

## COPC® Foundations in AI Training

### Live Virtual Training | 8<sup>th</sup> – 11<sup>th</sup> September 2025

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#### COURSE OVERVIEW

The COPC® Foundations in AI for CX training is delivered in a live, virtual format using two-way video technology. Participants will apply the concepts learned in class through a series of detailed case study exercises, providing an opportunity to earn a Certificate of Achievement.

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#### COURSE HOURS | CENTRAL EUROPEAN TIME

Monday	8 <sup>th</sup> September	2:00 p.m. – 6:00 p.m.
Tuesday	9 <sup>th</sup> September	2:00 p.m. – 6:00 p.m.
Wednesday	10 <sup>th</sup> September	2:00 p.m. – 6:00 p.m.
Thursday	11 <sup>th</sup> September	2:00 p.m. – 6:00 p.m.

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#### COURSE FORMAT

This course includes lectures, relevant case study work, engaging breakout discussions, and strategic insights from instructors and participants.

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#### COURSE TUITION

- Tuition is EUR 1,847 or USD 1,950 per person, including access to electronic training materials and exercises. VAT is applied to all customers in the UK.
  - A 10% discount is available for companies sending four or more attendees to this training session.
  - Tuition must be paid within fourteen days of the training start date.
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#### COURSE REGISTRATION

- Registration must be completed online using a credit card [here](#).
- If you will not pay by credit card, please complete the [booking form](#) and email it to [Angela Brace](#).
- Registrations are on a first-come, first-served basis and cannot be held or confirmed until payment has been received.

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#### **COURSE PREPARATION**

Your facilitators will send you detailed course instructions the week before the training. This will give you ample time to prepare and familiarize yourself with the course structure and requirements.

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#### **COURSE REQUIRED TECHNOLOGY**

- Access to reliable internet service
  - A computer equipped with a microphone and video camera (on screen is mandatory)
  - 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)
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#### **CANCELLATION POLICY**

Cancellations outside of 60 days receive a full refund.

If registrations are moved to a later course between 31 and 60 days, a 5% transfer fee will be applied. Paid tuition will be applied to the new course in the same region. Cancellations will not be refunded during this period.

If registrants are moved to a later course between 1 and 30 days, a 25% transfer fee will be applied. Paid tuition will be applied to the new course registration (in the same region). Cancellations will not be refunded during this period.

Fees can be waived if a substitute student is sent, provided the request is submitted in writing at least 14 days before the class.

*Written notification of transfer or cancellation is required and should be sent to the course contact listed below.*

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#### **COURSE CONTACT:**

Tracey Turk  
COPC Inc. EMEA  
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+44 (0) 7928 902 724