

**V3 Foundation Bridging Course Syllabus -
The ITIL® V3 Foundation Certificate in IT Service Management**

Document Control Information

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Professional Qualifications for

ITIL® PRACTICES FOR SERVICE MANAGEMENT

*The ITIL® V3 Foundation Bridging Course
in IT Service Management
SYLLABUS*



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THE ITIL® V3 FOUNDATION BRIDGING COURSE IN IT SERVICE MANAGEMENT

The ITIL V3 Bridging Course is provided to give candidates a fast track route to an ITIL® version 3 Foundation certificate level of knowledge. This course is only intended for existing holders of ITIL Foundation Certificates from earlier ITIL versions.

The ITIL® Foundation v3 Bridging course highlights the new topics in ITIL version 3 and the main differences from earlier ITIL® versions.

Candidates can expect to gain knowledge and understanding in the following upon successful completion of the components related to this certification.

- Service Management as a practice (Awareness)
- Service Lifecycle (Awareness)
- Key Principles and Models (Awareness)
- Generic Concepts (Awareness)
- Selected Processes (Awareness)
- Selected Roles (Awareness)
- Selected Functions (Awareness)
- Technology and Architecture (Awareness)
- ITIL Qualification scheme (Awareness)

Target Group

The target group of the ITIL® V3 Foundation Bridging course is existing holders of ITIL Foundation Certificate from earlier ITIL versions who want knowledge and understanding of the new content of ITIL version 3. It is provided as a one day course with a test at the end.

Syllabus

The syllabus will guide the design, development and use of training materials as well as training aimed at raising understanding of, and competence in, IT Service Management as described in the ITIL® Service Strategy, ITIL® Service Design, ITIL® Service Transition, ITIL® Service Operation, ITIL® Continual Service Improvement, ITIL® Introduction and ITIL® Glossary publications. The syllabus has been designed with ease of reference, extensibility and ease of maintenance in mind.

The Bridging syllabus is based on the ITIL® version 3 Foundation Syllabus. The scope of the v3 Foundation course is wider and less detailed compared to Foundation on earlier ITIL® versions. The main focus of the Bridging course will be the new content. It will also provide an overview of the main differences on topics known from earlier ITIL® versions.

The syllabus therefore consists of three main parts:

- **Part 1:** The first part presents the NEW content of the ITIL® V3 that is the main focus for the Foundation Bridge Course in IT Service Management.
- **Part 2:** The second part presents content well known from previous ITIL versions, but with some major differences to cover.
- **Part 3:** The third part presents content that remains unchanged since previous versions. This content should be considered well known, and is *not* covered in the ITIL® V3 Foundation Bridge Course in IT Service Management.

Training providers are free to structure and organize their training in the way they find most appropriate, provided the units below are sufficiently covered. It is strongly recommended that training providers do not structure their courses by simply following the order of the training units as described in this document. It has been designed to be flexible so that training providers can add value as appropriate. The recommended number of study hours is 6 hours and 30 minutes plus the test.

Note that the numbering is not in order, since it reflects the numbering of the ITIL® version 3 Foundation Syllabus. The terms emphasized in *italics* are defined in the ITIL® Glossary.

