



COURSE OVERVIEW

COPC® Mastering Workforce Management training 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 Certified Professional Manager designation.

Course Hours in U.S. Central Time (UTC -06:00)

- Monday, September 23: 9:00 am – 1:00 pm
 - Tuesday, September 24: 9:00 am – 1:00 pm
 - Wednesday, September 25: 9:00 am – 1:00 pm
 - Thursday, September 26: 9:00 am – 1:00 pm
 - Friday, September 27: 9:00 a.m. – 1:00 p.m.
- An exam (open e-book/notes) will be administered.

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 lively training experience.

Course Tuition

Tuition is \$1,950 per person, including access to electronic training materials and a final exam.

There is a \$250 administrative fee to pay by invoice for less than four individuals from the same company.

Discounted tuition is \$1,755 per person if four or more from one company attend this training session. Please email Karen Colvin for a discount code.

Course Registration

Registration must be completed online using this [Course Registration Link](#).

Registrations are taken on a first-come-first-served basis and cannot be held or confirmed until payment has been received.

Course Preparation

You will receive pre-instructions from COPC facilitators the week before the training. If you have any questions before then, you can reach your course contact, listed below.

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 equipped 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)

NOTE: All 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 in the same region. Cancellations will not be refunded.

If registrants are moved to a later class between 1 and 30 days, a 25% transfer fee will be applied. Paid tuition will be applied to the new class registration in the same region. 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.

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