

## Certified Outsourcing Professional® (COP) Master Class

### Master Class

The Certified Outsourcing Professional (COP)® Master Class is an integral part of the COP Program. It provides outsourcing professionals – whether they work as customers, providers or advisors – with an intensive, case-study driven learning experience on the state-of-the-art, end-to-end process for outsourcing success. Individuals who complete the course will not only earn 75 points (1/2 the required points for certification) toward their COP designation or fulfill their aCOP training requirement but will immediately be able to improve outsourcing outcomes at the organizations with which they work.

### Training Available Organization-Wide

Why are so many organizations choosing to take the COP program company-wide?

- ▣ **Dramatic cost savings** – Organizations can take advantage of multi-person discounts and reduced employee travel as well as purchase of bulk COP Applications/Exams.
- ▣ **Customized learning** – Receive comprehensive learning on the end-to-end process of outsourcing and let us tailor content to the immediate needs of your firm.
- ▣ **Greater flexibility** – Schedule trainings when they are convenient to your employees and partners engaged in outsourcing.

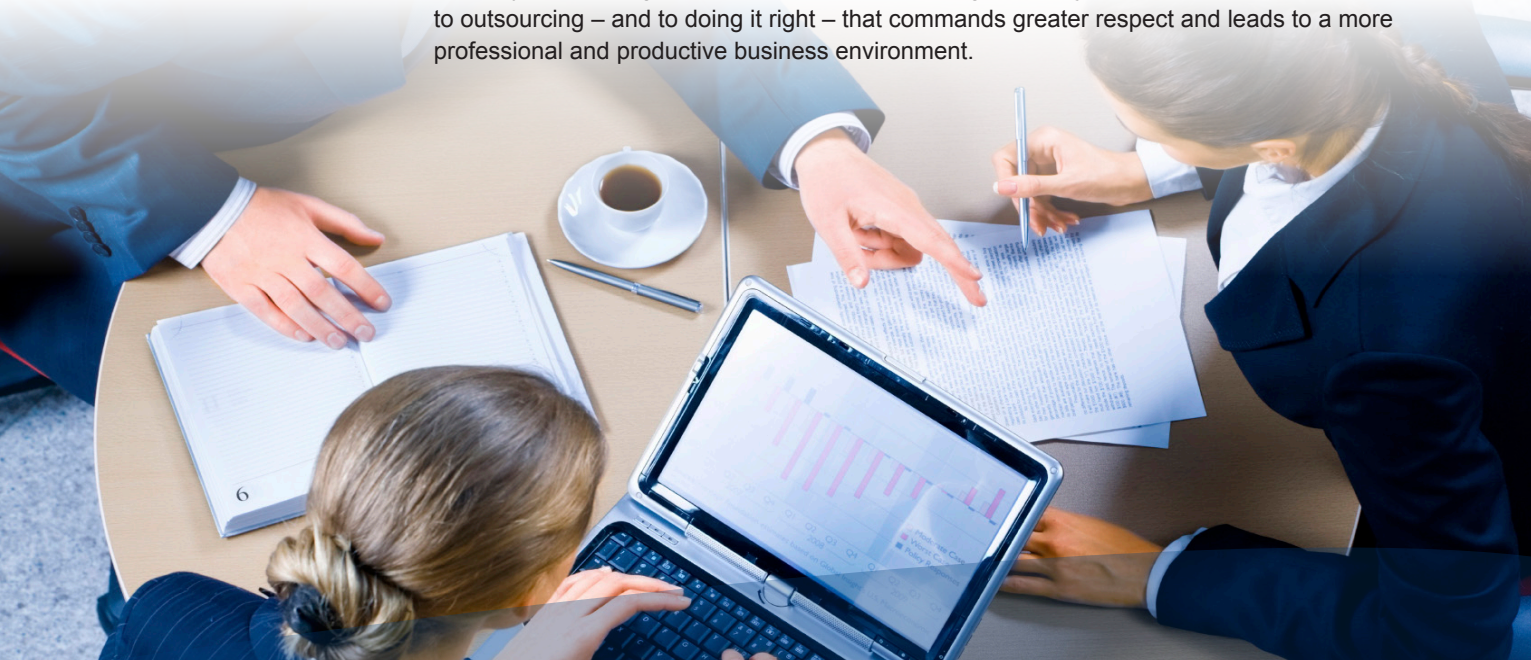
Study after study suggests that although outsourcing more, executives are less than fully satisfied with the outcomes. As organizations increasingly rely upon outsourcing for much of their business operations, the need for better, more consistent results is paramount.

