Postgraduate Diploma Copywriting for Advertisements, Launches and Customer Service

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tecn global university

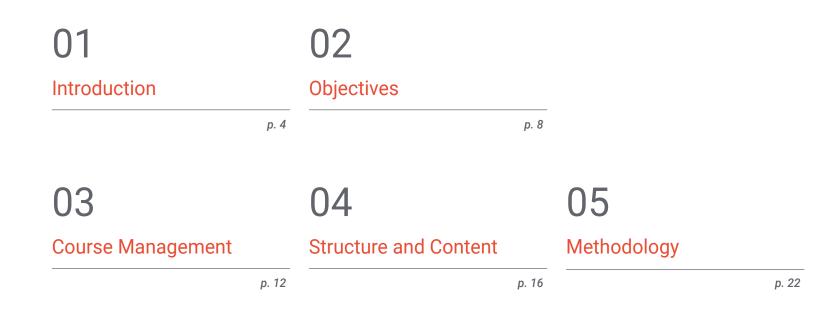


Postgraduate Diploma Copywriting for Advertisements, Launches and Customer Service

- » Modality: Online
- » Duration: 6 months.
- » Certificate: TECH Global University
- » Accreditation: 18 ECTS
- » Schedule: at your own pace
- » Exams: online

Website: www.techtitute.com/us/journalism-communication/postgraduate-diploma/postgraduate-diploma-copywriting-advertisements-launches-customer-service

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06 Certificate

01 Introduction

The volume of digital businesses has increased in recent years due to a strong commitment of users to spend much of their time a day surfing the Internet, sharing information or searching on websites where to buy products. An ideal space for sales, which has enhanced the role of the *copywriter*. A profile that must be master of persuasive writing and customer acquisition strategies. This is the focus of this 100% online program, taught by an excellent team of specialists in *Copywriting*. An advanced program on the creation of ads, launches and the best techniques to serve customers. A unique opportunity to grow professionally in a growing sector.

Introduction | 05 tech

Learn how to make an effective pitch from start to finish thanks to the 100% online Postgraduate Diploma"

tech 06 | Introduction

The Internet has generated new forms of communication, languages and alternatives to capture the attention of users and customers. A transformation, where *copywriting* has been able to combine persuasive writing with sales-oriented psychology.

In this space, digital businesses proliferate and the struggle for differentiation becomes even more evident. This is where the skills and abilities of *copywriters* come into play when it comes to creating ads on different channels, launching products or serving customers. To promote them, this Postgraduate Diploma was created to provide students with the persuasion techniques and content creation tools necessary to progress in a growing sector.

It is a program with a theoretical-practical perspective that will lead graduates to know the numerous formulas to write with *Copywriting*, the development of storytelling, the most effective structures to communicate with a client or the strategies to make a launch. All of this is complemented by video summaries of each topic, videos in detail, specialized readings or the success stories of large companies such as Amazon, Apple, Zara or British Airways.

A magnificent opportunity to become a specialist in the hands of real experts in this field, whose extensive professional experience is a guarantee for students who take this university program.

Therefore, TECH opens a range of job growth opportunities for communicators who wish to orient their career towards *Copywriting* in the best advertising agencies or in freelance mode. Additionally, through a flexible academic option that they can access comfortably, as and when they want, from a cell phone, tablet or computer with Internet connection.

This **Postgraduate Diploma in Copywriting for Advertisements, Launches and Customer Service** contains the most complete and updated educational program on the market. Its most notable features are:

- The development of case studies presented by experts in Communication, Marketing and Copywriting
- The graphic, schematic and practical contents of the book provide technical and practical information on those disciplines that are essential for professional practice
- Practical exercises where the self-assessment process can be carried out to improve learning
- Its special emphasis on innovative methodologies
- Theoretical lessons, questions to the expert, debate forums on controversial topics, and individual reflection assignments
- Content that is accessible from any fixed or portable device with an Internet connection



You will be able to use emotional language with maximum excellence to persuade and increase sales"

Introduction | 07 tech

Learn about the success stories of online ads and the formulas that the editors used to achieve it. Enroll now"

The program includes in its teaching staff professionals from the sector who bring to this program the experience of their work, as well as recognized specialists from leading societies and prestigious universities.

