

ITIL® Expert Certification Suite FAQs

■ How do I enroll for the online training?

1. You can enroll for the online training through our website.
2. Press “Place Order” button.
3. You will be directed to Waza Academy’s registration page. So, you will have to register, create your account and sign in then.
4. You will be asked to make online payment using credit or wire transfer. After you click "Order", you will be directed to a confirmation page (based on the selected payment method you choose) to proceed in purchasing the selected course.
5. After paying the online course fees, the online course access will be granted to you within 1 week after receiving the payment.
6. An automatic email will be issued by Good e-learning (the course provider) to you with your access data information to access your LMS and start the course.

■ What system environment do I need to prepare in order to access the course?

- All you need is a computer and a broadband internet connection and you will be able to log on and study wherever and whenever you like.
- This course is compatible with all modern Internet browsers, but you can double-check compatibility below:
 - I. Using internet browsers (Windows & Mac):
 - *Google Chrome 14 or later*
 - *Safari 5.1 or later*
 - *Internet Explorer 8 and later*
 - *Opera 9.5 and late*
 - II. Flash Player requirements:
 - This course *will require Flash Player 10 or later to play. (Please note that you must be using a browser as stated in step 1 to be able to use Flash and view an e-learning course.)*
 - III. Using mobile device:
 - To play the course from your Apple or Android device, you will need to download the Articulate Mobile Player app. You can find a full installation guide for mobile devices on Good e-Learning tablet support page (<https://www.godelearning.com/support>).

■ Can I cancel my enrollment? Do I get a refund?

- The course fees are not refundable. However, you can contact us any time before enrolling in the course to know all the needed information before registering your course(s).

- [Where and how can I access the e-learning content? Are there any limitations?](#)
 - Once you register with us for a course by paying the course fee, you can have 24/7 access to the e-learning content on our website. An automated course purchase confirmation mail from our side will guide you through the process.

- [I am not able to access the online course. Whom should I contact for a solution?](#)
 - Your LMS includes all the required information/links concerning your course(s) and you will be able to directly contact Good e-Learning for any issue you may face.
 - **OR** Please drop us an email and we will have your issue resolved within 2 days.

- [What will I get along with this training?](#)
 - You will be provided by the most flexible, low cost, high quality option to progress from Foundation level, through to Intermediate, and MALC to become a qualified ITIL Expert.
 - By purchasing this package, you will receive instant and full access to over 250 hours of accredited course material which includes interactive resources, practice exams, revision guides, videos and much more.

- [How do I give feedback about one of my courses?](#)
 - Great! We welcome feedback about all aspects of your experience using our e-Learning courses.
 - Please contact us directly and we will respond to you as soon as we can!

- [What is the ITIL qualification structure?](#)
 - Students wishing to become a certified ITIL Expert can do so by taking a number of different paths, but there are some key requirements:
 - *When selecting your Intermediate modules of study, they should cover each of the 5 practice areas which will give you the knowledge required of the full ITIL best practices.*
 - *To find out more about each of our ITIL courses including how many credits are awarded for each, please take a look at our 'What's Included' page.*
 - *Each student as a prerequisite must have passed the ITIL Foundation level exam and hold a certificate of proof.*
 - *Students must achieve a minimum total of 17 credits from the Foundation and any combination of Intermediate ITIL modules.*
 - *Certain credits achieved from earlier qualifications and complementary qualifications can also count towards these 17 credits. See the Axelos ITIL Credit System page for more information.*

- *Managing Across the Lifecycle (MALC) must be taken to ensure a total credit score of 22 (the minimum required for ITIL Expert Certification).*
- *Candidates should achieve a balanced knowledge base across the full ITIL service lifecycle.*

