



# COPC® Best Practices for CX Operations Live Virtual Training | 4<sup>th</sup> – 8<sup>th</sup> November 2024

## COURSE OVERVIEW

### Course Hours

Course hours are as follows in Central European Time:

- Monday, 4<sup>th</sup> November: 9:00 a.m. – 5:00 p.m.
- Tuesday, 5<sup>th</sup> November: 9:00 a.m. – 5:00 p.m.
- Wednesday, 6<sup>th</sup> November: 9:00 a.m. – 5:00 p.m.
- Thursday, 7<sup>th</sup> November: 9:00 a.m. – 5:00 p.m.
- Friday, 8<sup>th</sup> November: 9:00 a.m. - 2:00 p.m.

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

### Course Format

The course structure includes lectures, engaging breakout discussions, and strategic insights shared by the instructor and participants in the main session. Training will be delivered in English.

### Course Tuition

Tuition is EUR 3,350 or USD 3,643 per person (if you are a current COPC Inc. user), excluding VAT. Or EUR 3,600 or USD 3,915 per person (if you are not an existing COPC Inc. user), excluding VAT.

VAT is applied to all UK customers.

### Course Registration

Registration must be completed online using this [Pay by Credit Card](#) link or by completing the [Booking Form](#) for electronic payment. Please disregard if you have already registered.

Registrations are taken on a first-come-first-served basis and can only be held or confirmed once payment has been received.

### Course Contact

Tracey Turk  
COPC Inc. | EMEA  
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## Course Requirements & Cancellation Policy

### Technology You Will Need

- Access to reliable internet service
- A computer equipped with a microphone and video camera for live interaction
- 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)

All course materials will be delivered in a secure, electronic format which you can access post-training.

### Cancellation Policy

Cancellations outside of 60 days receive a full refund.

Between 31 and 60 days, a 5% transfer fee will be applied if registrants are moved to a later class. Paid tuition will be applied to the new class registration. Cancellations will not be refunded.

Between 1 and 30 days, a transfer fee of 25% will be applied if registrants are moved to a later class. Paid tuition will be applied to the new class registration. Cancellations will not be refunded.

Fees can be waived if a substitute student is sent, contingent upon submitting the request in writing 14 days or more before the class.

COPC Inc. will not be responsible for losses in the advanced purchase of airfares or other travel arrangements made by the participant or company under any circumstance.

*Written notification of transfer or cancellation is required and should be sent to Angela Brace at [abrace@copc.com](mailto:abrace@copc.com).*