The multimedia content, developed with the latest educational technology, will provide the professional with situated and contextual learning, i.e., a simulated environment that will provide immersive education programmed to learn in real situations.

This program is designed around Problem-Based Learning, whereby the professional must try to solve the different professional practice situations that arise throughout the program. For this purpose, students will be assisted by an innovative interactive video system created by renowned and experienced experts.

You have at your disposal all the tools you need to create impactful headlines and captivate the future buyer.

> In just 6 months you will be a specialist in creating Ads and launching through the most effective copywriting techniques.

02 **Objectives**

Throughout this Postgraduate Diploma, professionals will obtain a learning experience that can be integrated into their day-to-day work in the development of online advertising campaigns, strategies and launch development. To achieve this, they will have access to educational resources in which TECH has used the latest technology applied to university teaching. Additionally, they will be able to successfully achieve their goals thanks to the support of real experts in the *copywriting*sector.

Objectives | 09 tech

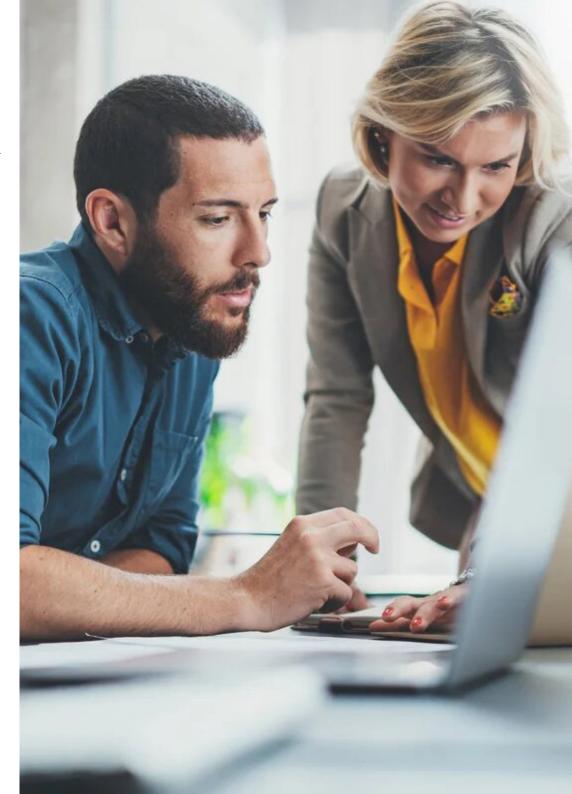
You will know how to improve your customer service with Copywriting with this university program. Take the step and sign up now"

tech 10 | Objectives



General Objectives

- Offer a wide and extensive learning of the *copywriter's* profession in its different facets
- Introduce the different areas in which *Copywriting*can be applied: web pages, advertisements, launches or for content marketing
- Offer a profound study system for the creation of branding of a brand with the Verbal Identity Manual
- Offer a complete study about psychology, neuromarketing and neurocopywriting
- Acquire in-depth knowledge about the relationship between language and persuasion, emotion and benefit
- Instruct *Copywriting* experts to be able to make a content plan and write for any of today's major social networks
- Qualify experts in customer service management, internal communication and B2B and B2C customer acquisition strategies
- Offer the tools to know how to carry out a sales funnel from start to finish
- Offer the tools to know how to develop a digital pitch
- Instruct persuasive writing for blog articles, video scripts, podcast scripts, etc
- Instruct copywriters to be able to write ads for major social networks
- Specialize to be able to work as a freelance *copywriter* from minute one, or to be able to work for third parties





Specific Objectives

Module 1. Sales, Customer Service And Copywriting

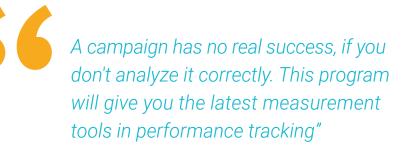
- Learn why persuasion techniques are important in Copywriting
- Know what the language of emotion is and how it is used
- Study in depth how the language of profit is used
- Learn real examples of the languages of persuasion
- Learn how to increase sales with authority and confidence
- Discover how to apply Copywriting in customer service
- Know how to manage communication in complicated situations
- Recognize the importance of internal communication
- Learn how to approach a B2B presentation
- Knowing what a CRM is and how to apply Copywriting in its scope

