

# Learning Tree Course Agenda

## Achieving ISO/IEC 20000 Auditor Certification (course 3904)

### 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.	3:30 p.m.
	Exam	3:30 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 3:30pm 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.