

ITIL Course Catalogue

PeopleCert Course Catalogue

Empower your IT career with globally recognised PeopleCert certifications. Our PeopleCert training programmes develop practical, role-ready skills aligned to industry best practices, validate professional capability, and prepare individuals to deliver value in modern, service-driven digital organisations.





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A photograph of a man with short dark hair and glasses, looking intently at a computer screen. The background is slightly blurred, showing what appears to be an office or classroom setting with bookshelves.

About NIL and PeopleCert

About NIL

NIL Africa is a leading IT skills development company and the exclusive delivery arm for NIL Learning in Sub-Saharan Africa. Since 2009, NIL Africa has been at the forefront of delivering comprehensive learning programmes across various tech verticals.

Committed to empowering IT professionals and organisations, our mission is to provide comprehensive learning programmes in Networking, Cybersecurity, IT Service Management, Data, Cloud, Data Centre, AI, Software, Automation, and Service Provider technologies across Africa.

Focused on advanced IT training, NIL Africa's Learning Division is dedicated to empowering IT professionals and organisations with cutting-edge skills and knowledge, aligning its offerings with the rapidly evolving digital landscape of Africa.

NIL Africa is proud to inform you that partnering with us means partnering with a proudly South African company which is recognised as a Level 1 B-BBEE contributor. We take pride in being 'ahead of the curve' in our commitment to engaging in direct empowerment initiatives in the Information Technology sector.

About PeopleCert

PeopleCert is the global leader in best practice frameworks and certifications that enhance organisational efficiency and advance careers. Operating in over 200 countries, we empower millions worldwide—including 82% of Fortune 500 companies and 800 government organisations—through our diverse portfolio, including ITIL®, PRINCE2®, DEVOPS INSTITUTE®, and LANGUAGECERT®, and our award-winning online proctoring solution.

Driven by innovation, security, and customer experience, we help individuals and organisations achieve their full potential. Our team's deep expertise ensures exceptional guidance and support, while our trusted processes—backed by 6.5+ million exams and 50,000 corporate clients—guarantee quality, fairness, and recognition across the market.

With access to certifications in 25 languages, 10,000+ exam locations, and a global network of accredited partners, PeopleCert offers unparalleled reach and flexibility. Whether advancing your career in IT, project management, or language proficiency, our innovative delivery and commitment to excellence make PeopleCert your trusted partner in professional growth and success.

IT Service Management

ITIL® 5 Foundation

Duration	2 Days
Delivery	ILT / VILT / Self-paced
Exam	ITIL5F

Course Outline:

The ITIL® 5 Foundation course introduces the latest evolution of the global IT Service Management framework. It provides practical insight into designing, delivering, and continually improving IT-enabled services and digital products. The course integrates digital product management, AI, automation, and sustainability, while covering service lifecycle management and value creation through governance, collaboration, and alignment of people, processes, technology, and experience.

Learning Objectives:

- Explain core ITIL® 5 concepts, principles, and service management terminology.
- Describe the structure and components of the ITIL Service Value System.
- Identify key roles, practices, and responsibilities within modern service management environments.
- Demonstrate how ITIL supports digital transformation and value-driven service delivery.
- Apply continual improvement concepts to enhance service performance and outcomes.
- Recognise how ITIL practices align people, processes, technology, and partners to deliver organisational value.

Who Should Enroll:

- IT professionals involved in service design, delivery, and support
- Service desk, operations, and support team members
- IT managers, team leaders, and service owners
- Business managers responsible for digital services or transformation initiatives

Pre-requisites:

- A basic understanding of IT concepts and business operations is beneficial.
- Familiarity with IT service environments or support roles is helpful but not required.

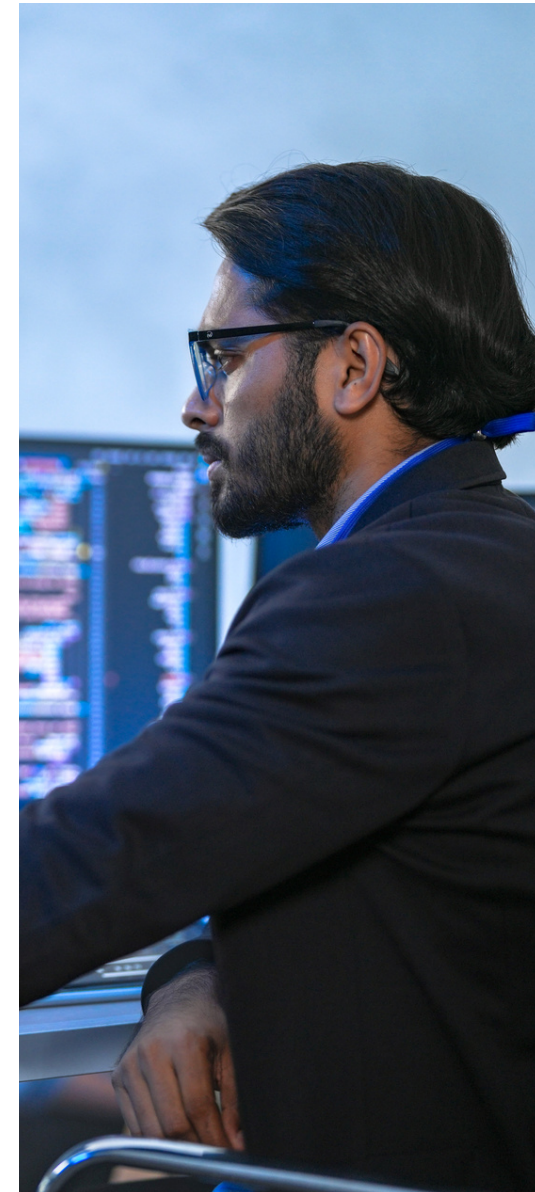
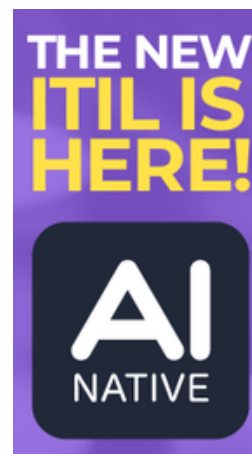
PeopleCert+ Membership

Why Become a PeopleCert Plus Member?

Stay ahead of the curve with PeopleCert Plus, your gateway to continuous growth and recognition. Keep your certifications current through the CPD programme, earning 20 points per year to maintain your credentials and stay career-ready. Access the PeopleCert Library with 150+ official ITIL®, PRINCE2®, and DevOps eBooks, guides, and playbooks to expand your knowledge at your own pace.

Boost your professional profile with digital badges and exclusive access to Masterclasses and webinars—featuring 19 hours of expert insight on ITIL 5, AI in ITSM, and more. Put ITIL into practice with 40+ ready-to-use templates, real-world case studies, and 34 Practice Guides that enhance workflow, service delivery, and customer experience.

Deepen your expertise with specialist eBooks covering areas such as High Velocity IT, Stakeholder Value, Digital Strategy, and Cloud Services. Whether advancing your leadership, optimising operations, or driving transformation, PeopleCert Plus equips you with the tools, knowledge, and credibility to accelerate your career.





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