



## COURSE OVERVIEW

**COPC® Best Practices for Quality Management** 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 Eastern Time (UTC -05:00)

- Tuesday, June 11: 10:00 am – 5:00 pm
- Wednesday, June 12: 10:00 am – 5:00 pm

An exam (open e-book/notes) will be administered at the end of both days.

### Course Format

This course includes lectures, scenarios, live discussions, live polls, and knowledge checks, concluding with a final certification exam. Students should plan on a content-rich and positive training experience.

### Course Tuition

Tuition is \$1,299 per person, which includes access to electronic training materials and a final exam.

Discounted tuition is \$1,170 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](#). For four or more, payment by invoice is an option. 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](mailto: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](mailto:kcolvin@copc.com).*