Part 1: Compulsory Subjects

Unit	Content
ITILFND00	<p>Introduction</p> <p>The purpose of this unit is to help the candidate understand the background for ITIL version 3 and why ITIL needed to change.</p> <p>Specifically, candidates must be able to:</p> <ul style="list-style-type: none"> 00-1. Explain the background for the new ITIL version and how the project got input from different stakeholder groups and nationalities 00-2. Understand why ITIL needed to change 00-3. Understand the new structure of ITIL (core, complementary and web based material) <p>The recommended study period for this unit is 30 minutes. This unit will not be subject to exam questions.</p>
ITILFND01	<p>Service Management as a practice</p> <p>The purpose of this unit is to help the candidate define <i>Service</i> and to comprehend and explain the concept of <i>Service Management as a practice</i>.</p> <p>Specifically, candidates must be able to:</p> <ul style="list-style-type: none"> 01-2. Define and explain the concept of a <i>Service</i> (SS, SD, ST, SO, CSI 2.2.1) 01-3. Define and explain the concept of <i>Service Management</i> (SS, SD, ST, SO, CSI 2.1) <p>The recommended study period for this unit is 15 minutes.</p>
ITILFND02	<p>The Service Lifecycle</p> <p>The purpose of this unit is to help the candidate to understand the <i>Service Lifecycle</i> and explain the <i>objectives</i> and business value for each phase in the <i>lifecycle</i>.</p> <p>Specifically, candidates must be able to:</p> <ul style="list-style-type: none"> 02-1. Briefly explain the <i>Service Lifecycle</i> (SS 1.2.3, 2.5, SD 1.2.3, ST 1.2.3, SO 1.2.3, CSI 1.2.3) 02-2. Describe the structure, <i>scope</i>, <i>components</i> and interfaces of the <i>ITIL® Library</i> (SS, SD, ST, SO 1.2.3, 2.4.2, CSI 1.2.3, 2.4.3)

Unit	Content
	<p>02-3. Account for the main goals and <i>objectives</i> of <i>Service Strategy</i> (SS 1.3)</p> <p>02-4. Account for the main goals and <i>objectives</i> of <i>Service Design</i> (SD 2.4.1, SD 3.1)</p> <p>02-5. Briefly explain what value <i>Service Design</i> provides to the <i>business</i> (SD 2.4.3)</p> <p>02-6. Account for the main goals and <i>objectives</i> of <i>Service Transition</i> (ST 2.4.1)</p> <p>02-7. Briefly explain what value <i>Service Transition</i> provides to the <i>business</i> (ST 2.4.3)</p> <p>02-8. Account for the main goals and <i>objectives</i> of <i>Service Operations</i> (SO 2.4.1)</p> <p>02-9. Briefly explain what value <i>Service Operation</i> provides to the <i>business</i> (SO 2.4.3)</p> <p>02-10. Account for the main goals and <i>objectives</i> of <i>Continual Service Improvement</i> (CSI 2.4.1, 2.4.2)</p> <p>02-11. Briefly explain what value <i>Continual Service Improvement</i> provides to the <i>business</i> (CSI 2.4.5)</p> <p>The recommended study period for this unit is 45 minutes.</p>
ITILFND03	<p>Generic concepts and definitions</p> <p>The purpose of this unit is to help the candidate define some of the key terminology and explain the key concepts of <i>Service Management</i>.</p> <p>Specifically, candidates must be able to define and explain the following key concepts:</p> <p>03-1. <i>Utility</i> and <i>Warranty</i> (SS 2.2.2, 3.1.3, ST 3.1.2)</p> <p>03-2. <i>Resources</i> and <i>Capabilities</i> (SS 3.2.1)</p> <p>03-3. <i>Service Portfolio</i> (SS 4.2.3, SD 3.6.2)</p> <p>03-5. The role of IT <i>Governance</i> across the <i>Service Lifecycle</i> (CSI 3.10)</p> <p>03-6. <i>Business Case</i> (SS 5.2.1, CSI 4.4.1)</p> <p>03-8. <i>Service Model</i> (SS 7.2.1, SD 3.3, ST 4.5.4.1)</p> <p>03-14. <i>Service Design Package</i> (SD 3.6.1)</p> <p>03-16. <i>Service Knowledge Management System (SKMS)</i> (ST 4.7.4.2, SO 4.4.7.2)</p> <p>03-17. <i>Configuration Management System</i> (ST 4.3.4.3, SO 4.4.7.1)</p> <p>03-19. <i>Definitive Media Library (DML)</i> (ST 4.3.4.3)</p> <p>03-24. <i>Event</i> (SO 4.1)</p> <p>03-33. The role of communication in <i>Service Operation</i> (SO 3.6)</p> <p>This unit will probably be covered as part of the training in the other units.</p>
ITILFND04	<p>Key Principles and Models</p> <p>The purpose of this unit is to help the candidate comprehend and account for the key principles and <i>models</i> of <i>Service Management</i> and balance some of the opposing forces within <i>Service Management</i>.</p> <p>Specifically, candidates must be able to:</p> <p><i>Service Strategy</i></p> <p>04-1. Explain how <i>Service Assets</i> are the basis for <i>Value Creation</i> (SS 3.2.1)</p>

