



INSTITUTE OF CX & INNOVATION WEST AFRICA

2021 CALENDAR

CCEM CX CERTIFICATION

Level 1 CX Certification program for supervisors and managers. Certified by the European Professional Certification Agency (EPCA), the course:

- Is 100% online with a blend of self-paced and live online classes
- Runs for 4 weeks i.e. 20 - 40 learning hours
- Has 8 modules + capstone project
- Dates: February & August 2021

CCEP CX CERTIFICATION

Level 2 CX Certification program for heads of department & business leaders. Certified by the European Professional Certification Agency (EPCA), the course:

- Is 100% online with a blend of self-paced and live online classes
- Runs for 8 weeks i.e. 40 - 60 learning hours
- Has 19 modules + capstone project(s)
- Dates: February - March & August - September 2021

CCEPR CX CERTIFICATION

Level 3 CX Certification program for business owners & CX/customer service consultants. Certified by the European Professional Certification Agency (EPCA), the course:

- Is 100% online with a blend of self-paced and live online classes
- Runs for 12 weeks i.e. 60 - 80 learning hours
- Has 32 modules + capstone project(s)
- Dates: February - April & August - October 2021

Customer Experience & Innovation Courses

JANUARY 2021

- Customer Relationship Management For SMEs | January 23rd, 2021

MARCH 2021

- Managing Customer Experience In The Healthcare sector | March 31th, 2021

APRIL 2021

- Customer Experience Management Masterclass | April 27th - 29th, 2021

MAY 2021

- Customer Relationship Management Bootcamp For Frontline Teams | May 25th - 27th, 2021

JUNE 2021

- Customer Experience Transformation Workshop | June 29th - July 1st, 2021

AUGUST 2021

- Customer Feedback Management & Journey Mapping Workshop | August 24th - 26th, 2021

SEPTEMBER 2021

- Managing Product & Service Experiences For Increased Profitability | September 29th - 30th, 2021

OCTOBER 2021

- Managing Customer Experience In The Banking Sector | October 28th, 2021

For more info on CX Courses



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