



COURSE OVERVIEW

COPC® Service Journey Thinking is instructed in a live, virtual format using two-way video technology. You will have an opportunity to take a final exam to earn the designation of Certified Professional Manager.

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

- Tuesday, March 19: 8:30 am – 12:30 pm
- Wednesday, March 20: 8:30 am – 12:30 pm
- Thursday, March 21: 8:30 am – 12:30 pm

A final exam is optional and will be self-administered. This must be completed within five (5) business days of course completion.

Course Format

This course includes lectures, engaging breakout discussions and strategic insights shared by instructors and participants.

Course Tuition

Tuition is \$1,199 per person, which includes access to electronic training materials and a final exam.

Discounted tuition is \$1,079 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. There is an administrative fee of \$250 for invoicing less than four.

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 kcolvin@copc.com.