Module 2. Copywriting for launches

- Understand what a launch is and what it is used for
- Identify what types of launches exist
- Know all the stages in a launch
- Understand how to apply Copywriting in each stage of the launching process
- Know all the Copywriting pieces involved in a pitch
- Manage the real-time results of the different phases of the launch and act accordingly
- Know the tools that help to successfully manage a launch
- Know what to do in the post-launch stage

Module 3. Copywriting for advertisements

- Reflect on the changes between classic and new advertising
- Know what the figure of the *copywriter* has to do with advertising
- Know what the social media plan is
- Know the step-by-step before writing for ads
- Learn how to create ad texts for Youtube Ads, Facebook Ads, TikTok ads, Twitter Ads, Instagram Ads, LinkedIn Ads, Amazon Ads, Google Ads and advertising in *stories*



03 Course Management

Versatility characterizes the team of professionals that make up this course. With an extensive professional background in the world of *copywriting*. They have been able to bring together in 450 teaching hours, the most advanced learning about this sector oriented to the creation of Ads and product launching. An academic experience of great utility for graduates who seeks to progress in this field from the hand of real experts.



Solve any doubts you may have with the best Copywriting experts of the moment"

tech 14 | Course Management

Management



Mr. Berenguer Falcó, José

- Editor in chief at PCcomponentes and copywriter for professional agencies and brands
- Innovation Consultant at Barrabés.biz
- Social Media and Copywriter at Cacahuete Comunicación
- Chief Copywriter at DiegoCoquillat.com
- Editor in Chief at 10 Restaurantes.es
- Layout and Copywriter at Difussion Media
- SEO copywriter for several communication agencies
- Communications Director at Esco Expansion
- · Head of Press and Communication of the Elche Lawyers Association
- Responsible for the Communication Department of the European Center for Innovative Companies of Elche
- Degree in Journalism

Professors

Ms. Mas Valle, Alba

- Content writer pccomponentes.com
- Content writer for communication agencies
- Teacher at the Sorolla Group
- Coordinator and promoter of multidisciplinary activities at Miguel Hernández University
- Degree in Social and Health Sciences

- Master's Degree in Secondary Education
- University expert in team management skills and talent management
- Superior Cycle in Gender Equality Promotion
- AWAI's Accelerated Program for Six-Figure Copywriting program

Course Management | 15 tech



Ms. Sycheva, Mila

- Diversification Manager at Distrito Digital Comunidad Valenciana
- Export Manager at TheSize Surfaces
- Key accounts management for Stonehegen Europe
- Associate Professor at Miguel Hernández University
- Degree in Business Administration from the University of Alicante
- Executive Master in Artificial Intelligence
- Master MBA from Miguel Hernández University

A unique, key, and decisive educational experience to boost your professional development"

04 Structure and Content

The effectiveness of the *Relearning*system, based on the continuous reiteration of key concepts, will undoubtedly lead students to obtain real learning. In this way, they will be able to learn about the principles of persuasion, the formulas for writing with Copywriting, how to build sales authority or the tools to manage a launch. An extensive syllabus focused on providing knowledge of great practical utility that will boost the graduate's professional career.

Structure and Content | 17 tech

No attendance and no classes with fixed schedules. You have the freedom to selfmanage your study time and have access to a quality syllabus whenever you want"

