

COPC® Best Practices for Customer Experience (CX) Operations

Live Virtual Training | 3rd – 7th November 2025

COURSE OVERVIEW

COPC® Best Practices for Customer Experience (CX) 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.

COURSE HOURS | CENTRAL EUROPEAN TIME

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|-----------|--------------------------|-----------------------|
| Monday | 3 rd November | 9:00 a.m. – 5:00 p.m. |
| Tuesday | 4 th November | 9:00 a.m. – 5:00 p.m. |
| Wednesday | 5 th November | 9:00 a.m. – 5:00 p.m. |
| Thursday | 6 th November | 9:00 a.m. – 5:00 p.m. |
| Friday | 7 th November | 9:00 a.m. – 5:00 p.m. |

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

COURSE FORMAT

This course will be taught in English and includes lectures, engaging breakout discussions and strategic insights shared by instructors and participants.

COURSE TUITION

- Tuition is EUR 3,550 or USD 3,954 per person (if you are a current COPC Inc. user), excluding VAT.
 - Tuition is EUR 3,800 or USD 4,233 per person (if you are not a current COPC Inc. user), excluding VAT.
 - A ten percent discount is available for companies sending four or more 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

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.

COURSE REQUIRED TECHNOLOGY

- Access to reliable internet service
 - A computer 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, 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 the course contact listed below.

COURSE CONTACT:

Tracey Turk
COPC Inc. EMEA
tturk@copc.com
+44 (0) 7928 902 724