

ITIL® 4 CERTIFICATION PRICING



The ITIL® Accredited Training Organisation logo is a trademark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved. The Swirl logo™ is a trade mark of AXELOS Limited, used under permission of AXELOS limited. All rights reserved.



Contents

Introduction	3
Course Delivery Options	4
Public.....	4
Contract trainer.....	4
ITIL® 4 Pricing	5
Foundation (FND).....	5
Digital and IT Strategy (DITS)	5
Direct Plan and Improve (DPI).....	5
Create Deliver and Support (CDS).....	5
Drive Stakeholder Value (DVS).....	5
High Velocity IT (HVIT)	5
Strategic Leader FAST TRACK.....	6
Managing Professional FAST TRACK	6
ITIL® 4 Certification Scheme	7
FAST TRACKS Explained	8
Strategic Leader (SL) FAST TRACK	8
Managing Professional (MP) FAST TRACK.....	8
Additional Information	9
Payment Terms	9
Online Exams.....	9
Contact Details.....	9
For Supplier Management	10

Introduction

This document contains information (including financial details) relating to the provision of ITIL® 4 certification training. This document also incorporates our company information required should we not already exist on your supplier management system.

For the purpose of clarification and peace of mind,

- ITSM Assist is an Axelos®/PeopleCert® accredited training organisation (ATO). Axelos are the owners of ITIL and PeopleCert are the official examination institute (EI) for Axelos.
- You can arrange an online meeting directly with the trainer (Trevor Wilson) with a view of evaluating service quality, and to discuss your training requirements. Email Trevor directly at: twilson@itsmassist.com
- You can see our reviews on Trustpilot at: <https://uk.trustpilot.com/review/itsmassist.com>

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

Course Delivery Options

Public
Online live

This option is based on prescheduled course dates where students attending represent various company organisations.

Courses dates and prices are advertised in advance.

Contract trainer
Online live

This option can be the most cost-efficient approach for company organisations, by the way of contracting the trainer on a fixed price arrangement and paying for students separately at a reduced rate.

By default, this option becomes exclusive to the company organisation and therefore, course dates are customised to suit.

Company organisations do not need to pay in advance, simply contact admin@itsmassist.com to make an enquiry, make a course booking, get a quotation and/or establish course dates etc.,

ITIL® 4 Pricing

All courses include as standard, the official Axelos®/PeopleCert® online exam, free exam resit (retake), access to student courseware and the official Axelos Core Guidance eBook. Students take exams at a time, date, and location of their own choosing.

All prices are subject to value added tax (VAT).

Foundation (FND)

Course delivery	Course duration	Instructor/trainer charge	Course delivery per student	Exam/materials per student
Public	2-days	Included	£430	Included
Contract trainer	2-days	£840	Included	£275

Strategist:

Digital and IT Strategy (DITS)

Course delivery	Course duration	Instructor/trainer charge	Course delivery per student	Exam/materials per student
Public	3-days	Included	£750	Included
Contract trainer	3-days	£1,475	Included	£375

Direct Plan and Improve (DPI)

Course delivery	Course duration	Instructor/trainer charge	Course delivery per student	Exam/materials per student
Public	3-days	Included	£650	Included
Contract trainer	3-days	£1,260	Included	£375

Specialist (per course module)

Create Deliver and Support (CDS)

Drive Stakeholder Value (DVS)

High Velocity IT (HVIT)

Course delivery	Course duration	Instructor/trainer charge	Course delivery per student	Exam/materials per student
Public	3-days	Included	£650	Included
Contract trainer	3-days	£1,260	Included	£375

Strategic Leader FAST TRACK

Inclusive within the price:

- Digital and IT Strategy (DITS)
- Direct Plan and Improve (DPI)

See section, FAST TRACKS Explained

Course delivery	Course duration	Instructor/trainer charge	Course delivery per student	Exam/materials per student
Public	5-days	Included	£1,260	Included
Contract trainer	5-days	£2,315	Included	£675

Managing Professional FAST TRACK

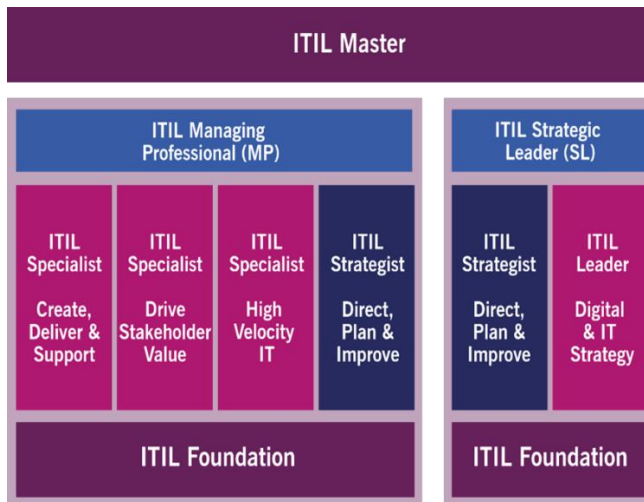
Inclusive within the price:

- Create Deliver and Support (CDS)
- Drive Stakeholder Value (DSV)
- High Velocity IT (HVIT)
- Direct Plan and Improve (DPI)

See section, FAST TRACKS Explained

Course delivery	Course duration	Instructor/trainer charge	Course delivery per student	Exam/materials per student
Public	10-days	Included	£2,430	Included
Contract trainer	10-days	£4,200	Included	£1,350

ITIL® 4 Certification Scheme



The ITIL® 4 certification scheme comprises of 2 x designations

- Managing Professional (MP)
- Strategic Leader (SL)

The MP designation comprises of 4 course modules (below). Obtaining certification in these modules collectively, automatically awards MP certification.

