



Postgraduate Diploma

E-Commerce

» Modality: online

» Duration: 6 months

» Certificate: TECH Global University

» Accreditation: 27 ECTS

» Schedule: at your own pace

» Exams: online

» Target Group: Graduates and professionals with demonstrable experience in commercial areas, sales, marketing and similar.

Website: www.techtitute.com/us/school-of-business/postgraduate-diploma/postgraduate-diploma-e-commerce

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01 **Welcome**

New technologies have changed consumers' shopping habits, to the extent that they do not even need to leave their homes to access almost any product or service. With the emergence of e-commerce, many have seen this great business niche, setting up multinationals as powerful as Amazon. This program aims to educate business professionals in the opportunities presented by e-commerce, with special emphasis on the perspective of digital marketing. With this knowledge, the student will be able to significantly increase their professional growth opportunities in the e-commerce sector, accessing more advanced management positions.









tech 08 | Why Study at TECH?

At TECH Technological University



Innovation

The university offers an online learning model that balances the latest educational technology with the most rigorous teaching methods. A unique method with the highest international recognition that will provide students with the keys to develop in a rapidly-evolving world, where innovation must be every entrepreneur's focus.

"Microsoft Europe Success Story", for integrating the innovative, interactive multi-video system.



The Highest Standards

Admissions criteria at TECH are not economic. Students don't need to make a large investment to study at this university. However, in order to obtain a qualification from TECH, the student's intelligence and ability will be tested to their limits. The institution's academic standards are exceptionally high...

95%

of TECH students successfully complete their studies



Networking

Professionals from countries all over the world attend TECH, allowing students to establish a large network of contacts that may prove useful to them in the future.

+100000

+200

executives prepared each year

different nationalities



Empowerment

Students will grow hand in hand with the best companies and highly regarded and influential professionals. TECH has developed strategic partnerships and a valuable network of contacts with major economic players in 7 continents.

+500

collaborative agreements with leading companies



Talent

This program is a unique initiative to allow students to showcase their talent in the business world. An opportunity that will allow them to voice their concerns and share their business vision.

After completing this program, TECH helps students show the world their talent.



Multicultural Context

While studying at TECH, students will enjoy a unique experience. Study in a multicultural context. In a program with a global vision, through which students can learn about the operating methods in different parts of the world, and gather the latest information that best adapts to their business idea.

TECH students represent more than 200 different nationalities.





Learn with the best

In the classroom, TECH's teaching staff discuss how they have achieved success in their companies, working in a real, lively, and dynamic context. Teachers who are fully committed to offering a quality specialization that will allow students to advance in their career and stand out in the business world.

Teachers representing 20 different nationalities.



At TECH, you will have access to the most rigorous and up-to-date case analyses in academia"

Why Study at TECH? | 09 **tech**

TECH strives for excellence and, to this end, boasts a series of characteristics that make this university unique:



Analysis

TECH explores the student's critical side, their ability to question things, their problem-solving skills, as well as their interpersonal skills.



Academic Excellence

TECH offers students the best online learning methodology. The university combines the Relearning method (postgraduate learning methodology with the best international valuation) with the Case Study. Tradition and vanguard in a difficult balance, and in the context of the most demanding educational itinerary.



Economy of Scale

TECH is the world's largest online university. It currently boasts a portfolio of more than 10,000 university postgraduate programs. And in today's new economy, **volume + technology = a ground-breaking price**. This way, TECH ensures that studying is not as expensive for students as it would be at another university.



It is a challenge that demands effort and dedication, but it opens the door to a promising future. Students will learn from the best teaching staff and with the most flexible and innovative educational methodology.



tech 12 | Why Our Program?

This program will provide you with a multitude of professional and personal advantages, among which we highlight the following:



A Strong Boost to Your Career

By studying at TECH, students will be able to take control of their future and develop their full potential. By completing this program, students will acquire the skills required to make a positive change in their career in a short period of time.

70% of students achieve positive career development in less than 2 years.