Unit	Content
	<p>04-2. Describe basics of <i>Value Creation</i> through <i>Services</i> (SS 3.1.1, 3.1.2)</p> <p><i>Service Design</i></p> <p>04-4. Discuss the five major aspects of <i>Service Design</i> (SD 3.6):</p> <ul style="list-style-type: none"> • <i>Service Portfolio Design</i> • Identification of <i>Business Requirements</i>, definition of <i>Service Requirements</i> and <i>design</i> of <i>Services</i> • Technology and architectural <i>design</i> • <i>Process design</i> • Measurement <i>design</i> <p>04-5. Distinguish between different <i>Service Sourcing</i> approaches and options (SD 3.11.1 & Table 3.2)</p> <p><i>Service Transition</i></p> <p>04-6. Explain the Service V model (ST 4.4.5.1, 4.5.4.7)</p> <p><i>Service Operation</i></p> <p>04-7. Summarize the following conflicting balances in <i>Service Operation</i> (SO 3.2):</p> <ul style="list-style-type: none"> • <i>IT Services</i> versus Technology components • Stability versus <i>Responsiveness</i> • <i>Quality</i> of <i>Service</i> versus <i>Cost</i> of <i>Service</i> • Reactive versus Proactive <p><i>Continual Service Improvement</i></p> <p>04-9. Explain the <i>Continual Service Improvement Model</i> (CSI 2.4.4)</p> <p>04-10. Understand the role of measurement for <i>Continual Service Improvement</i> and explain the following key elements:</p> <ul style="list-style-type: none"> • <i>Business</i> value (CSI 3.7.2) • <i>Baselines</i> (CSI 3.7.1) • Types of <i>metrics</i> (technology <i>metrics</i>, process <i>metrics</i>, service <i>metrics</i>) (CSI 4.1.3) <p>The recommended study period for this unit is 2 hours.</p>
ITILFND05	<p>Processes</p> <p>The purpose of this unit is to help the candidate understand how the <i>Service Management processes</i> contribute to the <i>Service Lifecycle</i>, to explain the high level <i>objectives</i>, <i>scope</i>, basic concepts, <i>activities</i>, key <i>metrics</i> (KPIs), <i>roles</i> and challenges for five of the core <i>processes</i> and to state the <i>objectives</i>, some of the basic concepts and <i>roles</i> for fifteen of the remaining <i>processes</i>.</p> <p>Specifically, candidates must be able to:</p> <p><i>Service Strategy</i></p> <p>05-1. Outline the four main <i>activities</i> in the <i>Service Strategy</i> process</p> <ul style="list-style-type: none"> • Define the market (SS 4.1) • Develop the offerings (SS 4.2) • Develop <i>strategic assets</i> (SS 4.3)

