



The Association with
Collaboration at its Core.



Guide to Becoming a
COP

Certified Outsourcing Professional

A lot has changed since IAOP launched in 2005. Today's outsourcing is increasingly shaped by complex multi-sourced environments and disruptive technologies such as social, mobile, analytics, the cloud (SMAC) and robotics process automation (RPA).

Outsourcing professionals are increasingly working across and supporting a wide-range of operational models from procurement to vendor management to global business services.

IAOP's unique characteristic – core competency, if you will – is its ability to bring together a diverse, highly collaborative, and passionate group of individuals and organizations. It is the very nature of this network of customers, providers and advisors that makes IAOP a special place.

IAOP Certified Outsourcing Professional® Program has been developed to:

- *Establish a common, globally-recognized set of standards addressing the experience and knowledge that professionals in this field should possess*
- *Define a process through which professionals can demonstrate that they possess these requisite abilities*
- *Create a highly-coveted professional designation that distinguishes those that obtain it as the leaders in the field of outsourcing*

To become a COP, an individual must be able to demonstrate both the experience and knowledge needed to design, implement, and manage outsourcing initiatives with a high probability of achieving the organization's intended outcomes. The experience and knowledge areas addressed by the certification cover the non-domain specific activities common to outsourcing as a management practice irrespective of the individual's role as a customer, provider, or advisor. In so doing, the certification creates an experience and knowledge set common to and shared by all professionals in the field.

Companies that work with Certified Outsourcing Professionals can have a high-degree of confidence that the individual:

- *Has both the practical experience and industry knowledge of outsourcing it takes to achieve a successful outcome*
- *Has a common, industry-recognized understanding of the processes and steps required to take an outsourcing opportunity from strategic analysis through to day-to-day operations*
- *Has the leadership and communications skills needed to guide the cross-discipline and cross-company teams so critical to outsourcing success*
- *Has sufficient expertise in related topics such as balanced scorecards, financial planning and analysis, contracting, and negotiating to implement successful outsourcing business relationships*
- *Understands and adheres to a set of industry-wide ethical and business practice guidelines*

The COP designation also enhances the professional standing and earning potential of the professionals themselves by providing them:

- *An objective, industry-recognized designation of competency based upon current and emerging industry standards*
- *A program for continuous professional development*
- *The confidence that when working with fellow certified professionals they can count on common and compatible process knowledge, skills, and abilities*
- *Access to a continuously enhanced professional body of knowledge*
- *The ability, as a certified professional, to directly contribute to the advancement of the field of outsourcing*

Program Overview

The Certified Outsourcing Professional (COP) Program, which is diagrammed below, is made up of seven elements beginning with the Outsourcing Professional Body of Knowledge (OPBOK) and ending with the Certified Outsourcing Professional (COP) Award Package.



COP CERTIFIED OUTSOURCING PROFESSIONAL®

Setting the Standard for Excellence

Establish a common, globally-recognized standard for the experience and knowledge outsourcing professionals should possess

Define the process for professionals to demonstrate they possess the required capabilities

Create a highly coveted professional designation, distinguishing the fields leading practitioners

01 Outsourcing Professional Body of Knowledge (OPBOK)

Generally accepted set of knowledge and practices applicable to the successful design, implementation, and management of outsourcing contracts.

02 Outsourcing Professional Standards

Set the evaluation criteria used to determine that professionals possess requisite experience and knowledge as defined in the OPBOK.

03 Guide to Becoming a COP

Documents the steps required to obtain and maintain certification as a COP.

04 COP Webinar

1-hour preparation class that takes an individual through the requirements and process for becoming a COP.

05 COP Master Class

3-day program for experienced individuals providing a structured, intensive training program covering the OPBOK.

06 Outsourcing Professional Course Catalogue

An online resource indexing accredited training programs that deliver against the knowledge and practices defined in the OPBOK.

07 COP Award Package

Award certificate, guidelines for use, and applicable requirements and forms for keeping COP designation current.



Requirements for Becoming a COP

To become a Certified Outsourcing Professional (COP) an individual must demonstrate both the practical experience and knowledge it takes to successfully lead an outsourcing initiative across its strategic, implementation, and management phases. To do this, 175 specific areas have been identified. These have been grouped into 54 standards and 10 categories. To be certified, an individual must complete, and have reviewed by a certification committee of peers, an application that demonstrates mastery of all categories of standards. A point system is used allowing the applicant to earn 15 points for each of the 10 categories of standards for a total of 150 points. At least 50 points (up to the total requirement of 150 points) must be experience-based. Any remaining points needed, up to 100, can be earned by demonstrating knowledge and through education. Applicants must also take and pass the COP Exam.

