

COPC® Best Practices for Customer Experience (CX) Operations Live Virtual Training | 28th September – 2nd October 2026

COURSE OVERVIEW

COPC® Best Practices for Customer Experience (CX) 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 Customer Experience Performance Leader certification.

COURSE HOURS | CENTRAL EUROPEAN TIME

Monday	28 th September 2026	8:30 a.m. – 5:00 p.m.
Tuesday	29 th September 2026	8:30 a.m. – 5:00 p.m.
Wednesday	30 th September 2026	8:30 a.m. – 5:00 p.m.
Thursday	1 st October 2026	8:30 a.m. – 5:00 p.m.
Friday	2 nd October 2026	8:30 a.m. – 2:30 p.m.

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

COURSE FORMAT

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

COURSE TUITION

- Tuition is EUR 3,550 or USD 4,129 per person (if you are a current COPC Inc. user) excl VAT
 - Or EUR 3,800 or USD 4,412 per person (if you are a not current COPC Inc. user) excl VAT
 - A 10% discount is available to companies sending 4 or more to this training session.
 - Tuition must be paid within fourteen days of the training start date.
 - Tuition includes printed 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.

CANCELLATION POLICY

Cancellations outside of 60 days 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 before the course start date, 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 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.

COURSE CONTACT:

Tracey Turk
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