Unit	Content
	<ul style="list-style-type: none"> • Prepare for execution (SS 4.4) <p>05-2a. State the <i>objectives</i>, basic concepts and <i>roles</i> for:</p> <ul style="list-style-type: none"> • <i>Service Portfolio Management (SPM)</i> (SS 5.3, 5.4, B 2.1) • <i>Demand Management (SS 5.5)</i> <p>Service Design</p> <p>05-4a. State the <i>objectives</i>, basic concepts and <i>roles</i> for:</p> <ul style="list-style-type: none"> • <i>Service Catalogue Management</i> (SD 4.1.1, 4.1.4, 6.4.5) • <i>Information Security Management (ISM)</i> (SD 4.6.1, 4.6.4, 6.4.10) • <i>Supplier Management</i> (SD 4.7.1, 4.7.4, 6.4.11) <p>Service Transition</p> <p>05-6a. State the <i>objectives</i>, basic concepts and <i>roles</i> for:</p> <ul style="list-style-type: none"> • <i>Release and Deployment Management</i> (ST 4.4.1, 4.4.4, 6.3.2.8, 6.3.2.9, 6.3.2.10) <p>Service Operation</p> <p>05-8a. State the <i>objectives</i>, basic concepts and <i>roles</i> for:</p> <ul style="list-style-type: none"> • <i>Event Management</i> (SO 4.1.1, 4.1.4, 6.5.5) • <i>Request Fulfilment</i> (SO 4.3.1, 4.3.4, 6.6.7) • <i>Access Management</i> (SO 4.5.1, 4.5.4, 6.6.9) <p>Continual Service Improvement</p> <p>05-9. Explain the high level <i>objectives</i>, basic concepts, process <i>activities</i>, <i>roles</i> and <i>metrics</i> for:</p> <ul style="list-style-type: none"> • The 7 step improvement <i>process</i> (CSI 3.7.3, 4.1.1 6.1.1, 6.1.2, 6.1.3) <p>The recommended number of study hours for this unit is 2 hours.</p>
ITILFND06	<p>Functions</p> <p>The purpose of this unit is to help the candidate explain the <i>role</i>, <i>objectives</i>, <i>organizational</i> structures, staffing and <i>metrics</i> of the <i>Service Desk function</i> and state the <i>role</i>, <i>objectives</i> and overlap of three other <i>functions</i>.</p> <p>Specifically, candidates must be able to:</p> <p>06-2. State the <i>role</i>, <i>objectives</i> and <i>organizational</i> overlap of:</p> <ul style="list-style-type: none"> • The <i>Technical Management function</i> (SO 6.3.1, 6.3.2) • The <i>Application Management function</i> (SO 6.5.1, 6.5.2) • The <i>IT Operations Management function (IT Operations Control and Facilities Management)</i> (SO 6.4.1, 6.4.2) <p>The recommended study period for this unit is 10 minutes.</p>
ITILFND07	<p>Roles</p> <p>The purpose of this unit is to help the candidate account for the <i>role</i> and, be aware of</p>

Unit	Content
	<p>the responsibilities of some of the key <i>roles</i> in <i>Service Management</i> and recognize a number of the remaining <i>roles</i> described in other Learning Units.</p> <p>Specifically, candidates must be able to:</p> <p style="padding-left: 40px;">07-1a. Account for the <i>role</i> and the responsibilities of the <i>Service owner</i> (ST 6.2.1, CSI 3.3, 6.1.4)</p> <p style="padding-left: 40px;">07-2. Recognize the <i>RACI</i> model and explain its role in determining <i>organizational</i> structure. (SD 6, CSI 6.2)</p> <p>The recommended study period for this unit is 10 minutes.</p>
ITILFND09	<p>ITIL® Qualification scheme</p> <p>The purpose of this unit is to help the candidate</p> <p style="padding-left: 40px;">09-1. Explain the ITIL® <i>Qualification</i> scheme, distinguish between the purposes of the two intermediate streams, mention the included certificates and diplomas, and understand the different options for further training.</p> <p>The recommended study period for this unit is 10 minutes. (Note: Until the Qualification scheme is finalized, an introduction of the public information according to the structure should be briefly presented.)</p>

Part 2: Main differences from earlier ITIL versions

The following learning unit highlights the main differences related to expected knowledge from earlier ITIL versions. The main differences shall be explained in the ITIL® V3 Foundation Bridge Course, not the full content. This main differences will probably be covered as part of the training in the other units, but add a study period of at least 30 minutes

