

COPC® Service Journey Thinking Training Live Virtual Training | 18th – 20th March 2025

COURSE OVERVIEW

COPC® Service Journey Thinking 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 Certified Professional Manager certification.

COURSE HOURS | CENTRAL EUROPEAN TIME

Tuesday	March 18	3:30 p.m. – 7:30 p.m.
Wednesday	March 19	3:30 p.m. – 7:30 p.m.
Thursday	March 20	3:30 p.m. – 7:30 p.m.

A final exam is optional and will be self-administered. This must be completed within five (5) business days of course completion.

COURSE FORMAT

This course includes lectures, engaging breakout discussions and strategic insights shared by instructors and participants.

COURSE TUITION

- Tuition is \$1,299 (EUR 1,094) per person and includes access to electronic training materials and a final exam.
 - 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.
-

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.

COPC® Service Journey Thinking Training Live Virtual Training | 18th – 20th March 2025

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.

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)
-

CANCELLATION POLICY

Cancellations outside of 60 days receive a full refund.

Between 31 and 60 days, a 5% transfer will be applied 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 transfer fee of 25% will be applied 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 cancelation 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 902724
