

Accredited Training Providers FAQ



ACCREDITED TRAINING PROVIDERS FAQ

1. Why should I become a PEOPLECERT Accredited Training Provider (ATP)?

Besides the major benefit of expanding your product portfolio and offering training solutions to further target groups, PEOPLECERT represents an ideal Business partner because:

- We fully understand both your business and your training needs
- We are happy to speak to you 12 hours a day, 7 days a week
- We want to share with you our twenty-year experience in the delivery of qualifications
- We can provide you with tailor-made solutions
- We have integrated innovation in the core of our administration and examination systems, whose reliability and user-friendliness will surprise you
- We do take quality seriously (ISO17024, ISO27001, ISO14001, ISO10002, ISO9001, SA8000)
- We will send you a wall plaque and a certificate, in addition to granting permission to use the PEOPLECERT logo in your promotional materials
- We have the capacity to continually accommodate new challenges, after the execution of 3.000.000 exams
- We do not compromise on the ethos and the integrity of our people, which constitute our most valued assets

2. How can I become a PEOPLECERT Accredited Training Provider (ATP)?

- If you are currently accredited as ITIL Accredited ATP, you can be automatically accredited and organize examinations with PEOPLECERT, without having to be re-audited. Upon expiration of your original accreditation, you can be re-audited by PEOPLECERT. For more information please contact us at accreditations@peoplecert.org.
- If you are not already accredited, you need to fill in and send to us a relevant Application Form. This can be found [here](#) or you can obtain an application pack with all necessary information by contacting PEOPLECERT at accreditations@peoplecert.org or on +30 210 3729050.
- PEOPLECERT thoroughly examines whether the necessary requirements and criteria are met. Particular interest is paid on the qualifications, expertise and

efficiency of the Trainers, the Management System of the organization and the quality of the training materials

- The application is processed within (maximum) 15 days by PEOPLECERT. In the case of non-conformities the applicant organization needs to assume corrective actions and re-apply to PEOPLECERT. In the absence of non-conformities, an on-site assessment is organized by PEOPLECERT, in order to physically verify that the necessary conditions are in place. Please note that the visit is realized if only if deemed necessary by PEOPLECERT.
- If the result of the overall assessment is positive, we are ready to enter a mutually constructive partnership. Otherwise, further corrective actions need to be taken by the applicant organization, which will be re-evaluated by PEOPLECERT.

3. Do I need to sign an agreement with PEOPLECERT as an Accredited Examination Centre?

Yes, you need to sign a three-year agreement with PEOPLECERT. For further enquiries regarding the terms and conditions of the agreement, please contact us at accreditations@peoplecert.org.

4. Shall I be able to organize ITIL training courses at any point?

Yes, PEOPLECERT does not pose any restrictions in the organization of your training courses.

5. How do I register candidates?

All administrative tasks related to ITIL are conducted through the web based PEOPLECERT business systems that are renowned for their speed and reliability, and have so far accommodated millions of candidates, examinations and issued certificates around the world.

6. Should I maintain records of the students' performance?

Yes, the Accredited Training Provider ought to maintain records in order to demonstrate conformance to the predefined process. The records may be kept in either hard copy or electronic media for three years.

7. Can I use the ITIL® Logo?

The ITIL logo is the Best Practice swirl followed by the word ITIL®. This specific logo can only be used by OGC, TSO and APM Group-The Accreditor. If you wish to use the logo for any reason you will need to obtain prior permission from OGC. Please contact OGC at ServiceDesk@ogc.gsi.gov.uk.

8. Can I use the ITIL® Accreditation Marks?

The “ITIL Accredited by” mark, which includes the ITIL logo and PEOPLECERT logo’s with the text “Accredited By”, is restricted to use by Accredited Organizations only and only in the context of their ITIL training, consulting and marketing activities.

9. Once I get Accredited by PEOPLECERT, can I link from my website to the ITIL® Official site?

Yes. There are no restrictions on links to the ITIL web site using the www.itil-officialsite.com domain name.

10. What if I am an ITIL Accredited Training Provider already through a different Examination Institute?

The grandfathering principle will be activated, according to which you can organize examinations with PEOPLECERT without having to be re- audited. For further information please contact us at accreditations@peoplecert.org.

11. As an organization, can I organize training and examinations in my premises?

PEOPLECERT can accommodate the need of large-scale training and examination sessions by accrediting individual corporations as Training Providers and/or Examination Centers. For further enquiries please contact us at accreditations@peoplecert.org .