Unit	Content
ITILFND10	<p>Some key differences from earlier ITIL versions</p> <p>Based on earlier ITIL versions, candidates should be able to explain the main differences in the following topics:</p> <p><i>Service Strategy</i></p> <p style="padding-left: 40px;">03-4. <i>Service Catalogue</i> (<i>Business Service Catalogue</i> and <i>Technical Service Catalogue</i>) (SS 4.2.3.1, SD 3.6.2, 4.1.4)</p> <p style="padding-left: 40px;">03-9. <i>Service Provider</i> (SD 4.2.4) (The 3 main types of service providers)</p> <p><i>Service Transition</i></p> <p style="padding-left: 40px;">05-5. Explain the high level <i>objectives</i>, <i>scope</i>, basic concepts, process <i>activities</i>, key <i>metrics</i>, <i>roles</i> and challenges for <i>Change Management</i> (ST 4.2, 6.3.2.4)</p> <p style="padding-left: 40px;">03-23. Seven R's of <i>Change Management</i> (ST 4.2.6.3)</p> <p style="padding-left: 40px;">03-21. <i>Change types</i> (Normal, <i>Standard</i> and <i>Emergency</i>) (ST 4.2.4.3, 4.2.4.4, 4.2.6.9)</p>

Unit	Content
	<p>05-6b. State the <i>objectives</i>, basic concepts and <i>roles</i> for: <i>Service Asset and Configuration Management (SACM)</i> (ST 4.3.1, 4.3.4, 6.3.2.4) (Understand the information structure and new terminology related to CMDB, DML, KEDB CMS and SKMS related to the concept of “data-information-knowledge-visdom”)</p> <p>Service Operation</p> <p>05-8b. Understand the ability to raise known errors along any stage in problem management. (The removal of the two sub processes Problem Control and Error Control from earlier versions of ITIL) <i>Problem Management</i> (SO 4.4.1, 4.4.4, 6.6.8)</p>

Part 3: Subjects *not* to be covered in the Bridge course

These subjects are covered in the full ITIL® V3 Foundation Bridge Course in IT Service Management, but are left out from the Bridge course. This is expected knowledge from earlier ITIL versions or not relevant and will not be covered, except from the main differences highlighted in part 2 of the syllabus. There might be questions from this content in the test.

Unit	Content
ITILFND01	<p>Service Management as a practice</p> <p>The purpose of this unit is to help the candidate to define <i>Service</i> and to comprehend and explain the concept of <i>Service Management</i> as a <i>practice</i>.</p> <p>From earlier ITIL versions, candidates should be able to:</p> <p>01-1. Describe the concept of Good <i>Practice</i> (SS, SD, ST, SO, CSI 1.2.2) 01-4. Define and distinguish between <i>Functions</i>, <i>Roles</i> and <i>Processes</i> (SS 2.3, 2.6.1, 2.6.2, SD 2.3, SD 3.6.4, ST 2.3, SO 2.3, 3.1, CSI 2.3) 01-5. Explain the <i>process</i> model (SD 3.6.4) 01-6. List the characteristics of <i>processes</i> (Measurable, Specific results, <i>Customers</i>, and Responds to a specific <i>event</i>) (SS 2.6.2, SD, ST, SO, CSI 2.3.2)</p>
ITILFND03	<p>Generic concepts and definitions</p> <p>The following key concepts are expected knowledge from earlier ITIL versions.</p> <p>03-7. <i>Risk</i> (SS 9.5.1, CSI 5.6.3.2) 03-9. <i>Service Provider</i> (SD 4.2.4) 03-10. <i>Supplier</i> (SD 4.2.4, 4.7.2) 03-11. <i>Service Level Agreement</i> (SLA) (SD 4.2.4, 4.2.5.1) 03-12. <i>Operational Level Agreement</i> (OLA) (SD 4.2.4) 03-13. <i>Contract</i> (SD 4.7.5.1) 03-15. <i>Availability</i> (SD 4.4.4) 03-17. <i>Configuration Item</i> (CI) (ST 4.3.4.2)</p>

