

Criteria for Delivery of ITIL[®] Accredited Training Courses and Accredited ITIL[®] Trainers

The following outlines the basic requirements for trainers of the various stages within the current official ITIL accredited training program.

In order to be accredited as an ITIL Trainer, each applicant must:

- Hold the ITIL V3 Certificate in the subject they intend to train
- Have a minimum of 3 years practical experience in IT Service Management
- Demonstrate the ability to manage, run and deliver training courses
- Have a minimum of 10 days experience delivering classroom based training, preferably delivering ITIL courses (this could be as “trainer under instruction”)
- Meet the qualification specific Trainer criteria detailed below

Exemptions for Trainers:

- Trainers have the optional exemption from attending a training course for V3 qualifications (i.e. are able to directly enter for the exam via an EI only)

V2 Foundation

Examination Delivery	Examination can be online or Paper Based via an ATO request or directly via an Examination Institute's Public Exam Scheme.
Training Delivery	Training providers are free to structure and organize their training in the way they find most appropriate, provided the units of the syllabus are sufficiently covered. Training must be delivered via an ATO based on this syllabus. Training can include e-learning.
Course Attendance	Recommended but not mandatory
Class size	Maximum ratio of 25 students to one trainer
Trainer Requirements	Please refer to individual EIs for information on V2 Foundation trainer criteria. A full list of Examination Institutes (Eis) can be found at http://www.itil-officialsite.com/ExaminationInstitutes/ExamInstitutes.asp

V2 Practitioner

Examination Delivery	Examination can be online or Paper Based via an ATO request or directly via an Examination Institute's Public Exam Scheme (proof of attendance at an accredited training course will be required prior to taking the exam).
Training Delivery	Training providers are free to structure and organize their training in the way they find most appropriate, provided the units of the syllabus are sufficiently covered. Training must be delivered via an ATO based on this syllabus. Training can include e-learning. Please note that criteria around an in-course assessment element of the practitioner examination varies between EI's and may require some face-to-face contact time, so candidates should check all requirements prior to course enrolment.
Course Attendance	Attendance of a course with an accredited organization is mandatory
Class size	Maximum ratio of 16 students to one trainer
Trainer Requirements	Please refer to individual EIs for information on V2 Practitioner trainer criteria. A full list of Examination Institutes (Eis) can be found at http://www.itil-officialsite.com/ExaminationInstitutes/ExamInstitutes.asp

V2 Managers

Examination Delivery	The Manager's examinations are only available in paper based format via an ATO request or directly via an Examination Institute's Public Exam Scheme (proof of attendance at an accredited training course will be required prior to taking the exam).
Training Delivery	Classroom based training only. No e-learning products are permitted
Course Attendance	Attendance of a course with an accredited organization is mandatory
Class size	Maximum ratio of 12 students to one trainer
Trainer Requirements	Certified ITIL Service Manager

V3 Foundation

Examination Delivery	Examination can be online or Paper Based via an ATO request or directly via an Examination Institute's Public Exam Scheme.
Training Delivery	Training providers are free to structure and organize their training in the way they find most appropriate, provided the units of the syllabus are sufficiently covered. Training must be delivered via an ATO based on this syllabus. Training can include e-learning.
Contact Hours	18 hours of instruction
Course Attendance	Recommended but not mandatory.
Class size	Maximum ratio of 25 students per trainer.
Trainer Requirements	<ul style="list-style-type: none"> • The ITIL Expert Qualification is not mandatory to deliver this training course although it is recommended • Trainers accredited up to 01 October 2008, were required to meet the following criteria: <ul style="list-style-type: none"> ○ Hold the ITIL V3 Foundation OR V2-V3 Bridge equivalent OR ○ ITIL V2 Foundation OR V1/V2 Service Manager and have attended a Train the Trainer session via an Examination Institute • All new trainers must meet the following criteria: <ul style="list-style-type: none"> ○ The ITIL V3 Foundation OR V2-V3 Bridge equivalent • Trainers must hold a minimum of 9 credits in the ITIL V2 and / or ITIL V3 examination program within 6 months of launch of exams in any language, in which they intend to deliver ITIL training. • The last date for Foundation trainers to meet the requirement in the following languages is therefore: <ul style="list-style-type: none"> ○ English – June 2009 ○ Other Languages - TBC <p>NOTE: In order to ensure balanced subject matter knowledge, no credit will be given for repeated modules.</p>

