

ITIL® 4

CERTIFICATION TRAINING

PRICING MODEL



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Contents

Introduction	3
Course Delivery Methods	4
Online Live.....	4
Self-paced eLearning.....	4
Onsite Physical Classroom	4
Financial Details	5
ITIL® 4 Foundation	5
ITIL® 4 Upper Level.....	6
ITIL® 4 Create, Deliver and Support (CDS)	6
ITIL® 4 Direct, Plan and Improve (DPI)	6
ITIL® 4 Drive Stakeholder Value (DSV)	6
ITIL® 4 High Velocity IT (HVIT)	6
Payment Terms	7
Additional Clarification	8
Online Live Courses.....	8
Onsite Physical Classroom Your Site	8
Self-paced eLearning Courses	9
Online Exams.....	9
For Supplier Management Approval	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 should we not already exist on your supplier management system.

This document proposes 3 x course delivery methods including delivery options respectively:

1. Online Live
2. Onsite Physical Classroom
3. Self-paced eLearning

For 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.

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

Please note:

If you would like assistance with establishing a training plan, or further clarification regarding any aspect of this document, and/or wish to evaluate the quality of course delivery in advance, then please contact Trevor Wilson at: twilson@itsmassist.com with a view of arranging an online meeting accordingly.

Course Delivery Methods

Delivery Method	Delivery Options	Key Features
Online Live (Virtual classroom)	Option 1: Public	This option is based on prescheduled course dates where students attending represent various company organisations.
	Option 2: Contract Trainer	This option can be the most cost-efficient approach. Simply contract the trainer on a fixed price arrangement and pay for students attending at a reduced rate separately. By default, this option also enables you to customise dates to suit.
Self-paced eLearning (MP4-video)	Option 1: Pay as You Go	Perfect for those students who prefer to self-study and set their own learning pace. With the aid of our MP4-video instructor presented lessons and online resources students get 12-months on-demand 24x7 access.
	Option 2: Subscription	This option can be the most cost-efficient approach. With the annual subscription simply pay for students at a reduced rate separately. There is no limit to the number of students requiring access throughout the subscription period.
Onsite Physical Classroom	Your Site	Based on course delivery taking place on your site, and by default this option enables you to customise dates to suit.

Financial Details

ITIL® 4 Foundation

All prices are subject to value added tax (VAT)

All courses come with the official Axelos®/PeopleCert® online exam, free exam resit (retake) and student course materials including the official Axelos Core Guidance e-book. Students take their exam at a time, date, and location of their own choosing.

Delivery Method	Delivery Options	Course Duration/ Access	Instructor Charge (Fixed)	Annual Charge	Per Student Charge	Exam/ Materials Charge Per Student
Online Live	Public	2-days Online	Included	N/A	£430	Included
	Contract Trainer	2-days Online	£800	N/A	N/A	£275
Self-paced eLearning	Pay As You Go	12-months access	N/A	N/A	£325	Included
	Subscription	12-months access	N/A	£550	N/A	£275
Onsite Physical Classroom	Your Site	2-days Classroom	£1,350	N/A	N/A	£315

ITIL® 4 Upper Level

ITIL® 4 Create, Deliver and Support (CDS)

ITIL® 4 Direct, Plan and Improve (DPI)

ITIL® 4 Drive Stakeholder Value (DSV)

ITIL® 4 High Velocity IT (HVIT)

All prices are subject to value added tax (VAT)

All courses come with the official Axelos®/PeopleCert® online exam, free exam resit (retake) and student course materials including the official Axelos Core Guidance e-book. Students take their exam at a time, date and location of their own choosing.

Delivery Method	Delivery Options	Course Duration/ Access	Instructor Charge	Annual Charge	Per Student Charge	Exam/ Materials Charge Per Student
Online Live	Public	3-days Online	Included	N/A	£605	Included
	Contract Trainer	2-days Online	£1,200	N/A	N/A	£345
Self-paced eLearning	Pay As You Go	Not yet available				
	Subscription					
Onsite Physical Classroom	Your Site	3-days Classroom	£1,800	N/A	N/A	£385

Payment Terms

Unless otherwise agreed, the following payment terms will apply:

- **Online Live “Public”:** we will invoice following completion of course delivery calculated on agreed per student charge’ and where payment will be due on or before 30-days following invoice date.
- **Online Live “Contract Trainer”:** 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.
- **Onsite Physical Classroom “Your Site”:** 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.
- **Self-paced eLearning “Pay as You Go”:** we will invoice on the date of issue calculated on the agreed per student charge’ access and where payment will be due on or before 30-days following invoice date.
- **Self-paced eLearning “Subscription”:** we will invoice the agreed subscription fee’ on the date of subscription commencement, and where payment will be due on or before 30-days following invoice date. Subsequent agreed exam/materials charge per student’ access will be invoiced on the date of issue accordingly, and where payment will be due on or before 30-days following invoice date.

Additional Clarification

Online Live Courses

- i) **Public:** This delivery option is based on prescheduled course dates. Students will be provided with a link to join the course incorporating the option to download Cisco WebEx (online platform) or join the course via their web browser. Each student will take their exam online after course completion, at a time, date, and location of their choosing (see section, online exams).
- ii) **Contract Trainer:** This delivery option is based making the course exclusive therefore, course dates/times are customised to suit. The trainer charge' is a fixed priced arrangement and charged separatley to students. This delivery option offers the option to use your own in-house online platform (e.g., Teams, Zoom, etc.,) alternatively, we will use by default, Cisco WebEx as standard. Each student will take their exam online after course completion, at a time, date, and location of their choosing (see section, online exams).

Onsite Physical Classroom Your Site

- i) **Venue:** The venue for all onsite physical classroom courses should provide a screen (for connecting a laptop), and suitable to accommodate the required student numbers. It is not necessary to make provision for lunch however, provision for tea/coffee breaks would be required.
- ii) **Course delivery:** By default, this delivery option becomes exclusive therefore, course dates/times are customised to suit. The trainer charge' is a fixed priced arrangement (inclusive of all travel and accommodation within the UK) and charged separatley to students. Each student will take their exam online after course completion, at a time, date, and location of their choosing (see section, online exams).

Self-paced eLearning Courses

- i) **Content:** Incorporates trainer/instructor presented lessons in MP4-video format, complete with summaries, online knowledge tests and mock exams etc.,
- ii) **Pay as You Go:** This delivery option is based on self-study with students setting their own learning pace. Students will take their exam at a time, date, and location of their choosing (see section, online exams).
- iii) **Subscription:** This delivery option is based on self-study with students setting their own learning pace. This is an annual subscription' allowing unlimited student numbers with 24x7 on-demand access (MP4-video format) within the subscription period. Students will take their exam at a time, date, and location of their choosing (see section, online exams).

Online Exams

- i) **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.
- ii) **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.
- iii) **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.
- iv) **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.

For Supplier Management Approval

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 your supplier team require additional information please ask them to contact: accounts@itsmassist.com

Products/Services	ITIL® certification training courses (fully Axelos®/PeopleCert® approved), and ITSM consultancy services.
Bank Details	Bank: NatWest 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
Trading addresses	ITSM Assist Limited. Registered Offices: (c/o) Fannies Accountants. 4-6 Swaby's Yard, Walkergate, Beverley. HU17 9BZ. England, United Kingdom. Trading Address: 10, Millhouse Woods Lane, Cottingham. HU16 4HQ. England, United Kingdom. Company Registration: 07618216
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