

My AXELOS Handbook

Content. Community. Credibility.

SUBSCRIBER HANDBOOK

AXELOS content subscriptions are aligned to ITIL®, PRINCE2® or MSP® and give you all the tools you need to succeed. That's access to the latest publications, best practice, CPD activities, and digital badges to verify your certification all in one place.

This is professional development as it should be: simple, straightforward and delightfully stress-free.

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1. OVERVIEW



AXELOS online subscriptions are aligned to our core best practices (ITIL®, PRINCE2® and MSP®).

Choose the subscription relating to the best practice you use, and you'll have access to the latest industry content, tools and endorsements to help advance your career, and you'll join a community of like-minded professionals.

Our handbook contains everything you need to know about your subscription including your Continuing Professional Development (CPD) requirements and how to achieve your digital badge. There's also FAQs to answer any remaining questions you might have.



SUBSCRIBER BENEFITS

Resources you can rely on

With a few clicks of a button, you'll find all the content and resources you need to implement best practice.

- Online access to a range of ITSM and PPM best practice titles
- Exam guidance videos
- Toolkits, templates and health checks aligned to our core best practices

Insights from your industry

We'll keep you up-to-date with the latest thought-leadership; as the industry moves, we move with it.

- Exclusive White Papers
- Discounts to industry courses, events and publications

Education from the experts

Within the home of best practice, you'll have the opportunity to learn from the industry's most accomplished subject-matter experts.

- Community forums to share thoughts and debate opinions
- Private groups to engage with the development of future best practices

Professional endorsement

Complete Continuing Professional Development (CPD) activities each year and you'll earn a digital badge aligned to your certification and demonstrative of your commitment to best practice.

Digital badges

Digital badges are an innovative solution for celebrating achievement in a digital age. They can be added to your CV, email signature or shared across your online networks to showcase your commitment to professional development.

Our digital badges are only available to qualified ITIL®, MSP® or PRINCE2® subscribers. and can only be earned through undertaking and logging CPD activities. To maintain this standard we undertake regular audits of a sample of members' CPD logs to ensure they meet the requirements of the programme. Should your record be chosen for audit you will be asked to supply evidence to support your CPD claims.



2. HOW DO I SUBSCRIBE?

Channel

1.

ITIL: Foundation, Practitioner and Intermediate new certificate-holders
PRINCE2: new PRINCE2 Practitioner and PRINCE2 Agile Practitioner certificate-holders

One year's subscription to My ITIL is included with each new ITIL Foundation, Practitioner and Intermediate certificates. Similarly, one year's subscription to My PRINCE2 is included with each new PRINCE2 Practitioner certificate and PRINCE2 Agile Practitioner certificates. After you have passed either exam AXELOS will email you with joining instructions.

Customer Journey



Pass exam

AXELOS sends activation email to you



Sign up

To claim this promotion, you should be opted-in to receive marketing communications from AXELOS which you can sign up for via our Examination Institute PeopleCert's online portal. In this instance, as you have already completed your ITIL or PRINCE2 exam, you are already entitled to claim your digital badge but will need to log 20 CPD points to keep it valid for the next year.

You should be opted-in to AXELOS' Successful Candidates Register (SCR) as this is how our systems verify you have a valid certification.

Channel

2.

Paid subscriptions

Anyone else can subscribe to join the programme for £50 a year, but you must hold an ITIL, MSP or PRINCE2 certification to claim a digital badge.

Customer Journey



Pass exam



£50 sign up



Sign up

You should be opted-in to AXELOS' Successful Candidates Register (SCR) as this is how our systems verify you have a valid certification.

The recognized certification levels for a digital badge are shown in this table 2.1 below:




Product	Qualification
	<ul style="list-style-type: none">• Foundation• Practitioner• Intermediate (any module)• Managing Across the Lifecycle (MALC)• Expert• Master
	<ul style="list-style-type: none">• Foundation• Practitioner• Agile Foundation• Agile Practitioner
	<ul style="list-style-type: none">• Foundation• Practitioner• Advanced Practitioner

Table 2.1 Recognized qualification levels.