tech 18 | Structure and Content

Module 1. Sales, Customer Service and Copywriting

- 1.1. Persuasion in *Copywriting* to Increase Sales
 - 1.1.1. Why is it Important to Use Persuasion in Copywriting?
 - 1.1.2. Basic Principles of Persuasion and How it is Applied in *Copywriting*
 - 1.1.3. Difference Between Persuading, Influencing and Manipulating
 - 1.1.4. Analysis of a Reference Author
- 1.2. The Customer's Needs and Desires in Persuasion
 - 1.2.1. Persuasion Techniques, Emotional Language and the Language of Profit
 - 1.2.2. Their Applications
 - 1.2.3. Why it is Important to Use the Customer's Needs and Desires in Copywriting
 - 1.2.4. Identifying Customer Desires
- 1.3. The Role of the Language of Profit in *Copywriting* in Persuasion
 - 1.3.1. Why it is Important to Use the Language of Benefit in *Copywriting*
 - 1.3.2. Identifying the Benefits of the Product or Service
 - 1.3.3. Using the Language of Benefit in *Copywriting* and Increasing Sales
 - 1.3.4. How to Use Customer Testimonials to Increase Trust
- 1.4. The Role of Emotional Language in *Copywriting*
 - 1.4.1. Why is Emotional Language Important in *Copywriting*?
 - 1.4.2. Identifying the Customer's Emotions
 - 1.4.3. How to Use Emotional Language to Persuade and Increase Sales
 - 1.4.4. The Emotions That are Most Used in *Copywriting* for Sales
- 1.5. Copywriting to Increase Sales: Authority and Confidence
 - 1.5.1. How to Use *Copywriting* to Build Your Sales Authority
 - 1.5.2. Building Authority in *Copywriting*, With Demonstration and Experience
 - 1.5.3. Building Trust in *Copywriting*, Through Transparency and Honesty
 - 1.5.4. Reasons Why Trust is Important in *Copywriting*
- 1.6. How to Improve Your Customer Service with Copywriting
 - 1.6.1. How and Why to Welcome the Customer Using Copywriting
 - 1.6.2. Communicating Incidents that Affect the Customer
 - 1.6.3. Handling Payment Claims and Other Administrative Issues
 - 1.6.4. Structure of Communications with the Customer Using Copywriting

- 1.7. Basic Structures to Respond Quickly to Complicated Situations
 - 1.7.1. When we Have to Say NO to a Customer
 - 1.7.2. When we Have to Apologize
 - 1.7.3. When we Have to Give Bad News
 - 1.7.4. A Real Case
- 1.8. Copy in Internal Communication
 - 1.8.1. The Importance of Internal Communication: Attention to Internal Audiences
 - 1.8.2. Email Communications
 - 1.8.3. Communications on a Visual Board
 - 1.8.4. Formal Communications: Signature of Contract or End of Contract
- 1.9. B2B Company or Investor Presentations
 - 1.9.1. What is the Elevator Pitch
 - 1.9.2. How to Prepare It
 - 1.9.3. Preparing a Company Presentation
 - 1.9.4. Creating a Corporate or Company Presentation Video
- 1.10. CRM and Well-Implemented Success Stories
 - 1.10.1. What is CRM
 - 1.10.2. The Apple Case
 - 1.10.3. The Case of Amazon
 - 1.10.4. The Case of Zara
 - 1.10.5. The Case of British Airways

Module 2. Copywriting for launches

- 2.1. Understand What a Launch Is and What it is Used For
 - 2.1.1. What is a Launch
 - 2.1.2. The Elements of a Launch
 - 2.1.3. Differentiation
 - 2.1.4. Supply
 - 2.1.5. Levels of Consciousness
 - 2.1.6. A Relationship of Enthusiasm



Structure and Content | 19 tech

- 2.2. Types of Launches
 - 2.2.1. Which One to Choose and Why
 - 2.2.2. Seed Launch
 - 2.2.3. R2X Launch
 - 2.2.4. Meteoric Launch
 - 2.2.5. Product Launch Formula (PLF)
 - 2.2.6. Webinars, Workshops or Masterclasses
 - 2.2.7. Challenges
 - 2.2.8. Thematic Launches
 - 2.2.9. High Ticket
- 2.3. The Phases of a Launch
 - 2.3.1. The Pre-Launch
 - 2.3.2. The Pre-Sale
 - 2.3.3. Recruitment
 - 2.3.4. Seduction or Indoctrination
 - 2.3.5. Selling
 - 2.3.6. Closing
 - 2.3.7. Post-Launch
- 2.4. How to Apply Copywriting in Each Phase of the Launching Process
 - 2.4.1. How to apply *copy* in the Launch Phase
 - 2.4.2. Techniques in the Seduction Phase
 - 2.4.3. Techniques in Pre-Sales and Sales
 - 2.4.4. Examples of Success Stories
- 2.5. The Creative Idea as the Cornerstone of the Launch
 - 2.5.1. What is the Creative Concept?
 - 2.5.2. Formulas to Create the Creative Concept
 - 2.5.3. The Method to Break Into the Market with the Creative Idea
 - 2.5.4. Examples of Creative Ideas That Have Worked
- 2.6. How to Orchestrate a Launch
 - 2.6.1. The Key Elements of a Successful Launch Orchestration
 - 2.6.2. Having a Scorecard
 - 2.6.3. Internal Communication
 - 2.6.4. Follow-Up of the Launching and of the Scorecard