Unit	Content
	<p>03-20. <i>Service Change</i> (ST 4.2.2) 03-25. <i>Alert</i> (SO 4.1) 03-26. <i>Incident</i> (SO 4.2) 03-27. <i>Impact, Urgency and Priority</i> (SO 4.2.5.4, 4.4.5.4) 03-28. <i>Service Request</i> (SO 4.3) 03-29. <i>Problem</i> (SO 4.4) 03-30. <i>Workaround</i> (SO 4.4.5.6) 03-31. <i>Known Error</i> (SO 4.4.5.7) 03-32. <i>Known Error Data Base (KEDB)</i> (SO 4.4.7.2)</p>
ITILFND04	<p>Key Principles and Models</p> <p>From earlier ITIL versions, candidates should be able to:</p> <p><i>Service Design</i> 04-3. Understand the importance of People, <i>Processes</i>, Products and Partners for <i>Service Management</i> (SD 2.4.2)</p> <p><i>Continual Service Improvement</i> 04-8. Discuss the <i>Plan, Do, Check and Act</i> (PDCA) <i>Model</i> to control and manage <i>quality</i> (CSI 3.6, 5.5)</p>
ITILFND05	<p>Processes</p> <p>From earlier ITIL versions, candidates should be able to:</p> <p><i>Service Strategy</i> 05-2b. State the <i>objectives</i>, basic concepts and <i>roles</i> for: <i>Financial Management</i> (SS 5.1, 5.1.2)</p> <p><i>Service Design</i> 05-3. Explain the high level <i>objectives, scope</i>, basic concepts, process <i>activities</i>, key <i>metrics</i> (KPPs), <i>roles</i> and challenges for: <i>Service Level Management (SLM)</i> (SD 4.2, 6.4.6, CSI 3.5, 4.6)</p> <p>05-4b. State the <i>objectives</i>, basic concepts and <i>roles</i> for:</p> <ul style="list-style-type: none"> • <i>Availability Management</i> (SD 4.4.1, 4.4.4, 6.4.7) • <i>Capacity Management</i> (SD 4.3.1, 4.3.4, 6.4.9) • <i>IT Service Continuity Management</i> (SD 4.5.1, 4.5.4, 6.4.8) <p><i>Service Transition</i> 05-5. Explain the high level <i>objectives, scope</i>, basic concepts, process <i>activities</i>, key <i>metrics, roles</i> and challenges for: <i>Change Management</i> (ST 4.2, 6.3.2.4)</p> <p>05-6b. State the <i>objectives</i>, basic concepts and <i>roles</i> for: <i>Service Asset and Configuration Management (SACM)</i> (ST 4.3.1, 4.3.4, 6.3.2.4)</p> <p><i>Service Operation</i></p>

Unit	Content
	<p>05-7. Explain the high level <i>objectives, scope</i>, basic concepts, process <i>activities</i>, key <i>metrics, roles</i> and challenges for: <i>Incident Management</i> (SO 4.2, 6.6.6)</p> <p>05-8b. State the <i>objectives</i>, basic concepts and <i>roles</i> for: <i>Problem Management</i> (SO 4.4.1, 4.4.4, 6.6.8)</p>
ITILFND07	<p>Roles</p> <p>From earlier ITIL versions, candidates should be able to:</p> <p>07-1b. Account for the role and the responsibilities of the Process owner (SD 6.4.1, ST 6.1.1, CSI 3.3, 6.1.5)</p>
ITILFND08	<p>Technology and Architecture</p> <p>From earlier ITIL versions, candidates should be able to:</p> <p>08-1. List some generic requirements for an integrated set of Service Management Technology (SD 7.1, ST 7, SO 7.1)</p> <p>08-2. Understand how Service Automation assists with integrating Service Management processes (SS 8.1)</p>
ITILFND10	Mock exam – Not required

Format of the Examination

This syllabus has an accompanying test at which the candidate must achieve a pass score to gain the ITIL Foundation Bridging Certificate in IT Service Management.

Type:	Multiple choices, 20 questions. The questions are picked from the full ITIL Foundation exam in IT Service Management.
Duration:	Maximum 30 minutes. Candidates sitting the examination in a language other than their native language have a maximum of 40 minutes and are allowed the use of a dictionary
Prerequisite:	Foundation Certificate from earlier ITIL versions
Supervised:	Yes
Open Book:	No
Pass Score:	65 % (13 out of 20)
Distinction Score:	None
Delivery:	Online or paper based through an Accredited Training Organisation / Provider