V2 - V3 Foundation Bridge

Examination Delivery	Examination can be online or Paper Based via an ATO request or directly via an Examination Institute's Public Exam Scheme (proof of attendance at an accredited training course will be required prior to taking the exam).
Training Delivery	Training providers are free to structure and organize their training in the way they find most appropriate, provided the units of the syllabus are sufficiently covered. Training must be delivered via an ATO based on this syllabus. Training can include e-learning.
Contact Hours	The recommended number of contact hours is 9 hours and 30 minutes
Course Attendance	Accredited course attendance is mandatory.
Class size	Maximum ratio of 25 students to one trainer.
Trainer Requirements	<ul style="list-style-type: none"> • The ITIL Expert Qualification is not mandatory to deliver this training course although it is recommended • Trainers must hold: <ul style="list-style-type: none"> ○ the ITIL V2 Foundation plus the ITIL V3 Foundation Bridge OR ITIL V3 Foundation OR ○ the ITIL V2 Service Manager plus the ITIL V3 Manager Bridge • Trainers must hold a minimum of 9 credits in the ITIL V2 and / or ITIL V3 examination program within 6 months of launch of exams in any language, in which they intend to deliver ITIL training. • The last date for Foundation Bridge trainers to meet the requirement in the following languages is therefore: <ul style="list-style-type: none"> ○ English – June 2009 ○ Other Languages - TBC <p>NOTE: In order to ensure balanced subject matter knowledge, no credit will be given for repeated modules.</p>

V3 Managers Bridge

Examination Delivery	Examination can be online or Paper Based via an ATO request or directly via an Examination Institute's Public Exam Scheme (proof of attendance at an accredited training course will be required prior to taking the exam).
Training Delivery	Training providers are free to structure and organize their training in the way they find most appropriate, provided the units of the syllabus are sufficiently covered. Training must be delivered via an ATO based on this syllabus. Training can include e-learning.
Contact Hours	At least 28 hours of instruction
Course Attendance	Accredited course attendance is mandatory.
Class size	Maximum of 16 students to one trainer
Trainer Requirements	Trainers must hold the ITIL V1/V2 Managers certificate and the ITIL V3 Managers Bridge certificate

V3 Service Lifecycle Modules

Examination Delivery	Examination can be online or Paper Based via an ATO request or directly via an Examination Institute's Public Exam Scheme (proof of attendance at an accredited training course will be required prior to taking the exam).
Training Delivery	Training providers are free to structure and organize their training in the way they find most appropriate, provided the units of the syllabus are sufficiently covered. Training must be delivered via an ATO based on this syllabus. Training can include e-learning.
Contact Hours	At least 21 hours of instruction
Course Attendance	Accredited course attendance is mandatory.
Class size	Maximum of 12 students to one trainer
Trainer Requirements	Trainers must hold the ITIL Expert and the Lifecycle module they wish to teach

V3 Service Capability Modules

Examination Delivery	Examination can be online or Paper Based via an ATO request or directly via an Examination Institute's Public Exam Scheme (proof of attendance at an accredited training course will be required prior to taking the exam).
Training Delivery	Training providers are free to structure and organize their training in the way they find most appropriate, provided the units of the syllabus are sufficiently covered. Training must be delivered via an ATO based on this syllabus. Training can include e-learning.
Contact Hours	At least 30 hours of instruction
Course Attendance	Accredited course attendance is mandatory.
Class size	Maximum of 12 students to one trainer
Trainer Requirements	Trainers must hold the ITIL Expert and the Capability module they wish to teach

Managing Across the Lifecycle

Examination Delivery	Examination can be online or Paper Based via an ATO request or directly via an Examination Institute's Public Exam Scheme (proof of attendance at an accredited training course will be required prior to taking the exam).
Training Delivery	Training providers are free to structure and organize their training in the way they find most appropriate, provided the units of the syllabus are sufficiently covered. Training must be delivered via an ATO based on this syllabus. Training can include e-learning
Contact Hours	At least 30 hours of instruction
Course Attendance	Accredited course attendance is mandatory.
Class size	Maximum of 12 students to one trainer
Trainer Requirements	Trainers must hold the ITIL Expert and the Managing Across the Lifecycle module