

Learning Tree Course Agenda

Achieving ITIL® Practitioner Certification (course 1198)

COURSE HOURS

		<u>Start Time</u>	<u>End Time</u>
Day 1	Registration	8:00 a.m.	9:00 a.m.
	Instruction	9:00 a.m.	5:00 p.m.
Day 2	Instruction	9:00 a.m.	3:00 p.m.
	Exam	2:45 p.m.	5:00 p.m.

Note: 45 minute lunch each day

EXAMS

Learning Tree International is responsible for the ITIL® course. APMG is responsible for the Practitioner Examination, exam results, and ITIL® Certification.

APMG requires Learning Tree International to verify attendee identity with one form of photo identification. Please bring a photo ID to the course exam.

- The Practitioner Examination will begin promptly at 2:45 p.m. on the last day of the course. This exam is also open book.

APMG examination terms and conditions can be viewed via the following link <http://www.apmg-international.com/home/TermsandConditions.asp> Please read these prior to completing the APMG candidate details form supplied in your examination pack.

PRE-COURSE READING

Pre-course reading is recommended for this course. To support this, at least two weeks before your course, we will mail you a pre-course study pack.

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We're here to help!
If you have any questions,
please call 1-800-843-8733

Visit our Web site at
LearningTree.com