COPC Asia Pacific Inc. - Live Virtual Training Schedule for Year 2022 & 1st Quarter of Year 2023 (Subject to change)

No	Course Title	Course Abbreviation	Exam? (Yes / No)	Dates		Training Mode	No of Sessions	Total No. of sessions	Hours per session	Timing	Course Fee Per Person (RM) exclude applicable taxes	
				From	To						Non-CCAM Member	CCAM Member
1	COPC® Best Practices for Quality Management Training	BPQM	No	17/Feb/2022 (Thu)	18/Feb/2022 (Fri)	Live Virtual	2	2	4.5	10.30am to 3.00pm	2,050	1,948
2	COPC® Best Practices for Customer Experience (CX) Operations Training	BPCXO	Yes	21/Mar/2022 (Mon)	25/Mar/2022 (Fri)	Live Virtual	5	10	4.5	10.30am to 3.00pm	12,300	11,685
				28/Mar/2022 (Mon)	01/Apr/2022 (Fri)		5		4.5			
3	COPC® Best Practices for Quality Management Training	BPQM	No	28/Apr/2022 (Thu)	29/Apr/2022 (Fri)	Live Virtual	2	2	4.5	10.30am to 3.00pm	2,050	1,948
4	COPC® Service Journey Thinking Training	SJT	Yes	09/May/2022 (Mon)	10/May/2022 (Tue)	Live Virtual	2	2	4.5	10.30am to 3.00pm	2,460	2,337
5	COPC® Data Analysis for Contact Centers Training	DACC	No	16/Jun/2022 (Thu)	17/Jun/2022 (Fri)	Live Virtual	2	2	4.5	10.30am to 3.00pm	2,050	1,948
6	COPC® High Performance Management Techniques (HPMT) Training	HPMT	Yes	20/Jun/2022 (Mon)	24/Jun/2022 (Fri)	Live Virtual	5	5	4.5	10.30am to 3.00pm	6,150	5,843
7	COPC® Best Practices for Customer Experience (CX) Operations Training	BPCXO	Yes	11/Jul/2022 (Mon)	15/Jul/2022 (Fri)	Live Virtual	5	10	4.5	10.30am to 3.00pm	12,300	11,685
				18/Jul/2022 (Mon)	22/Jul/2022 (Fri)	Live Virtual	5		4.5			
8	COPC® Best Practices for Quality Management Training	BPQM	No	11/Aug/2022 (Thu)	12/Aug/2022 (Fri)	Live Virtual	2	2	4.5	10.30am to 3.00pm	2,050	1,948
9	COPC® Best Practices for Vendor Management Organizations (VMOs) Training	BPVMO	Yes	19/Sep/2022 (Mon)	23/Sep/2022 (Fri)	Live Virtual	5	10	4.5	10.30am to 3.00pm	14,350	13,633
				26/Sep/2022 (Mon)	30/Sep/2022 (Fri)	Live Virtual	5		4.5			
10	COPC® Mastering Workforce Management (WFM) Training	WFM	Yes	10/Oct/2022 (Mon)	14/Oct/2022 (Fri)	Live Virtual	5	5	4.5	10.30am to 3.00pm	6,150	5,843
11	COPC® Best Practices for Quality Management Training	BPQM	No	03/Nov/2022 (Thu)	04/Nov/2022 (Fri)	Live Virtual	2	2	4.5	10.30am to 3.00pm	2,050	1,948
12	COPC® High Performance Management Techniques (HPMT) Training	HPMT	Yes	14/Nov/2022 (Mon)	18/Nov/2022 (Fri)	Live Virtual	5	5	4.5	10.30am to 3.00pm	6,150	5,843
13	COPC® Data Analysis for Contact Centers Training	DACC	No	24/Nov/2022 (Thu)	25/Nov/2022 (Fri)	Live Virtual	2	2	4.5	10.30am to 3.00pm	2,050	1,948
14	COPC® Best Practices for Customer Experience (CX) Operations Training	BPCXO	Yes	05/Dec/2022 (Mon)	09/Dec/2022 (Fri)	Live Virtual	5	10	4.5	10.30am to 3.00pm	12,300	11,685
				12/Dec/2022 (Mon)	16/Dec/2022 (Fri)	Live Virtual	5		4.5			
15	COPC® Service Journey Thinking Training	SJT	Yes	12/Jan/2023 (Thu)	13/Jan/2023 (Fri)	Live Virtual	2	2	4.5	10.30am to 3.00pm	2,460	2,337
16	COPC® Best Practices for Quality Management Training	BPQM	No	09/Feb/2023 (Thu)	10/Feb/2023 (Fri)	Live Virtual	2	2	4.5	10.30am to 3.00pm	2,050	1,948
17	COPC® Best Practices for Customer Experience (CX) Operations Training	BPCXO	Yes	27/Mar/2023 (Mon)	31/Mar/2023 (Fri)	Live Virtual	5	10	4.5	10.30am to 3.00pm	12,300	11,685
				03/Apr/2023 (Mon)	07/Apr/2023 (Fri)	Live Virtual	5		4.5			