£3,641	£4,130
8	£4,054	£4,720
9	£4,467	£5,310
10	£4,880	£5,900
11	£5,293	£6,490
12	£5,706	£7,080

## How to Subscribe

### Activate Subscription

Visit <https://www.itsmassist.com/itil-annual-subscription> and purchase our Annual Subscription.

Within 24-hours of purchase we will issue you with a Unique Reference Number valid for 12-months from the date when the Annual Subscription is activated.

### Purchasing/Booking Courses

1. For upcoming Online Live dates/courses visit: <https://www.itsmassist.com/public-uk-online-time-zone>
2. For Self-paced eLearning courses visit: <https://www.itsmassist.com/itil-self-paced-elearning>

Select/purchase the course you want to book, and at the secure checkout use the Unique Reference Number provided and this will apply the agreed Annual Subscription discount accordingly.

### Sharing with Colleagues/Friends

The Unique Reference Number provided allows unlimited purchases throughout the subscription period therefore, if you can pass this onto colleagues/friends this will also apply the agreed Annual Subscription discount when purchasing/booking courses.

## Frequently Asked Questions (FAQs)

Does the Annual Subscription service automatically renew each year?

No, the Subscription service will naturally expire 12-months following with the option to renew accordingly.

Is there a minimum requirement or limit to the number of personnel (students) we can assign to courses?

No, there is no minimum requirement or limit. This service provides unlimited use during the Subscription period.

Can the Annual Subscription service be cancelled during the subscription period?

The Customer reserves the right to cancel the Annual Subscription with immediate effect and where applicable, expect the Annual Subscription fee paid to be part or fully refunded based on the following (see also section, Terms):

1. If the Normal prices and/or the agreed Annual Subscription discount change throughout the subscription period, and where such an event means the Customer no longer benefits the same financial savings.
2. Where we fail to make courses available within any given 8-week period.



## Terms

### 1. **Subscription:**

The Annual Subscription service will naturally expire 12-months following. We will notify the Customer in advance of expiry with a view of offering the option to renew accordingly.

### 2. **Purchasing Courses:**

During the agreed Annual Subscription period the Customer will benefit the agreed discount for as many ITIL® Online Live and/or Self-paced eLearning courses as the Customer wishes to purchase.

The Customer can view Online Live and Self-paced eLearning courses, and using the Unique Reference Number when making a purchase will apply the agreed Annual Subscription discount accordingly.

**Please note:** this subscription service does not apply to our Onsite (Physical Classroom) courses. In brief, Onsite courses are by default exclusive, and incorporate travel/accommodation charges etc. Quotations for Onsite courses can be provided accordingly by contacting: [admin@itsmassist.com](mailto:admin@itsmassist.com)

### 3. Cancellation/Refunds:

#### 3.1 Annual Subscription Cancellation

Whilst the Annual Subscription will come to a natural expiry 12-months following, in the meantime, the Customer reserves the right to cancel the Annual Subscription with immediate effect and where applicable, expect the Annual Subscription fee paid to be part or fully refunded based on the following conditions:

- If the normal prices and/or agreed discount change during the Annual Subscription period and where the Customer can no longer benefit the same financial savings.
- Where we fail to make any of the courses (listed below) available within any given 8-week period.
  - Foundation (FND)
  - Create Deliver and Support (CDS)
  - Drive Stakeholder Value (DSV)
  - High Velocity IT (HVIT)
  - Direct Plan and Improve (DPI)
  - Digital and IT Strategy (DITS)

#### 3.11 Annual Subscription Refunds

On the basis all outstanding invoices are fully paid, and Cancellation meets the agreed conditions as outlined above, the Customer will be entitled to a refund (part, or in full) regarding the Annual Subscription fee paid as follows:

- Calculated on the courses already purchased and fulfilled during the Annual Subscription period; if the Customer has NOT benefited a financial saving during this time (including the Annual Subscription fee paid), then the Customer will be refunded the portion of the Annual Subscription fee equating to the shortfall. For example, if the courses which the Customer has purchased (including the Annual Subscription fee) exceeds the overall cost when compared with the normal prices, then the Customer will be refunded the difference accordingly. If the Customer at this point has not purchased any courses, then the Customer will be refunded the full Annual Subscription fee amount.

**Please note:** Calculated on the courses already purchased and fulfilled during the Annual Subscription period; if the Customer has benefited a financial saving during this time (including the Annual Subscription fee paid), then the Customer will NOT be entitled to a refund. In this case, the Annual Subscription will continue and naturally expiry as scheduled.

Cancellation/Refunds Continued

### 3.2 Course Bookings

#### 3.21 Students

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 will be given accordingly. Once the course has commenced then the Customer agrees to pay all relevant charges however, students failing to attend or complete a course can be transferred to another course accordingly at no additional charge.

#### 3.22 Exams

The Customer can transfer unused exam vouchers to other students who can, therefore, attend a course equivalent to the exam voucher at no additional charge. It should be noted however, that resits can only be transferred with the main exam voucher, i.e., not independently.

Exam vouchers are valid for 12-months from the date of issue and resits are valid for 6-months following the first exam.

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

[Accounts@itsmassist.com](mailto:Accounts@itsmassist.com) (billing enquiries)

[Support@itsmassist.com](mailto:Support@itsmassist.com) (course topic/content enquiries)