



COPC® Best Practices for Vendor Management Organizations (VMOs)

March 22 - 26, 2021 ~ Live Virtual Training

COURSE LOGISTICS

We look forward to your participation in our COPC® Best Practices for CX Operations training scheduled for March 22 - 26, with an exam on Monday, March 29, 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. 22 - Friday, Mar. 26: 8:30am-5:30pm.
 - Monday, Mar. 29: 8:30am – 1:30pm.
- 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 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 22 - 26, 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 6.1](#) for Vendor Management Organizations.

Class Contact:

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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).