



All talents, certified.

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Contact person: Panoraia Theleriti

Email: [quality@peoplecert.org](mailto:quality@peoplecert.org)

To Whom It May Concern:

### **Purchase of AXELOS / PeopleCert Examinations**

This letter is intended to clarify for Accredited Training Organisations customers the recent changes to AXELOS and PeopleCert Terms and Conditions (T&Cs) regarding purchase of examinations. ATOs are welcome to share this letter with corporate customers to provide guidance on the new T&Cs.

AXELOS is the owner of the Global Best Practice (GBP) portfolio of examinations, including ITIL<sup>®</sup>, PRINCE2<sup>®</sup> and PRINCE2 Agile<sup>®</sup>, AgileSHIFT<sup>®</sup>, MSP<sup>®</sup>, M\_o\_R<sup>®</sup>, MoP<sup>®</sup>, MoV<sup>®</sup>, P3O<sup>®</sup>, Resilia<sup>®</sup>. PeopleCert is the exclusive examination institute for the GBP portfolio, working closely with AXELOS. PeopleCert is responsible for accreditation of AXELOS delivery partners and their training courses, secure examination of candidates, quality assurance, and sub-licensing of AXELOS intellectual property (IP).

AXELOS and PeopleCert invest heavily in provision and ongoing development of the AXELOS products and related delivery technologies. Our new policy requiring purchase of examinations is necessary to support this investment.

Effective 1 November 2019, AXELOS and PeopleCert T&Cs will require that an AXELOS / PeopleCert examination be purchased for every candidate attending a GBP portfolio course (including training delivered by third parties on behalf of an ATO or by in-house staff of a company or other entity). For candidates not wishing to take an examination at the training site, an examination voucher must be purchased. PeopleCert has provided notice of this change to its AXELOS partner network beginning on 9 July 2019, allowing almost 4 months for partners to adjust to the change.

Certification is an essential component in maintaining the quality and trust associated with AXELOS' GBP portfolio, which has been built over many years. By ensuring that training is always accompanied by an official examination, we seek to improve the value of the training for our customers and protect the value of the AXELOS and PeopleCert brands and IP.

We will continue to review market practices under this new policy through audits, mystery shopping, whistleblowing, with a view to ensure adherence to our procedures and quality standards. PeopleCert and AXELOS appreciate the cooperation of our partners in working with us to maximise the value and attractiveness of GBP certifications for the entire ecosystem of candidates, employers, training organisations and others.

Sincerely,

Panoraia Theleriti  
VP Operations