

Outsourcing Professional Certification Framework™ (OPCF)

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IAOP's Outsourcing Professional Certification Framework (OPCF) is designed to address the needs of individuals who work across the global outsourcing industry from entry level positions focused on the delivery of outsourced services through to senior executives leading global outsourcing programs at customer, provider, and advisor organizations. At each stage in an individual's career there is an opportunity for both professional development and professional recognition. The Outsourcing Professional Certification Framework (OPCF) is made up of three families of certifications: Certified Outsourcing Executive (COE) (under development), Certified Outsourcing Professional (COP) and Certified Outsourcing Specialist (COS).

The Certified Outsourcing Professional® (COP) Family of Certifications

The Certified Outsourcing Professional (COP) family of certifications is for individuals responsible for the design, implementation, and management of outsourcing relationships. Within this family of designations individuals can specialize in selected industries, functions, processes, stages of the outsourcing life-cycle (strategy, deal design, transition, and governance), and in professional fields that directly support outsourcing programs such as finance, legal, business process analysis and others.



Certified Outsourcing Professional® (COP)

This certification is an experience based designation that powerfully demonstrates that an individual possesses the experience and knowledge required to design, implement, and manage outsourcing initiatives that have a high probability of achieving an organization's intended outcomes. To earn the COP designation, each candidate is required to complete a rigorous application and review process that includes documenting outsourcing projects that demonstrate implementation and operational intricacies of outsourcing; and their overall educational background — both on outsourcing and on general business topics. Candidates also must pass an examination assessing their knowledge of the Outsourcing Professional Book of Knowledge (OPBOK).

Associate Certified Outsourcing Professional (aCOP)

Earning this certification demonstrates that an individual possesses the knowledge required to design, implement, and manage outsourcing initiatives that have a high probability of achieving an organization's intended outcomes. To earn the aCOP designation, each candidate is required to complete the Certified Outsourcing Professional Master Class as well as pass an examination assessing their knowledge of the Outsourcing Professional Book of Knowledge (OPBOK).

Advanced COP Certifications

Certified Outsourcing Professional - Governance (COP-GOV)
Certified Outsourcing Professional - Business Development (COP-BD)

The above two certifications require that a candidate is first a COP and/or aCOP. Then candidates will take and complete the associated qualifying one day workshop training (either Governance Workshop or Service Provider Business Development Workshop) and pass a certification exam.

- Outsourcing Customer Benefits: Customers who have COPs on staff have greater success in managing their outsourcing relationships in all phases.
- Outsourcing Provider Benefits: Providers whose workers achieve COP family certifications have a competitive advantage, as well as the satisfaction of knowing that they are keeping up with their customer clients in the ability to succeed in their outsourcing relationship goals.

Certified Outsourcing Specialist™ (COS) Family of Certifications

Certified Outsourcing Specialist-Foundation Principles (COS-FP)

The Certified Outsourcing Specialist - Foundation Principles designation distinguishes individuals as grounded in the basic knowledge and skills in the field of outsourcing. It powerfully demonstrates that they possess exposure to and general knowledge required to design, implement, and manage outsourcing initiatives that have a high probability of achieving an organization's intended outcomes. Candidates do this by documenting knowledge by successfully completing a certification qualification course, such as the Sourcing Governance Foundation (SGF) 2-day training and passing the COS-FP examination which is taken at the end of the SGF course. The exam is comprised of 40 multiple choice questions and a grade of 70% or better is passing.

Certified Outsourcing Specialist-Finance & Accounting (COS-F&A)


A Certified Outsourcing Specialist-Finance & Accounting (COS-F&A) has the knowledge and capabilities necessary to perform tasks and deliver services at a basic entry-level proficiency in the Finance and Accounting domain of the outsourcing industry. A COS-F&A certified professional demonstrates basic understanding of the various business processes skills and knowledge areas such as accounting concepts & conventions; double entry bookkeeping systems, books reconciliations, ledger account, rectification of errors, inventory accounting; financial statements preparation and analysis; introduction to capital market and derivatives; and use of IT in financial accounting.

Certified Outsourcing Specialist-Human Resources (COS-HR)

A Certified Outsourcing Specialist-Human Resources (COS-HR) has the knowledge of Human Resource processes and concepts and the capability necessary to perform tasks and deliver services at a basic entry-level proficiency in the Human Resources domain of the outsourcing industry. A COS-HR certified professional demonstrates a practical view of the human resources processes, procedures and knowledge of day-to-day functional aspects in the Human Resources department as well as those engaged in specialized human resources service. The knowledge areas and skills possessed by the candidate include various human resource processes including selection, recruitment, training, induction and others; processing of candidate payroll, compensation and benefits; and office administration and human resource linkages within the organization.

- **Outsourcing Customer Benefits:** With IAOP's COS certifications outsourcing customers know that candidates have capabilities and meet predefined standards of knowledge levels.
- **Outsourcing Provider Benefits:** COS standardized tests are the equivalent of college/university entrance tests for the operator hiring process. COS saves hiring organizations money while improving their hiring decision process.
- **All Outsourcing Company Benefits:** Hiring companies, whether they be provider, customer or advisor, can save on hiring costs by using one instead of multiple standardized tests. They also have an easier time comparing candidate capabilities when using a single testing platform.

For more information about the right certification for you individually or for your company at the organization-wide level, please contact your account executive or sales@iaop.org.



IAOP is proud to have its certifications and trainings approved by and listed with CareerOneStop, which is sponsored by the U.S. Department of Labor, Employment and Training Administration. IAOP certifications are listed in the online directory, Certification Finder. IAOP is included as a Workforce Eligible Training Provider (ELT), which is established in compliance with Title 1 of the Workforce Investment Act (WIA) of 1998 to present a broad and diverse selection of training choices to support employment goals of individuals. WIA funding for full or partial reimbursement of training, education or certification is administered and approved at the state level and varies by needs of each individual, who must apply at their local OneStop Center. WIA services and funding are available to job seekers, laid off workers, youth, incumbent workers, new entrants to the workforce, veterans, persons with disabilities and employers.