- Create Deliver and Support (CDS)
- Drive Stakeholder Value (DSV)
- High Velocity IT (HVIT)
- Direct Plan and Improve (DPI)*

The SL designation comprises of 2 modules (below). Obtaining certification in these modules collectively, automatically awards SL certification.

- Digital and IT Strategy (DITS)
- Direct Plan and Improve (DPI)*

Note*: DPI is a universal module and therefore, applies to both designations (MP and SL). So, obtaining the DPI certification contributes to both MP and SL designations accordingly.

Students who achieve both MP and SL designations become eligible to undertake ITIL Master.

FAST TRACKS Explained

Strategic Leader (SL) FAST TRACK

The SL FAST TRACK is designed for students who want to become ITIL® 4 SL certified within 1-week based on the following schedule:

- Days 1, 2 and 3: Digital and IT Strategy (DITS)
- Days 4 and 5: Direct Plan and Improve (DPI)

Each course module comes with the official Axelos®/PeopleCert® online exam, free exam resit (retake), access to student courseware, and the official Axelos Core Guidance eBook. Students take their exam at a time, date, and location of their own choosing.

Managing Professional (MP) FAST TRACK

The MP FAST TRACK is designed for students who want to become ITIL MP certified within 2-weeks based on the following schedule:

Week 1

- Mon-Tue: Online Create Deliver and Support (CDS) course delivery
- Wed: Offline personal revision with access to online tuition where needed
- Thu - Fri: Online Direct Plan and Improve (DPI) course delivery
- Sat - half day: Offline personal revision with access to online tuition where needed

Week 2

- Mon-Tue: Online Drive Stakeholder Value (DSV) course delivery
- Wed: Offline personal revision with access to online tuition where needed
- Thur - Fri: Online High Velocity IT (HVIT) course delivery
- Sat – half day: Offline personal revision with access to online tuition where needed

Each course module comes with the official Axelos®/PeopleCert® online exam, free exam resit (retake), access to student courseware, and the official Axelos Core Guidance eBook. Students take their exam at a time, date, and location of their own choosing.

Additional Information

Payment Terms

Unless otherwise agreed, the following payment terms will apply:

- “Public” Online Live: we will invoice following completion of course delivery calculated on the agreed per student charge’ and where payment will be due on or before 30-days following invoice date.
- “Contract Trainer” Online Live: we will invoice following completion of course delivery calculated on the agreed trainer charge’ plus exam/materials charge per student’ attending, and where payment will be due on or before 30-days following invoice date.

Online Exams

- Online exam vouchers are valid for 12-months from the date of issue and resits (retakes) are valid for 6-months following the first exam.
- Unused online exam vouchers are transferable within the validity period. Resits however, can only be transferred with the main exam voucher, e.g., not in isolation.
- Students schedule exams at a date and time to suit and from any preferred location (e.g., home). Students will need a computer with webcam facility and of course internet connection.
- Results will be displayed on-screen immediately upon completion. These results will be made official by PeopleCert® within 2-3 business days following exam completion.

Contact Details

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

Accounts@itsmassist.com (billing enquiries)

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

For Supplier Management

Should you wish to progress this quotation the below provides information which your supplier team will typically require for us to become approved on your supplier system.

Should additional information be required contact accounts@itsmassist.com

Company Name	ITSM Assist
Products/Services	ITIL® certification training courses (fully Axelos®/PeopleCert® approved), and ITSM consultancy services.
Bank Details	
Bank	Nawest
Branch	Hessle Road Branch, 236 Hessle Road, HULL. HU3 3YY. England, United Kingdom.
Bank Account Name	ITSM Assist
Bank Sort Code	53 61 11
Bank Account Number	61634530
IBAN	GB37NWBK53611161634530
BIC	NWBKGB2L
Account Currency	GBP
UK VAT Registration	GB 120256265
UK Company Registration	07618216
Registered Address	ITSM Assist Limited. Registered Offices: (c/o) Fannies Accountants. 4-6 Swaby's Yard, Walkergate, Beverley. HU17 9BZ. England, United Kingdom.
Trading Address	ITSM Assist Limited 10, Millhouse Woods Lane, Cottingham. HU16 4HQ. England, United Kingdom
Primary Contacts	
Purchase orders submitted to	admin@itsmassist.com
Billing enquiries submitted to	accounts@itsmassist.com
Primary contact	Trevor Wilson
Primary contact email	twilson@itsmassist.com
Primary contact number	+447968 363256