ITIL® - Your Pathway to Certification

ITIL® is at the heart of service management best practice, and the qualification scheme is a clear pathway to professional recognition.

The ITIL® qualification scheme is based on a credit system that leads to the Expert Certificate in IT Service Management. Learners need a minimum of 22 credits, achieved in a balanced selection of subject areas, to gain the ITIL Expert Certificate.

ITIL MASTER

ITIL EXPERT

22+ CREDITS

MANAGING ACROSS THE LIFECYCLE

5 CREDITS

ENTRY REQUIREMENT: 17+ CREDITS

17 CREDITS NEEDED TO PROGRESS

LIFECYCLE

3 CREDITS EACH

Service Strategy
Service Design
Service Transition
Service Operation
Continual Service Improvement

ITIL PRACTITIONER

3 CREDITS

Choose from two course options:
3 day - Standard
2 day - Fast track

CAPABILITY

4 CREDITS EACH

Service Offerings and Agreements
Planning Protection and Optimisation
Release, Control and Validation
Operational Support and Analysis

FOUNDATION CERTIFICATE IN IT SERVICE MANAGEMENT

2 CREDITS

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Remotely access one of our classrooms, with the ability to fully interact with the trainer and your peers.

VIDEO BASED LEARNING

Access a range of video learning courses that offer a powerful alternative to traditional classroom training, anywhere, any time you like.

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Learn in your own time, at your own pace, and in the comfort of your own home, office, or even on your mobile device.

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From advising and guidance through to delivering our own traing courses, we ensure the customer receives the exact training they want and need.

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