

## **ITIL® Expert Application Form**

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### **Section 1 – Requirements of certification**

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To achieve the ITIL Expert qualification, candidates must have attained a total of 22 credit points through the ITIL qualification scheme. The points must be gained through an acceptable combination of version 1, 2 or 3 qualifications which the candidate can demonstrate they have passed.

Before applying for the ITIL Expert qualification, please log onto the official ITIL Website at <http://www.itil-officialsite.com/Qualifications/ITILV3CreditSystem.asp> and check that the combination of examinations being used to apply are eligible as combinations where subjects are too similar between versions may not be allowed.

Once you are satisfied that you can demonstrate attainment of 22 credit points then all you have to do to apply is complete this form and return it to APMG.

The following steps will be taken once your application form has been received: -

- The form will be reviewed for completeness to check it can be accepted for application. This check will confirm that all required documentation has been received.
- Should the preliminary check show that your application cannot be processed APMG will email you to confirm this and request the missing information. Your application will then be held until this information has been provided.
- Should the preliminary check confirm your application is complete APMG will email you to confirm your application will be processed.
- APMG will then check the Application for completeness and that all evidence has been submitted. If complete, APMG will email you to confirm the result of your application.
- Your certificate will be generated and sent to the address provided on this form within one week of your application being confirmed. If you have not been successful the reasons will be given in the email.

**Please note that APMG can only award ITIL Expert Certificates to candidates who have sat the last qualifying credit exam with us, i.e. the Managers Bridge or Managing Across the Lifecycle. If you did not take these exams through us please contact your awarding Examination Institute.**

Please ensure that you complete all the details requested in all sections below and return to us at the following address: -

Leila Amiss  
APMG-UK  
12 Valley Business Centre  
Gordon Road  
High Wycombe  
HP13 6EQ  
UK

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**Section 2 – Certificate Details**

**Name & Order for Name to appear on Certificate\***

*Please complete the name fields below:*

Given Name(s):

Family Name:

Please select the order you would like your name to appear on the certificate:

Given Name/family name       Family name/Given name

*e.g. John Smith*

*e.g. Smith John*

Title      Mr.       Mrs.       Miss.       Ms.

Other Title  – please specify: \_\_\_\_\_

**Section 3 – Contact Details**

**Full Postal Address**

House No./ Name

Road

Town/City

County/State

Post Code/Zip Code

Country

Contact Phone Number

**(Please note: You need to enter an email address for your 12 month subscription to [www.itil4success.com](http://www.itil4success.com) which begins from the date of your examination)**

Email

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### Section 4 – Unique Identifiers

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Please complete two out of the five below as unique identifiers for our records. We will use this information to verify your identity should you need to contact us in the future. This will not be passed on to any third party.

Date of Birth (dd/mm/yyyy)   /   /

Place of Birth

Mother's Maiden Name

National ID Number

Memorable Password (max 6 digits)

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### Section 5 – Obtaining your ITIL Pin

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If you are successful in your examination then APMG will send you the appropriate ITIL® qualification pin as provided by itSMFi with your certificate

In order to do this, you will need to agree that APMG can provide itSMF with your name, e-mail and postal address so they can send information to you regarding membership of the organisation.

If you *do not* want to receive your pin and *do not* want your details provided to itSMF then please tick here

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### Section 6 – Credits requested

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Please complete the following table to list the qualifications against which you are claiming credits towards the ITIL Expert Qualification. Please remember that the total number of credits must add up to 22 or above. The key below should help you complete your information: -

- Qualification Name – please enter the full name of the qualification gained, please do not use abbreviations.
- Date of exam – this information should be available from your certificate
- Candidate Number – this information should be available from your certificate.
- Please ensure physical copies of certificates awarded from other Exam Institutes are included.

Qualification Name	Date of exam	Candidate number

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### **Section 7 – Confirmation of Personal Data and Data Protection Statement**

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If you do **not** want your name to be included on the online Successful Candidate Register please place a tick in the box below. Please note if you select this option and change your mind at a later date, there will be a £25.00+VAT administration charge.

I do **not** want my results included on any public database or publication.

**I confirm that the information I have given on this form is correct and that I understand and agree to the use of my personal details described within the criteria for certification.**

**Signature\***

**Date**

(dd/mm/yyyy)

\*Please note that this form must have a formal signature (an electronic scanned insert or original if returned to APMG via post) on it to be processed. Please ensure you do not simply type your name in or this form will be returned.

**APMG reserve the right to withhold all examination results until all fees are paid.  
APMG reserve the right to withhold the issue of certificates if the required information is not provided.**

## **ITIL® Expert Application Form** **CRITERIA FOR CERTIFICATION**

### **Pre-Requisite Checks**

APMG will require all pre-requisites for taking an examination to be satisfied by candidates prior to their results and certificates being issued. Results and certificates may be withheld until such time as confirmation is gained of pre-requisites being completed.

### **Data Protection**

APMG comply with all relevant and current DPA laws within all countries of operation

APMG are obliged to pass information records for candidates sitting an ITIL examination to The APM Group Limited as OGC's ITIL accreditor for their information purposes only. In instances where a candidate wishes to sit an examination with another EI and have sat the lower level with APMG, we will confirm if they have passed the exam and their candidate number to that EI so they may verify the pre-requisite has been met and the candidate can continue with their examination. .

APMG will also hold a publicly available list of the candidate number, date of exam and candidate name for all successful candidates for purposes of result verification requests from employers and candidates themselves. If you pass the examination then this information will be added to our website – subject to your permission being given under section 9 – though other than this stated use, all personal data provided by you and details of your examination score will be held in confidence by APMG and will only be used to develop and improve its accredited training and examination processes.

In no circumstances will APMG or The APM Group Limited either sell or pass on contact details to a third party. The name and candidate number of successful candidates will be posted on the APMG website at [www.apmggroup.co.uk](http://www.apmggroup.co.uk) approximately 2-3 weeks after their release to training organisations and candidates. APMG will not be held liable should the website be incomplete. Please contact APMG should you think any records are incomplete.

### **Appeals**

An appeal against an examination result will only be considered if received in writing to the APM Group Ltd. The communication should contain as much detail as possible as to why the appellant feels the certification decision taken on their application is unfair. The decision of the Examination Appeals Panel is final. Appeals will be processed via APMG Public Exams Team who should be contacted if any further information or guidance is required.

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