

Certification Training

ITIL®

ITIL Foundation Annual Membership Scheme



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

The ITIL® accredited training logo is a trademark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved. The Swirl logo™ is a trademark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved. ITIL® is a registered trademark of Axelos Limited.

Contents

Introduction	2
ITIL® Foundation Annual Membership Scheme Explained	3
Pricing.....	4
Frequently asked questions (FAQs)	5
Enquiries	6

Introduction

This document contains information and pricing details regarding our **ITIL® Foundation Annual Membership Scheme** designed for business organisations who's students undertake online live certification courses.

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.

ITIL® Foundation Annual Membership Scheme Explained

Firstly, our ITIL Foundation Annual Membership Scheme expires naturally after 12 months and does not renew automatically. You can choose to renew it after that period.

Secondly, our annual fixed fee model significantly lowers the cost per student compared to our standard advertised pricing. Essentially, the per-student fee is almost equivalent to the exam cost alone. For instance, 5 students undertaking an ITIL Online Live Foundation course during the 12-month membership period equals the overall cost compared with our regular advertised price. If more students undertake an ITIL Online Live Foundation course during this period the financial benefit significantly increases.

Finally, our ITIL Foundation Annual Membership Scheme not only offers significant cost savings it also offers a consistent approach, such as:

- It helps with predicting budgets
- It helps streamline planning ITIL® and ITSM training needs
- It offers flexibility without any long-term commitment

Pricing

ITIL® Foundation Annual Membership Fee **£1,200** + VAT
(fixed for 12-months with the option to renew)

Prescheduled Online-Live ITIL® Foundation Courses

Certification online-live courses (UK time zone)

Course Duration	Normal Price Per Student	Annual Membership Price Per Student
ITIL® 4 Foundation Level (2-days)	£625.00 + VAT	£375.00 + VAT

To see our online live ITIL Foundation course schedule visit, <https://www.itsmassist.com/itil-fnd-online-uk>

Contact us at: admin@itsmassist.com, or contact the trainer directly (Trevor Wilson) at, twilson@itsmassist.com

Frequently asked questions (FAQs)

When is the ITIL Foundation Annual Membership Scheme invoiced?	We will invoice the agreed annual fee as soon as we receive a purchase order. Payment will be due on or before 30-days from the invoice date.
When can we start benefiting the agreed student discounted rate?	As soon as we receive a purchase order you will become an ITIL Foundation Annual Membership Scheme member, and in turn immediately start benefiting the agreed student discounted rate accordingly.
As an ITIL Foundation Annual Membership Scheme member, how do we make student course bookings	<p>Step 1: Submit an enquiry regarding one of our upcoming prescheduled online live ITIL Foundation courses by emailing admin@itsmassist.com You can if preferred, see our upcoming prescheduled online live courses/dates at: https://www.itsmassist.com/itil-fnd-online-uk</p> <p>Once we receive your enquiry we will respond accordingly, providing the required information along with confirmation of the agreed student discounted rate.</p> <p>Step 2: If you elect to proceed, send us a purchase order along with student name(s), their respective email address along with the elected course date(s). We will then respond with booking confirmation and in turn issue students with their course joining details accordingly.</p> <p>Step 3: We will invoice the agreed discounted student rate following completion of each online live course delivery. Payment will be due on or before 30-days from the invoice date.</p>
Do students have to be employees of our organisation to benefit the membership discount?	No, any approved representative of your organisation will be eligible for the agreed member discount, such as your customers/partners etc.,

FAQs continued

How and when do students take their exam?	Exams are taken online directly with the official Axelos® examination institute (EI), PeopleCert®. Axelos are the owners of ITIL® and PeopleCert are the official EI for Axelos. Students take their exam at a time, day, and location (e.g., home) of their choosing.
How long are student exams valid for?	Student exams are valid for 12-months from the date of issue. Resits/retakes (referred to as “Take2”) are valid for 6-months from the date of issue.
Will we be charged for students failing to attend any prescheduled 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 a prescheduled online live course but fails to complete the course?	Students joining any prescheduled online live course and fail 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/retake 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/Take2 voucher).</p>

Enquiries

For further information either contact admin@itsmassist.com or Trevor Wilson (the course instructor) directly at: twilson@itsmassist.com

For information about billing contact accounts@itsmassist.com