Setting up your subscription

1. Visit AXELOS.com/professional-development and select the subscription of your choice.
2. To complete your purchase, you will need to log into your AXELOS.com user account. If you do not have one, you will need to complete the online form to set it up.
3. Go to your basket to complete your purchase. On the payment page, you can enter a discount code if you are eligible for this. If you are, this will have been emailed to you. Follow the steps to complete your order.
4. Once you have completed the order, you will receive an automated email confirmation welcoming you to your subscription.



Adding your certification to your profile if you hold an AXELOS certification

If you want to showcase your professional credibility through a digital badge, your certification must be linked to your account. You can choose to do this before or after subscribing. In order to do this, you will need your candidate number or candidate ID.

Finding your candidate number

Your candidate number is a unique ID given to you by your Examination Institute (EI) when you sat your exam. You can find your candidate number on your certificate.

If you do not know your candidate number, you should contact PeopleCert if you sat the exam with them, or membership@axelos.com if you sat the exam with any other examination institute.

Before doing this, you should also check whether you are on AXELOS' Successful Candidates Register (SCR) as the way our verification system is set up, we need your candidate number to be included on here. If you aren't listed on the SCR, contact PeopleCert and ask to be added,

or email membership@axelos.com if you sat the exam with any other examination institute. It can take up to 6 weeks to have your candidate number added to the SCR, but we will do our best to smooth this process.

Verifying your certification

Once you have your candidate number ready, visit 'My Account', 'Public Profile', 'Update Qualifications' and add your candidate number here.

If you get an error message, check that you are using the correct candidate number for your certification – if you have several certifications, you may have different candidate numbers for each.

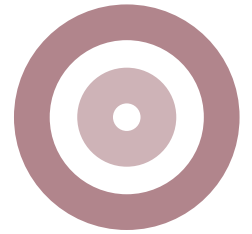
You might also get an error message if the name on your user profile does not exactly match that on the SCR. If your name is incorrect on the SCR, please contact Peoplecert to rectify this issue, or if you took your exam with an Examination Institute other than Peoplecert contact AXELOS at axelos@membership.com.

If you do not hold an AXELOS certification

If you do not have a certification, you can still join a product subscription and access all the tools and content available to help you develop your skills and knowledge. But, you will not be able to claim a digital badge.

If you have any further queries, please contact us at membership@AXELOS.com.

3. CONTINUING PROFESSIONAL DEVELOPMENT (CPD)



An important part of your subscription is helping you to grow professionally. Using our CPD tool, you can assess your current skills and competencies against industry benchmarks, and based on this plan and record CPD activities aligned to these skills. Log 20 CPD points a year to earn your digital badge.

We suggest you follow a three-stage cycle to help you easily meet your CPD requirement.



Step 1: Assess capability and plan learning

In order to know where you want to go, you need to know where you currently are! Use our CPD tool to understand and access your current abilities to help you understand your development needs and identify the right activities to help you get there.

Step 2: Acquire Skills and Knowledge

Having understood your development goals you can then undertake activities to help you meet them. This is the activity you will need to complete to achieve a digital badge. We have identified four categories through which you can undertake your development activities: Professional Experience, Training, Community Participation and Self- Study.

Your development is about you and so it is up to you to choose the activities that are most relevant for you. However, we have weighted the different activities to help you get the right balance of practical experience and skills development. More information about the weighting of these categories can be found on the following page.

Step 3: Apply and Evaluate

This final stage focuses on the outcome of your activity and how it has helped you meet your development goals. When you log your activity you will be asked to evaluate the outcome either by providing a description of your learning or by selecting the skills you have developed from the AXELOS Skills Framework.

