



COPC® Best Practices in Managing Outsourced Service Operations

Live Virtual Training | October 23 – 27, 2023

COURSE OVERVIEW

COPC® Best Practices in Managing Outsourced Service Operations is instructed in a live, virtual format using two-way video technology. You will have the opportunity to take a final exam to earn the Customer Experience Performance Leader designation.

Course Hours in US Central Time (UTC -06:00)

- Monday, October 23: 8:00 am – 5:00 pm
 - Tuesday, October 24: 8:00 am – 5:00 pm
 - Wednesday, October 25: 8:00 am – 5:00 pm
 - Thursday, October 26: 8:00 am – 5:00 pm
 - Friday, October 27: 8:00 am – 12:00 pm
- An exam (open e-book/notes) will be administered.

Course Format

This course includes lectures, scenarios, breakout sessions, readouts from the breakout group, a quiz, and a final exam. Students will participate in group activities which include breakout sessions and casework. Students should plan on a content-rich and positive training experience.

Course Tuition

Tuition is \$3,800 per person, which includes access to electronic training materials and a final exam.

Discounted tuition is \$3,420 per person if four or more from one company attend this training session.

Course Registration and Payment

Registration must be completed online using this [Course Registration Link](#). Payment by invoice is an option for four or more. For less than four, there is an administrative fee of \$250.

Registrations are taken on a first-come-first-served basis and can only be held or confirmed once payment has been received.

Course Preparation

You will receive pre-instructions from your facilitators the week before the training. Your course contact can assist with any questions before then.

Course Contact

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

Course Requirements & Cancellation Policy

Required Technology

- Access to reliable internet service
- A computer with a microphone and video camera (mandatory on-screen course)
- Two monitors or a monitor and tablet (One monitor to view the presentation and instructor and a second to view the training materials and take notes, which you can do within the electronic training materials)

Course materials will be delivered in a secure, electronic format which you can access post-training.

Cancellation Policy

Cancellations outside of 60 days receive a full refund.

Between 31 and 60 days, a 5% transfer fee will be applied if registrants are moved to a later class. Paid tuition will be applied to the new class registration. Cancellations will not be refunded.

Between 1 and 30 days, a transfer fee of 25% will be applied if registrants are moved to a later class. Paid tuition will be applied to the new class registration. Cancellations will not be refunded.

Fees can be waived if a substitute student is sent, contingent upon submitting the request in writing 14 days or more before the class.

In the unlikely event that COPC cancels a class, purchased seats will be moved to the next available class of the same type if there is one. Should no course be available, or upon the purchaser's request, a full refund will be provided.

Written notification of transfer or cancellation is required and should be sent to Karen Colvin at kcolvin@copc.com.