

Certification Training

ITIL® 4

Annual Subscription For Business Organisations



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 **Business Organisations**.

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 **Business Organisations** ITIL® certification training within an extremely affordable budget, combined with total flexibility and without any long-term commitment, thus helping Business Organisations introduce ITSM best practice organisation-wide.

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

Annual Subscription Customers will start saving on the **4th Student throughout the subscription period,**

- and will **save £1,590** based on 12 x Students attending Foundation Level courses
- and/or will **save £2,166** based on 12 x Students attending Upper-Level courses

Self-paced Elearning

Annual Subscription Customers will start saving on the **5th Student throughout the subscription period,**

- and will **save £1,374** based on 12 x Students undertaking Foundation Level courses

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

Courses and Pricing

Annual Subscription Fee

£750 plus UK value added tax (VAT)

Pricing Per Student

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) £455 plus VAT
	Self-paced (eLearning) Any time zone, On-demand 24x7	12-months	Presented MP4-video	Normal Price £590 plus VAT Subscription Price (30% Discount) £413 plus VAT
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) £567 plus VAT

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

Apply

Submit an enquiry [here](#) with a view of requesting to subscribe. We will provide our company details to become an approved supplier along with requesting a purchase order. Within 24-hours of receiving a purchase order, the Annual Subscription will become active and where we will submit an invoice which will be due for payment on or before 30-days of the invoice date.

Bookings with Purchase Orders

Once the Annual Subscription is confirmed as active, requests for upcoming courses/quotations can be submitted to admin@itsmassist.com on an as and when basis.

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

Once a booking request has been accepted, and upon receipt of the respective purchase order, we will process the booking accordingly. We will invoice following completion of course delivery (if Online Live) or when access is provided (if Self-paced eLearning). Invoices will be calculated at the agreed Annual Subscription discount and due for payment on or before 30-days of the invoice date.

Alternative Course Bookings

As part of the Annual Subscription service, we will provide a Unique Reference Number which can be passed onto personnel who are to pay for courses at source (directly themselves). Such personnel can view upcoming Online Live, and Self-paced eLearning courses as highlighted above, and in turn book/purchase accordingly. Using the Unique Reference Number at checkout will apply the agreed Annual Subscription discount, and where payment will be required at source.

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 we operate invoicing terms for courses ordered as opposed to making payment in advance?	Yes, simply request for us to become an approved supplier and we will accommodate purchase orders (POs) and invoicing terms accordingly.
Can the Annual Subscription service be cancelled during the subscription period?	<p>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):</p> <ol style="list-style-type: none">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 upcoming Online Live and Self-paced eLearning courses and submit requests for availability/quotations to admin@itsmassist.com and where a purchase order will be required should the Customer wish to confirm the booking. The Customer will be invoiced for each course respectively (e.g., after course completion if Online Live, or when access has been provided if Self-paced eLearning), and where payment will be due on or before 30-days from the invoice date.

Alternatively, the Customer's personnel can purchase any Online Live, or Self-paced eLearning course directly via our website, and using the Unique Reference Number at checkout 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/accomodation charges etc. Quotations for Onsite courses can be provided accordingly by contacting: 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 (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)