4. CPD Categories

		CPD Categories		Activities
20 CPD Points Annually	Mandatory	5	Professional Practice Coaching and Mentoring PROFESSIONAL EXPERIENCE	<ul style="list-style-type: none"> Professional practice: applying best practice in the workplace Coaching colleagues in relation to best practice Mentoring individuals or groups to support their development Work shadowing senior colleagues.
	Maximum	15	Qualifications Structured Training TRAINING	<ul style="list-style-type: none"> AXELOS qualifications Qualifications from Accredited Training Organizations Professional qualifications from awarding bodies In house training E learning/webinars/online gaming.
	Maximum	15	Active Passive COMMUNITY PARTICIPATION	<ul style="list-style-type: none"> Organizing industry events Contributing to community discussion forums Authoring industry thought leadership
		10		<ul style="list-style-type: none"> Attending industry events including webinars, conferences etc. Reading blogs, discussion forums etc.
	Maximum	5	Reading Research SELF STUDY	<ul style="list-style-type: none"> Relevant books, manuals, publications Journal articles, white papers, case studies Webcasts, podcasts, websites Community discussion forums Intranet Blog posts/RSS feeds Personal.

CPD for multiple subscriptions

If you have multiple subscriptions, you will be able to share activity points between both subscriptions if they are relevant to both. You will be able to share a maximum of 15 points as long as the activity has taken place after you registered your additional subscriptions to be valid. These 15 points that are shared can come from Training, Community or Self-Study. For example, if you attend a one day training course focused on improving your communication skills you can share that activity as it will be relevant to both your subscriptions.

You cannot share points relating to professional experience. You will need to complete five points of professional experience for each membership subscription.

Incomplete CPD

If you want your digital badge to renew for the following 12 months you must complete and record your CPD activities within your membership cycle. If you do not log the additional 20 points required your badge will expire at the end of your membership cycle. Renewing your membership does not mean that your digital badge will be extended, as it is directly linked to your CPD activities and meeting your CPD requirements.



5. DIGITAL BADGES

With My AXELOS, you can earn professional endorsement through a product digital badge by successfully recording and logging your CPD activities.

Digital badges are an innovative solution for celebrating achievement in a digital age. They can be added to your CV, email signature or shared across your online networks to showcase your commitment to professional development.



We have partnered with Acclaim, a badging platform, to issue you these badges. Once you become eligible to receive your digital badge you will need to set up an account with Acclaim. Your badge will be issued to you in the first year, and if you maintain your subscription and log your CPD points, the expiry date will be updated for a further 12 months demonstrating that it is a continuous award. Your badge will reflect the highest certification that you have linked to your AXELOS online profile e.g. If you have verified that you hold a PRINCE2 Practitioner certification you will receive a PRINCE2 Practitioner badge.

What does the digital badge show?

Each badge is underpinned by metadata that provides the following information:

- Defined outcomes required to earn the badge and the evidence provided to demonstrate your competence
- Information about AXELOS
- Verification of your identity and relevant, secure, trusted communications about your qualifications, competencies and skills.

What are the requirements for a digital badge?

Note: All of your activities must have taken place within your annual subscription cycle, including your professional experience. Activities completed before this point cannot be added.