Experienced-based points are earned by including with the application one or more project descriptions where one or more of the categories of standards have been demonstrated during the preceding 5-year period. In addition, electronic sign-off from the executive sponsor of the project or an alternate attesting to the work is required. The points are earned for each of the categories based on the following scheme for a maximum of 150 points:

5 pts: Successfully demonstrate defined abilities one time at one organization

10 pts: Successfully demonstrate defined abilities multiple times at one organization

15 pts: Successfully demonstrate defined abilities multiple times at multiple organizations

Knowledge- and Training-based points are earned through:

25 points for post-graduate degree within the field of business (i.e., MBA, MPA, JD)

75 points for successfully completing the optional live or online COP Master Class

Up to 25 points for courses/programs in the Outsourcing Professional Course Catalogue (OPCC) or approved through the COP Bridge Program

To become a COP, you must take and pass the COP Exam.

The exam will comprehensively test your knowledge and expertise on the OPBOK and Outsourcing Professional Standards, developed by IAOP and the Outsourcing Standards Board. The exam is taken online and consists of 200 multiple choice questions. You must answer 70% of the questions correctly to pass. The allotted time for the exam is 4.5 hours.

In total, a successful application demonstrates 150 total points, at least 50 of which are from experience, and a passing score on the COP Exam.

How long is the application process?

This will vary for each individual. However, for someone that already has extensive experience in each area of the standards, completion of the application itself should take less than two weeks calendar time and a day or two days of personal time. For someone with sufficient, but not extensive experience, they will need additional time to complete the Certified Outsourcing Professional (COP) Master Class - roughly 5 days of personal time over a two to three month period.

Someone lacking sufficient experience in outsourcing will also need to take on assignments designed to give them the needed experience which could require six to 12 months.

Candidates will be allowed 12 months to complete the application. If more time is required, please contact COP Program Services at +1.845.452.0600 ext.123 or copprogramservices@IAOP.org.

Benefits of Certification At-A-Glance

- Higher wages for employees in the form of bonuses, education assistance or higher salary.
- A more productive and highly trained workforce for employers, which is attractive to potential partners.
- Prestige for the individual and a competitive advantage over non-certified individuals in the same field.
- Enhanced employment opportunities.
- Assisting employers in making more informed hiring decisions.
- Assisting customers in making informed decisions about qualified providers.
- A common language based on professional standards for individuals in the outsourcing field.

Application Fees

The certification application requires a \$600 non-refundable processing fee, which includes access to the COP Exam.

How to Apply

The online application is located at:

www.IAOP.org/COP/Apply-COP

Once you have created login information you will have access to the full application as well as the COP Exam. Exam instruction and associated URL can be found in the “Knowledge & Training” section of the application. Professional (COP) Master Class - roughly 5 days of personal time over a two to three month period.

Notification and Award Process

Applications will be reviewed and scored by the Training & Certification Committee which is comprised of previously certified professionals serving on the committee as part of their continuing education requirements. All sign NDA's will review and evaluate the content of your application and confirm that the required 150 points have been earned. The review process itself could take up to 30 days.

If your application is found to be incomplete, you will be notified via email about which specific information is missing. Additionally, your electronic application will be switched to live status so that you can edit it appropriately. Within two weeks of re-submission, you will receive an email communication letting you know if your application is complete.

Once the review process is complete, all successful applicants will be notified via email and mailed the Certified Outsourcing Professional (COP) Award Package. This package will contain your award certificate, guidelines for use and applicable requirements and forms for keeping your COP designation current.

Application Audit

All applications are subject to audit. Submission of an application indicates agreement to comply with audit terms. Please be advised that while the selection process for audit is primarily random, COP Program Services does reserve the right to manually select any candidate to be audited at any time, including after an Award has been bestowed. Candidates who are selected for audit will receive an email notification with detailed information on how to comply with audit terms. For example, candidates may be asked to submit supporting documentation, such as copies of their transcripts, degree or global equivalent, or additional documentation from executives signing off on projects documented in the Experience section of your application.

Appeals Process

Applicants may appeal decisions related to their application. Appeals must be submitted no more than 90 days after the application's date of rejection. Mail written requests to:

IAOP, Inc.
% COP Program Services
2600 South Rd.
STE 44-240
Poughkeepsie, NY 12601

The COP Appeals Committee will review all appeals and make a final written decision based on existing policy.