

CERTIFIED OUTSOURCING PROFESSIONAL

Frequently Asked Questions

What is the Certified Outsourcing Professional (COP) Family of Certifications?

The COP Family of Certifications was designed by IAOP to distinguish individuals as leaders in the field of outsourcing. It promotes an environment where all of the parties of an outsourcing business relationship have a common and shared professional knowledge, approach and commitment to mutual success.

What does it take to become an Associate Certified Outsourcing Professional?

To become an Associate Certified Outsourcing Professional (aCOP), an individual must be able to demonstrate the knowledge needed to design, implement and manage outsourcing initiatives with a high probability of achieving the organization's intended outcomes.

aCOP Application

What is included in the \$400 application fee?

The \$400 fee includes access to the aCOP Application and the mandatory COP Exam.

How long do I have to complete my aCOP Application?

Once you begin your aCOP Application you will have 12 months to complete and submit it.

What do I need to be eligible for certification?

To submit your aCOP Application you must have taken, passed and documented the COP Master Class (live or online version) and pass the COP exam.

An aCOP Application may only be submitted when:

You have taken, passed and documented the COP Master Class

You have taken and PASSED the COP Exam, and it has been entered into the aCOP Application by an IAOP program administrator

You have agreed to the Ethical and Business Practice Standards

Who reviews my aCOP Application?

IAOP staff or members of the Training & Certification Committee may serve as aCOP Application reviewers or auditors. The Outsourcing Standards Board (OSB) oversees the operation of the Training & Certification Committee.

Is the information provided on my aCOP Application confidential?

The information provided on the aCOP Application is strictly confidential and will not be published or shared with any individual not directly involved in evaluating applications for becoming certified. All reviewers and members of the Training and Certification Committee sign a non-disclosure agreement.

It has been 12 months and I still have not submitted my aCOP Application – what can I do?

If your aCOP Application is not submitted within the 12 month time period, you must reapply for the aCOP Certification by beginning a new aCOP Application.

How do I know if I have fulfilled the requirements to earn aCOP Certification?

The aCOP Application guide gives detailed information on the application process and how certification is earned.

CERTIFIED OUTSOURCING PROFESSIONAL

Frequently Asked Questions

What is the process my application goes through once it is submitted?

Once an aCOP Application is submitted, it will first go through administrative review by an IAOP program administrator. This process will ensure there is adequate and detailed information entered. You will be notified if anything is missing from the application.

How long does the review process take once my application is submitted?

The review process can take up to 30 days.

How will I be notified that my application has passed or not passed final review?

You will be notified through electronic mail whether or not your aCOP Application has passed the review process. The email will also include the next steps.

COP Exam

How do I prepare for the COP Exam?

IAOP has created an online COP Exam Prep that is designed specifically to help applicants take and pass the COP Exam. The COP Exam is based on the Outsourcing Professional Body of Knowledge (OPBOK). IAOP members and COP applicants have access to the OPBOK and are encouraged to review it prior to taking the exam.

Where and how long do I have to take the exam?

The COP Exam is taken online. You will have four hours to complete the 200-question exam. You may login to take the exam by using your email and password from your COP Application.

What constitutes a passing score on the exam?

Applicants must complete the exam with a score of 70% or higher to pass. This is a pass/fail exam.

What happens if I do not pass the COP Exam?

If you did not pass the COP Exam on your first attempt, you may re-test up to twice within 12 months of the start date of your COP Application. If your 12-month eligibility period expires before you have passed the examination, you must reapply for the credential.

COP Master Class

What is the COP Master Class?

The Certified Outsourcing Professional (COP) Master Class is an integral part of Certified Outsourcing Professional (COP) program. It is a three-day intensive course that provides outsourcing professionals — whether they work as customers, providers or advisors — with an intensive learning experience on the state-of-the-art, end-to-end process for outsourcing success. Some of the topics covered during the class include governance, creating and leading project teams, and managing outsourcing as a process. Attending the COP Master class is mandatory for aCOP certification and optional for COP certification, but will earn participants 75 points toward COP certification.

There are many benefits to attending a COP Master Class, including:

A comprehensive learning experience that prepares an individual to successfully lead most outsourcing initiatives

The opportunity to work with seasoned veterans to develop a customized outsourcing project plan for an actual project

State-of-the-art insights into the latest industry and deal trends

CERTIFIED OUTSOURCING PROFESSIONAL

Frequently Asked Questions

More benefits:

Extensive networking opportunities with professionals from a wide range of industries and professional disciplines

75 points toward achieving COP status

The opportunity to synthesize the latest management thinking on outsourcing into actionable project steps

Insights gained from hundreds of actual engagements at companies from all around the world

**Comprehensive coverage of the Outsourcing Professional Body of Knowledge (OPBOK)*

Step-by-step coverage of the Outsourcing Professional Standards

Expert guidance from faculty who are themselves COPs, as well as invited expert practitioners currently working in the field

**The Outsourcing Professional Body of Knowledge (OPBOK) represents a cohesive and comprehensive outline of the commonly accepted practices and skills required to ensure outsourcing success. It is available on a complementary basis to IAOP Professional Members and COP applicants and is the foundation for the International Association of Outsourcing Professionals' (IAOP's) COP certification family and programs.*

How is the COP Master Class organized?

The COP Master Class is organized into four teaching components:

- 1. Core content*
- 2. Expert insight*
- 3. Group discussions and activities*
- 4. Applying the content*

Where does the COP Master Class take place?

IAOP delivers the COP Master Class multiple times a year at different geographic locations around the world. Each class is limited to 20 students.

My schedule does not allow me to attend a class in person — are there any other options?

Yes, IAOP has created an online version of the COP Master Class. The online version may be taken on your own personal computer, and you have four months to complete it.

Recertification

How often do I have to recertify?

aCOP recertification is required every three years and consists of retaking and passing the COP Exam. Recertification is \$200 for IAOP members and non-members.

Will I be reminded of my expiration date?

You will be sent a reminder letter 60 days prior to your aCOP expiration stating your expiration date and requirements to keep your certification in force.