



# COPC® Best Practices for Customer Experience (CX) Operations

## March 1 - 5, 2021 ~ Live Virtual Training

### COURSE LOGISTICS

We look forward to your participation in our COPC® Best Practices for CX Operations training scheduled for March 1 – 5, with an exam on Monday, March 8, 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, Mar. 1 - Friday, Mar. 5: 8:30am-5:30pm.
- Monday, Mar. 8: 8:30am – 1:30pm.

The final exam (open book/notes) will be administered via SurveyMonkey ([www.surveymonkey.com](http://www.surveymonkey.com)).

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 here:**

[March 1 - 5, 2021 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 Preparation

To prepare for this class, we recommend you read the [COPC CX Standard, Release 6.2](#) for Customer Service Providers.

### 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. 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:**

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).