

The program from day to day - capability track

Weekly Breakout

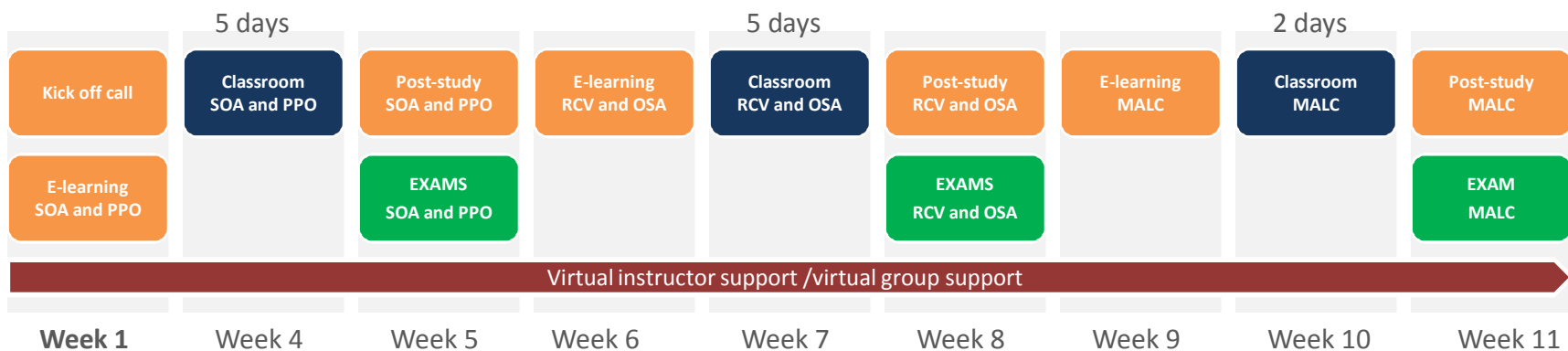
Expectations are set and students and instructor get introduced. The students start their e-learning activities and complete the first two blocks of 6 hours.

The instructor will be the same throughout the program

The two weeks are broken into intensive classroom training where that weeks modules are covered. 4 hours per course of exam preparation is included. Then study and exams and start the next e-learning for the next set of modules.

Activities:

- ❖ Conference call with the group to prepare for the intensive program
- ❖ 12 hours of Self paced e-learning study, Modules SOA (6 hours) and PPO (6 hours)
- ❖ The Virtual Instructor is available for support via e-mail and scheduled telephone calls



Program Features

High energy and high pace classroom

- ❖ Intensive classroom study: 2 weeks of 5 days in Capability, or 2 weeks of 4 days in Lifecycle. Followed by 2 days for MALC
- ❖ Classroom dedicated to practical application: cases, assignments, scenarios
- ❖ Wherever overlap is found between courses, this is removed, to ensure minimal classroom/contact hours

Self Paced E-learning

- ❖ 50 hours of e-learning per program
- ❖ E-learning material available for 2 years after completion of the course
- ❖ E-learning focused at the theory, explanations of the concepts, interactive quizzes
- ❖ Instructor is available throughout the program for support

Accredited course program

- ❖ Meets all requirements for ITIL Intermediate courses as per ITIL syllabi
- ❖ Course Program in accordance to APGM requirements and will become an accredited program

Exam Pass Guarantee

- ❖ Knowledge Peak will pay for 1 retake in case a student fail for the exams.

Digital Reference Materials

- ❖ Students receive an e-book reader with the course reference materials loaded on to it. This to avoid printing of hundreds of pages of course materials for all Intermediate and MALC course