



COURSE LOGISTICS

We look forward to your participation in COPC® Best Practices for CX Operations training scheduled for September 26 – 30, 2022 **with an exam on Monday, October 3**, in a live, virtual format using two-way video technology. This document contains important requirements for your participation, so please carefully review all information.

Training Class Hours and Format

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

- Mon., Sep. 26 - Fri., Sep. 30: 8:30 am-5:30 pm
- Mon., Oct. 3: 8:30 am – 1:30 pm

The final exam (open book/notes) will be administered.

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 casework.

Tuition and Registration Details

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

Class Registration:

To be completed online at the link following. Please disregard if you've already registered: [Class Registration](#)

Registrations are taken on a first-come-first-served basis. Seats cannot be held without payment.

Class Preparation

You will receive pre-class instructions from your training facilitators the week prior to training. To prepare for this class, please have a review of the [COPC CX Standard, Release 7.0](#).

Class Contact:

Karen Colvin
COPC Inc. | North America
kcolvin@copc.com
512-917-3523

Virtual Class Requirements

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 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.

Cancellation Policy

Cancellation requests received in writing sixty (60) to thirty-one (31) days before the training start date have two options:

1. Send a substitute attendee to the class without penalties.
2. Apply paid tuition to the next scheduled U.S. session for the same enrolled student A \$250 transfer fee per student 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:

1. Attendee will forfeit tuition. Alternately, the registrant may send a substitute attendee to the class without penalties. Written notification of this request is required 30 days before the training start date.

Written notification of transfers or cancellations is required and should be sent to kcolvin@copc.com.