tech 20 | Structure and Content

- 2.7. The Marketing Elements Involved in a Launch and Their Function
 - 2.7.1. Copy Pieces in the Acquisition Phase
 - 2.7.2. Copy Pieces in the Pre-Launch Phase
 - 2.7.3. *Copy* Pieces in the Launch Phase
 - 2.7.4. Copy Pieces in the Sales Phase
- 2.8. Measuring a Launch in Real Time
 - 2.8.1. Metrics and KPIs
 - 2.8.2. Measurement Tools
 - 2.8.3. Performance Monitoring
 - 2.8.4. Post-Launch Analysis
- 2.9. The Post-Launch Stage
 - 2.9.1. Analyzing and Acting After the Sale
 - 2.9.2. Strategies to Keep the Customer Happy After the Sale
 - 2.9.3. Strategies to Increase the Average Ticket Price
 - 2.9.4. Strategies to Build Customer Loyalty
- 2.10. Tools to Effectively Manage a Launch
 - 2.10.1. Internal Communication
 - 2.10.2. Project Management and Organization
 - 2.10.3. Productivity Optimization
 - 2.10.4. For Host Digital Products
 - 2.10.5. To Optimize SEO
 - 2.10.6. For Live Broadcasts
 - 2.10.7. For Content Channels
 - 2.10.8. Others

Module 3. Copywriting For Advertisements

- 3.1. Classic and New Advertising
 - 3.1.1. A Little History of Advertising
 - 3.1.2. The New Advertising
 - 3.1.3. The Technologies of the Moment and the Opportunity for Advertising
 - 3.1.4. Current Trends in Online Advertising

- 3.2. The Copywriter in Advertising and the Social Media Plan
 - 3.2.1. The Functions of a *Copywriter* in an Agency
 - 3.2.2. Types of Copywriters
 - 3.2.3. The Social Media Strategy
 - 3.2.4. Great Examples of Social Media Campaigns
- 3.3. The Research Phase Before Writing
 - 3.3.1. The Ideal Customer or Buyer Persona
 - 3.3.2. Why They Buy
 - 3.3.3. Researching the Competition
 - 3.3.4. How to Offer What the Customer is Looking for
- 3.4. Psychological Techniques for Writing
 - 3.4.1. How to Launch the Message
 - 3.4.2. How to Communicate the Price
 - 3.4.3. Using R. Cialdini's Persuasion Principles
 - 3.4.4. Other Techniques that Work in Advertising
 - 3.4.5. Various Tips for Writing Advertisements
- 3.5. Youtube Ads
 - 3.5.1. Why Advertise on Youtube
 - 3.5.2. Characteristics of Advertising on Youtube
 - 3.5.3. Formats and Types of Ads
 - 3.5.4. Script for Creating Ads on Youtube
- 3.6. Instagram Ads and Tik Tok Ads
 - 3.6.1. Generating Conversion with the Copy in Instagram Ads
 - 3.6.2. Real Examples of Instagram Campaigns
 - 3.6.3. Generating Conversion with the Copy in Tik Tok Ads
 - 3.6.4. Real Examples of Tik Tok Campaigns
- 3.7. LinkedIn Ads and Twitter Ads
 - 3.7.1. Get more Effective Ads on LinkedIn Ads
 - 3.7.2. Examples to Learn From
 - 3.7.3. Get More Effective Ads on Twitter Ads
 - 3.7.4. Examples to Learn From

Structure and Content | 21 tech



- 3.8. Facebook Ads
 - 3.8.1. How to Create a Facebook Ad
 - 3.8.2. Tips for the Particularities of this Social Network
 - 3.8.3. How the *Copy* Helps in Facebook Ads
 - 3.8.4. Real Examples of Campaigns
- 3.9. Google Ads and Advertising in Stories
 - 3.9.1. Considerations for Creating Google Ads
 - 3.9.2. Examples of Ads with *Copy* that Sells on Google
 - 3.9.3. Considerations for Creating Ads in Stories
 - 3.9.4. Examples of Stories with Copy That Sells

