



# COPC® Best Practices for Customer Experience (CX) Operations December 7 - 11, 2020 ~ Live Virtual Training

## COURSE LOGISTICS

We look forward to your participation in our COPC® Best Practices for CX Operations training scheduled for December 7– 11, with an exam on Monday, December 14, in a live, virtual format. This document contains important information you need to know regarding this class and the requirements to participate, so please carefully review all information here.

### Training Class Hours and Format

Class hours are as follows in **U.S. Central Time (UTC-06:00)**:  
**Monday-Thursday, 8:30am-5:00pm & Friday, 8:30am-2:30pm.**  
**The final exam (open book/notes) will be administered on Monday, December 14 from 8:30am-1:30pm.**

The course structure includes lectures, scenarios, breakout sessions, readouts from the breakout groups, a quiz and final exam. Students will participate in group activities which include breakout sessions and case work.

### Tuition and Registration Details

Tuition for this class is \$3,800 per person. This includes all training materials delivered via electronic format, your week of instruction and final exam.

**Registration for a seat in this class must be done online at:**  
**[December 7 – 11, 2020 Class Registration Link](#)**

- Please ensure that COPC Inc. receives payment within two weeks of online registration to guarantee your seat.
- Payments made within thirty days of the class start date must be made by credit card.

### Class Contact:

Karen Colvin  
COPC Inc. | North America  
[kcolvin@copc.com](mailto:kcolvin@copc.com)  
512-917-3523

## Virtual Class Requirements

This course will take place via the internet in a live, virtual environment using two-way video technology.

### To participate, you will need:

- Access to reliable internet service
- A computer equipped with both a microphone and video camera (for live interactions and group work)
- Two monitors or a monitor and tablet (One monitor to view the presentation/instructor, and a second monitor or tablet to view the training materials and to take notes)

**NOTE:** All course materials will be delivered via secure, electronic format, and the final exam will be delivered via a secure online portal.

### Cancellation Policy

**Cancellation requests received in writing sixty (60) to thirty (30) days before the training start date:**

Attendee may choose to:

- 1) send a substitute attendee to the class without penalties (with written/email notification of this request made to COPC Inc., including the new attendee's name); or,
- 2) apply paid tuition to the next scheduled U.S. session for the same enrolled student (**\$250 transfer fee applies**). Option #2 may be exercised only once per registration and cannot be cancelled for the next class if originally deferred.

**Cancellation requests received thirty (30) or fewer days before the training start date:** Attendee will forfeit tuition.

Alternately, registrant may send a substitute attendee to the class without penalties (with written/email notification of this request made to COPC. Inc., including the new attendee's name).