

# Learning Tree Course Agenda

Achieving ISO/IEC 20000 Practitioner Certification (course 3903)

## COURSE HOURS

		<u>Start Time</u>	<u>End Time</u>
<b>Day 1</b>	Registration	8:00 a.m.	9:00 a.m.
	Instruction	9:00 a.m.	5:00 p.m.
<b>Day 2</b>	Instruction	9:00 a.m.	5:00 p.m.
<b>Day 3</b>	Instruction	9:00 a.m.	2:00 p.m.
	Exam	2:00 p.m.	4:30 p.m.

## EXAMS

Learning Tree International is responsible for the ISO/IEC 20000 course. APMG is responsible for the ISO/IEC 20000 examination, exam results and certification.

APMG also requires Learning Tree International to verify attendee identity with photo identification. Please bring a photo ID to the course exam which will begin at 2:00pm on the last day of the course.

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

## PRE-COURSE READING

Pre-course reading material will be mailed approximately 3 weeks prior to the course start date and includes a textbook and study guide. Please bring both items to the course.

Additionally, there will be approximately one hour of homework per evening.

1301-3903 crs agenda



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

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[www.learningtree.com](http://www.learningtree.com)