3.10. Amazon Ads

- 3.10.1. Why Advertise on Amazon
- 3.10.2. Types of Amazon Ads
- 3.10.3. How to Optimize Amazon Ads with Copy
- 3.10.4. Real Examples of Amazon Ads



Learn about the latest trends in online advertising with this university program and put them into practice"

05 **Methodology**

This academic program offers students a different way of learning. Our methodology uses a cyclical learning approach: **Relearning.**

This teaching system is used, for example, in the most prestigious medical schools in the world, and major publications such as the **New England Journal of Medicine** have considered it to be one of the most effective.

GG Discov conve cyclica prover

Discover Relearning, a system that abandons conventional linear learning, to take you through cyclical teaching systems: a way of learning that has proven to be extremely effective, especially in subjects that require memorization"

tech 24 | Methodology

Case Study to contextualize all content

Our program offers a revolutionary approach to developing skills and knowledge. Our goal is to strengthen skills in a changing, competitive, and highly demanding environment.

66

At TECH, you will experience a learning methodology that is shaking the foundations of traditional universities around the world"



You will have access to a learning system based on repetition, with natural and progressive teaching throughout the entire syllabus.

Methodology | 25 tech



The student will learn, through collaborative activities and real cases, how to solve complex situations in real business environments.

A learning method that is different and innovative

This TECH program is an intensive educational program, created from scratch, which presents the most demanding challenges and decisions in this field, both nationally and internationally. This methodology promotes personal and professional growth, representing a significant step towards success. The case method, a technique that lays the foundation for this content, ensures that the most current economic, social and professional reality is taken into account.

Our program prepares you to face new challenges in uncertain environments and achieve success in your career"

The case method has been the most widely used learning system among the world's leading business schools for as long as they have existed. The case method was developed in 1912 so that law students would not only learn the law based on theoretical content. It consisted of presenting students with real-life, complex situations for them to make informed decisions and value judgments on how to resolve them. In 1924, Harvard adopted it as a standard teaching method.

What should a professional do in a given situation? This is the question we face in the case method, an action-oriented learning method. Throughout the program, the studies will be presented with multiple real cases. They will have to combine all their knowledge and research, and argue and defend their ideas and decisions.

tech 26 | Methodology

Relearning Methodology

TECH effectively combines the Case Study methodology with a 100% online learning system based on repetition, which combines 8 different teaching elements in each lesson.

We enhance the Case Study with the best 100% online teaching method: Relearning.

In 2019, we obtained the best learning results of all online universities in the world.

At TECH, you will learn using a cutting-edge methodology designed to train the executives of the future. This method, at the forefront of international teaching, is called Relearning.

Our university is the only one in the world authorized to employ this successful method. In 2019, we managed to improve our students' overall satisfaction levels (teaching quality, quality of materials, course structure, objectives...) based on the best online university indicators.



