

# COPC® Best Practices in Managing Outsourced Service Operations

## Live Virtual Training | 22<sup>nd</sup> – 26<sup>th</sup> June 2026

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### COURSE OVERVIEW

COPC® Best Practices in Managing Outsourced Service Operations 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 Certified Outsourced Operations Leader certification.

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### COURSE HOURS | CENTRAL EUROPEAN TIME

Monday	22 <sup>nd</sup> June	9:00 a.m. – 5:00 p.m.
Tuesday	23 <sup>rd</sup> June	9:00 a.m. – 5:00 p.m.
Wednesday	24 <sup>th</sup> June	9:00 a.m. – 5:00 p.m.
Thursday	25 <sup>th</sup> June	9:00 a.m. – 5:00 p.m.
Friday	26 <sup>th</sup> June	9:00 a.m. – 5:00 p.m.

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.

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### COURSE TUITION

- Tuition is EUR 3,550 or USD 4,138 per person (for current COPC Inc. users), excluding VAT.
  - Tuition is EUR 3,800 or USD 4,429 per person (if you are not a current COPC Inc. user), excluding VAT.
  - A 10% discount is available for companies sending four or more participants 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](#). 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**

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 used for the new course in the same region. Cancellations will not be refunded during this period.

Between 1 and 30 days before the course start date, a 25% transfer fee applies if registrants are moved to a later course. Paid tuition will be used for the new course registration (in the same region). Cancellations will not be refunded during this period.

Fees may be waived if a substitute student is sent, contingent upon submitting a written request 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