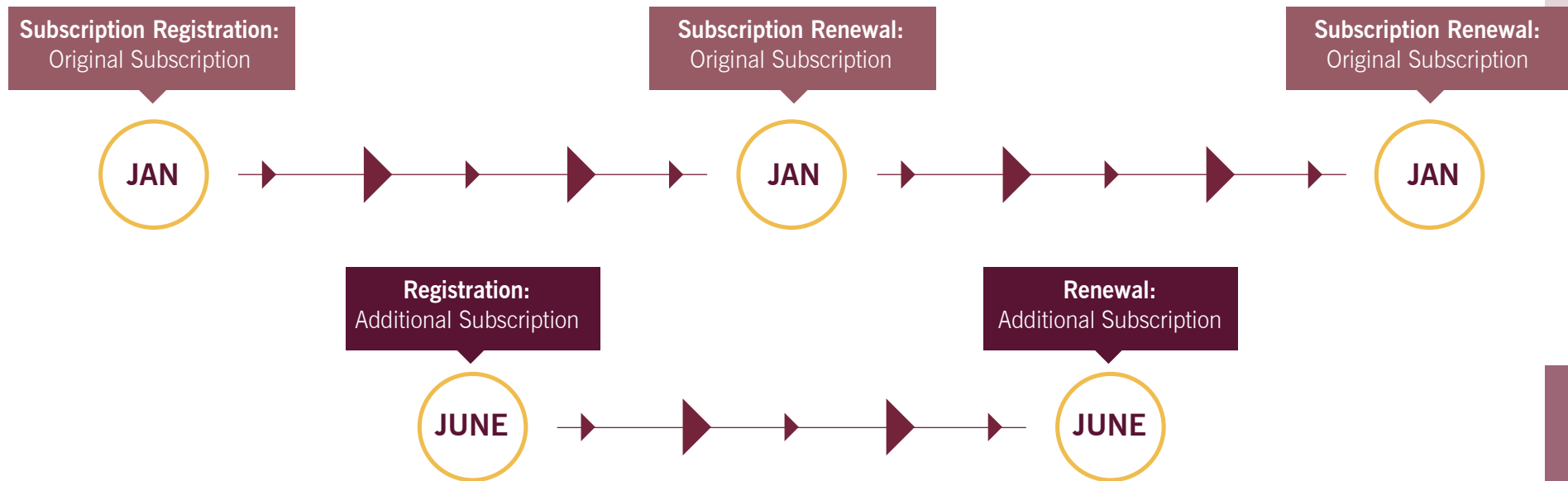
AXELOS does not mandate the types of activities that you undertake, as long as they are relevant to your professional development and fit into the four categories of professional experience, training and qualifications, community participation or self-study. These categories should cover most of the activities you want to record and some activities could be relevant to more than one category. You need to select the most relevant category for the activity and that you are able to evaluate how it has helped your development. If you want to see examples of CPD activities take a look at our CPD Guidance.

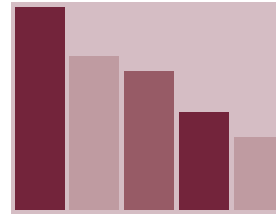
6. DIGITAL BADGE REQUIREMENTS

Year 1	ITIL Foundation ITIL Practitioner ITIL Intermediate PRINCE2 Practitioner PRINCE2 Agile Foundation PRINCE2 Agile Practitioner	Claim digital badge straight away	
Year 1	Other ITIL, PRINCE2 and MSP certificates'	15 points added to account to recognise recent certificate	5 points remaining to log in professional experience category
Year 2 and onwards		Need to log 20 CPD points	5 points must come from professional experience category

7. YOUR ANNUAL SUBSCRIPTION

Your subscription lasts for 12 months. You can subscribe to additional subscription at any point during your subscription cycle. This additional product subscription will last 12 months from the date added to your account.





What does a product subscription cost?

An annual subscription costs £50 +VAT. The cost of subscribing to a second subscription is £30 (+VAT) per annum and a third subscription is £20 per annum (+VAT).

How to renew your subscription

As you approach the end of your 12-month subscription for each subscription, you will be sent a reminder asking you to renew your subscription before expiry.

Lapsed subscription

If you choose not to renew your subscription, you will lose access to all the latest publications, best practice, CPD activities, and digital badges available as part of your product subscription.

If your subscription lapses and you still want to subscribe, simply log back in and pay the new subscription fee and your subsequent renewal will be based on this new payment date.



8. HOW DO WE MAINTAIN THE STANDARD?

To ensure that subscribers are meeting their CPD requirements, AXELOS will undertake a sample audit throughout the year.

After completing your CPD requirements, you will be awarded your digital badge as recognition that you have completed your CPD. This is issued subject to your CPD log falling within the CPD requirements and that, if selected for auditing, your record stands up to scrutiny.

To facilitate this, AXELOS will check a random subset of candidate records. If subscribers fail to respond to the audit request to submit evidence, or if their evidence is deemed as not meeting our CPD requirements of the Programme, AXELOS reserves the right to revoke the digital badge.

9. SUBSCRIBERS SUPPORT

If you have any questions, we have an extensive list of FAQs on our homepage. If you do not find the answer to your question then contact membership@axelos.com and we will respond within 3-5 working days.



Contacts

email membership@AXELOS.com AXELOS.com/professional-development

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