

# **COPC® Best Practices in Managing Outsourced Service Operations**

## **Live Virtual Training | 27<sup>th</sup> – 31<sup>st</sup> October 2025**

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### **COURSE OVERVIEW**

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

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### **COURSE HOURS | CENTRAL EUROPEAN TIME**

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|-----------|--------------------------|-----------------------|
| Monday    | 27 <sup>th</sup> October | 9:00 a.m. – 5:00 p.m. |
| Tuesday   | 28 <sup>th</sup> October | 9:00 a.m. – 5:00 p.m. |
| Wednesday | 29 <sup>th</sup> October | 9:00 a.m. – 5:00 p.m. |
| Thursday  | 30 <sup>th</sup> October | 9:00 a.m. – 5:00 p.m. |
| Friday    | 31 <sup>st</sup> October | 9:00 a.m. – 5:00 p.m. |

A final exam (open e-book/notes) will be administered on the last day.

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### **COURSE FORMAT**

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

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### **COURSE TUITION**

- Tuition is EUR 3,550 or USD 4,098 per person (if you are a current COPC Inc. user), excluding VAT.
  - Tuition is EUR 3,800 or USD 4,387 per person (if you are not a current COPC Inc. user), excluding VAT.
  - 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.
  - Tuition includes access to electronic training materials and a final exam.
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### **COURSE REGISTRATION**

- Registration must be completed online [here](#).
  - 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**

You will receive detailed course instructions from your facilitators 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.

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

Between 1 and 30 days, a transfer fee of 25% will be applied if registrants are moved to a later course. 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  
[tturk@copc.com](mailto:tturk@copc.com)  
+44 (0) 7928 902 724