

# COPC® Best Practices for Workforce Management Training

## Live Virtual Training | 21<sup>st</sup> – 25<sup>th</sup> September 2026

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### COURSE OVERVIEW

COPC® Best Practices for Workforce Management training is delivered in a live, virtual format via two-way video. Participants will have the opportunity to take a final exam to earn the Workforce Management Certified Professional Manager certification.

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### COURSE HOURS | CENTRAL EUROPEAN TIME

Monday	21 <sup>st</sup> September	1:00 p.m. – 5:30 p.m. CET
Tuesday	22 <sup>nd</sup> September	1:00 p.m. – 5:30 p.m. CET
Wednesday	23 <sup>rd</sup> September	1:00 p.m. – 5:30 p.m. CET
Thursday	24 <sup>th</sup> September	1:00 p.m. – 5:30 p.m. CET
Friday	25 <sup>th</sup> September	1:00 p.m. – 5:30 p.m. CET

A final exam (open e-book/notes) will be 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. This class will be taught in English.

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### COURSE TUITION

- Tuition is EUR 1,845 or USD 2,140 per person excl VAT
  - A 10% 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

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 made more than 60 days in advance receive a full refund.

Between 31 and 60 days, a 5% transfer fee will apply 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 25% transfer fee will apply 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, 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.*

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### COURSE CONTACT:

Tracey Turk  
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+44 (0) 7928 902 724

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