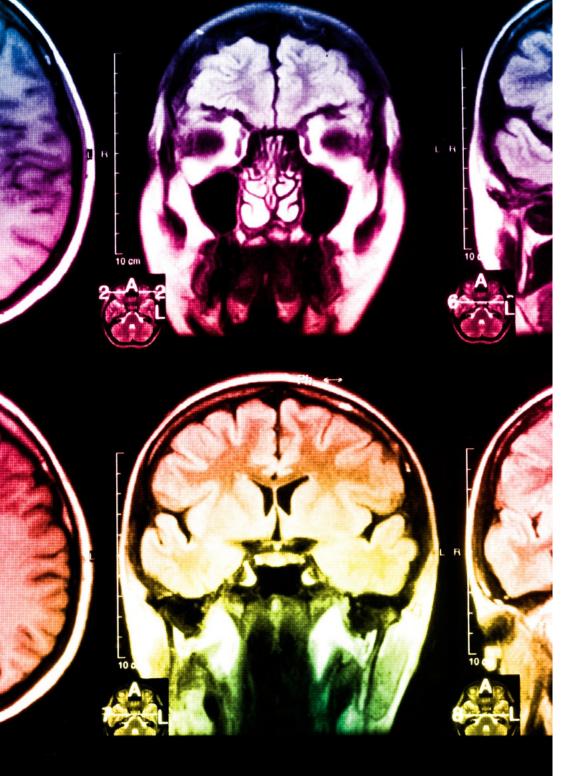
Methodology | 27 tech

In our program, learning is not a linear process, but rather a spiral (learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically. This methodology has trained more than 650,000 university graduates with unprecedented success in fields as diverse as biochemistry, genetics, surgery, international law, management skills, sports science, philosophy, law, engineering, journalism, history, and financial markets and instruments. All this in a highly demanding environment, where the students have a strong socio-economic profile and an average age of 43.5 years.

Relearning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.

From the latest scientific evidence in the field of neuroscience, not only do we know how to organize information, ideas, images and memories, but we know that the place and context where we have learned something is fundamental for us to be able to remember it and store it in the hippocampus, to retain it in our long-term memory.

In this way, and in what is called neurocognitive context-dependent e-learning, the different elements in our program are connected to the context where the individual carries out their professional activity.



tech 28 | Methodology

This program offers the best educational material, prepared with professionals in mind:



Study Material

All teaching material is produced by the specialists who teach the course, specifically for the course, so that the teaching content is highly specific and precise.

30%

8%

10%

These contents are then applied to the audiovisual format, to create the TECH online working method. All this, with the latest techniques that offer high quality pieces in each and every one of the materials that are made available to the student.



Classes

There is scientific evidence suggesting that observing third-party experts can be useful.

Learning from an Expert strengthens knowledge and memory, and generates confidence in future difficult decisions.



Practising Skills and Abilities

They will carry out activities to develop specific skills and abilities in each subject area. Exercises and activities to acquire and develop the skills and abilities that a specialist needs to develop in the context of the globalization that we are experiencing.



Additional Reading

Recent articles, consensus documents and international guidelines, among others. In TECH's virtual library, students will have access to everything they need to complete their course.

Methodology | 29 tech



Case Studies

Students will complete a selection of the best case studies chosen specifically for this program. Cases that are presented, analyzed, and supervised by the best specialists in the world.



Interactive Summaries

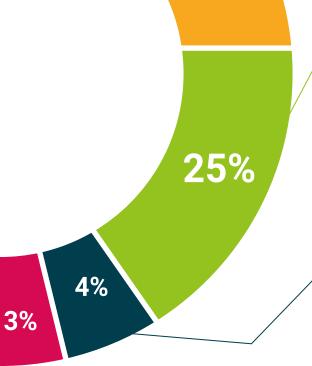
The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".



Testing & Retesting

We periodically evaluate and re-evaluate students' knowledge throughout the program, through assessment and self-assessment activities and exercises, so that they can see how they are achieving their goals.



20%

06 **Certificate**

The Postgraduate Diploma in Copywriting for Advertisements, Launches and Customer Service guarantees students, in addition to the most rigorous and up-to-date education, access to a Postgraduate Diploma issued by TECH Global University.



Successfully complete this program and receive your university qualification without having to travel or fill out laborious paperwork"

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This program will allow you to obtain your **Postgraduate Diploma in Copywriting for Advertisements, Launches and Customer Service** endorsed by **TECH Global University**, the world's largest online university.

TECH Global University is an official European University publicly recognized by the Government of Andorra (official bulletin). Andorra is part of the European Higher Education Area (EHEA) since 2003. The EHEA is an initiative promoted by the European Union that aims to organize the international training framework and harmonize the higher education systems of the member countries of this space. The project promotes common values, the implementation of collaborative tools and strengthening its quality assurance mechanisms to enhance collaboration and mobility among students, researchers and academics.

This **TECH Global University** title is a European program of continuing education and professional updating that guarantees the acquisition of competencies in its area of knowledge, providing a high curricular value to the student who completes the program.

Title: Postgraduate Diploma in Copywriting for Advertisements, Launches and Customer Service

Modality: **online**

Duration: 6 months.

Accreditation: 18 ECTS



*Apostille Convention. In the event that the student wishes to have their paper diploma issued with an apostille, TECH Global University will make the necessary arrangements to obtain it, at an additional cost

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Postgraduate Diploma Copywriting for Advertisements, Launches and Customer Service

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