The Certified Outsourcing Professional® (COP) Program, created by IAOP®, addresses this need by focusing on enhancing the skills and abilities of the individuals who design, build, implement and manage outsourcing initiatives. By bringing greater professional rigor to their work, organizations will be able to have greater confidence in the ultimate outcomes.

Individuals who work as customers, providers or advisors should include the COP family of designations into their performance and career development programs. Organizations that buy, supply or advise on outsourcing should similarly build the COP program into their employee development programs. The world's leading academic institutions are adopting the COP Master Class as the foundation for their outsourcing curriculum development. Your organization should consider it as well!

Every field benefits from certified professionals – and outsourcing is certainly no exception. Certified professionals achieve better, more consistent results because of the depth and breadth of their knowledge and experience. They have demonstrated – against independently developed standards – their ability, giving their employers and/or customers greater confidence. No certification can guarantee results, but it does ensure a demonstrated level of competence in the field.

How will certification help my organization? Whether the organization is a customer, provider or advisory firm, having certified professionals working on a project also demonstrates a commitment to outsourcing – and to doing it right – that commands greater respect and leads to a more professional and productive business environment.



## Training Options

COP Master Class  
Bulk Seating

In-House COP Master Class

Public COP Master Class

Online COP Master Class

COP Program Licensing

COP Customized Corporate Training

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The class is organized with four teaching components – core content, group discussions and activities, expert insight, and applying the content. The COP Master Class curriculum is comprised of the 10 standard categories, and hundreds of specific standards and elements of the standards.



IAOP has several options to help companies bring larger groups of people through the program. These options can save firms anywhere between 35 to 50 percent off of our regular pricing:

- ▣ **Master Class Bulk Seating:** Purchase 10 or more seats (at the same time) for global public COP Master Classes and use them when and where it's convenient. \$25,000 for 10 seats to be used within two years.
- ▣ **In-House On-site COP Master Class:** Host an in-house class for between 10 and 25 employees, partners and customers and save on time and travel. Classroom training will be delivered by an IAOP Authorized Trainer at your facilities with each student who successfully completes the COP Master Class provided with a Certificate of Completion noting that they have earned 75 points toward the COP designation or fulfilled their aCOP training requirement. \$25,000 per class (minimum 10 students), and additional discounts available per student beyond 10. Travel expenses for an IAOP authorized trainer are additional.
- ▣ **Online COP Master Class:** The COP Master Class is available to your organization online, saving your employees time and giving them the convenience of 24/7 training options at their own pace. Your organization saves travel expense and time loss. The online class version is worth the same 75 points towards certification as the live class.
- ▣ **COP Customized Corporate Training:** The COP Master class consists of 10 learning modules based on the 10 Outsourcing Professional Standards, delivered over 3 days. You may choose any of these learning modules of the most interest for your company, and IAOP will have an Authorized Trainer deliver them on site at your location as a one or two full day workshop. These can be combined with other one day training such as the Outsourcing Governance Workshop. Individual Class modules include:
  - Defining and Communicating Outsourcing as a Management Practice
  - Developing and Managing an Organization's End-to-End Process for Outsourcing
  - Integrating Outsourcing into an Organization's Business Strategy and Operations
  - Creating, Leading and Sustaining High Performance Outsourcing Project Teams
  - Developing and Communicating Outsourcing Business Requirements
  - Selecting Outsourcing Service Providers
  - Developing the Outsourcing Financial Case and Pricing
  - Negotiating and Contracting for Outsourcing
  - Managing the Transition to an Outsourced Environment
  - Outsourcing Governance

Certified Outsourcing Professional (COP) Program Elements Licensing: COP Program elements license fees are annual and established based on the overall number of employees in the organization and specific intellectual property being licensed. The product(s), once purchased, may be used as many times as necessary for up to a three-year term, depending on the package purchased. Training materials may be reproduced and used for multiple training events within your organization. Materials may not be posted on a public website or used to train external participants. Training materials may only be used with employees of your organization. Pricing will be furnished based on your corporate needs.

## CONTACT IAOP

For more information on the COP Program training options, please contact Scott Douglas, Director of Association Development, at +1.845.452.0600 ext. 103 or [scott.douglas@iaop.org](mailto:scott.douglas@iaop.org).

Visit IAOP on the web at:

**[www.IAOP.org](http://www.IAOP.org)**