



COPC® Lean Six Sigma for Contact Centers Green Belt Training

October 4 - 8, 2021 ~ Live Virtual Class

COURSE LOGISTICS

We look forward to your participation in the COPC® Lean Six Sigma for Contact Centers – Green Belt Training taking place October 4- 8, 2021 in a live, virtual format. This document contains important requirements for your participation, so please carefully review all information.

Training Class Hours & Format

Class hours are as follows in U.S. Central Time (UTC-06:00):

- Mon., Oct. 4 – Fri., Oct. 8: 8:30am - 5:30pm
 - Mon., Oct. 11: 8:30am – 12:30pm
- The final exam (open book/ notes) will be administered via SurveyMonkey (www.surveymonkey.com).

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

Tuition and Registration Details

Tuition for this class is \$2,899 per person. This includes all training materials delivered via electronic format, your week of instruction and a final exam.

Class registration must be done online at the link following:
[October 4 – 8, 2021 Class Registration Link](#)

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

Your Class Contact:

Karen Colvin
COPC Inc. | North America
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.

What 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 and instructor, and a second monitor or tablet to view the training materials and to take notes)

Note: All course materials will be delivered in a secure, electronic format. You will be utilizing SurveyMonkey for the final exam.

Cancellation Policy

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

- 1) Send a substitute attendee to the class without penalties. Written notification of this request should be made to COPC Inc., including the new attendee's name
- 2) Apply paid tuition to the next scheduled U.S. session for the same enrolled student (**\$250 transfer fee applies**). This option may be exercised 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. Written notification of this request must be made to COPC Inc.