Develop a strategic and global vision of the company

TECH offers an in-depth overview of general management to understand how each decision affects each of the company's different functional fields.

Our global vision of companies will improve your strategic vision.



Consolidate the student's senior management skills

Studying at TECH means opening the doors to a wide range of professional opportunities for students to position themselves as senior executives, with a broad vision of the international environment.

You will work on more than 100 real senior management cases.



You will take on new responsibilities

The program will cover the latest trends, advances and strategies, so that students can carry out their professional work in a changing environment.

45% of graduates are promoted internally.



Access to a powerful network of contacts

TECH connects its students to maximize opportunities. Students with the same concerns and desire to grow. Therefore, partnerships, customers or suppliers can be shared.

You will find a network of contacts that will be instrumental for professional development.



Thoroughly develop business projects.

Students will acquire a deep strategic vision that will help them develop their own project, taking into account the different fields in companies.

20% of our students develop their own business idea.



Improve soft skills and management skills

TECH helps students apply and develop the knowledge they have acquired, while improving their interpersonal skills in order to become leaders who make a difference.

Improve your communication and leadership skills and enhance your career.



You will be part of an exclusive community

Students will be part of a community of elite executives, large companies, renowned institutions, and qualified teachers from the most prestigious universities in the world: the TECH Technological University community.

We give you the opportunity to study with a team of world-renowned teachers.





tech 16 | Objectives

TECH makes the goals of their students their own goals too Working together to achieve them

The **Postgraduate Diploma in E-Commerce** trains the student to:



Structure a business model around e-Commerce



Describe new digital tools to acquire customers and strengthen a brand



Develop techniques and strategies in the digital environment associated with marketing, sales and communication







Understand the new digital communication paradigm



Successfully lead partially or fully digitized marketing or sales teams



Establishing channels for attracting and retaining users





tech 20 | Structure and Content

Syllabus

The content of the Postgraduate Diploma in E-Commerce is designed to promote the development of managerial skills that enable more rigorous decision-making in uncertain environments.

Throughout 675 hours of training, the student analyzes a multitude of practical cases through individual and team work. It is, therefore, an authentic immersion in real business situations.

This Postgraduate Diploma deals in depth with the digital world and the establishment of e-commerce in companies and is designed to provide a strong education for executives who understand digital marketing from a strategic, international and innovative perspective.

This Postgraduate Diploma takes place over 6 months and is divided into 5 modules:

Module 1	Digital Marketing and e-Commerce
Module 2	Search Engine Marketing
Module 3	Digital Communication and Online Reputation
Module 4	Performance and Inbound Marketing
Module 5	Web Analytics and Marketing Analytics



Where, When and How is it Taught?

TECH offers you the possibility of taking this program completely online. Throughout the 6 months of training, you will be able to access all the contents of this program at any time, allowing you to self-manage your study time.

A unique, key, and decisive educational experience to boost your professional development and make the definitive leap.

tech 22 | Structure and Content

Module 1. Digital Marketing and e-Commerce 1.1. Digitale-Commerce Management 1.2. e-Commerce Operations and 1.3. Implementing e-Commerce 1.4. Digital Pricing Logistics **Techniques** 1.1.1. New e-Commerce Business Models 1.4.1. Online Payment Methods and Payment 1.1.2. Planning and Developing an e-Commerce Gateways 1.2.1. How to Manage Fulfillment? 1.3.1. Social Media and Integration in the Strategic Plan. 1.4.2. Electronic Promotions 1.2.2. Digital Point-of-Sale Management. E-Commerce Plan. 1.1.3. Technological Structure in e-Commerce 1.4.3. Digital Price Timing 1.2.3. Contact Center Management 1.3.2. Multichannel Strategy 1.4.4. e-Auctions 1.2.4. Automation in Management and Monitoring 1.3.3. Personalizing Dashboards Processes 1.6. Customer Intelligence: from e-CRM 1.5. From e-Commerce to m-Commerce 1.7. Digital Marketing *Trade* 1.8. Online Marketing for e-Commerce and s-Commerce to s-CRM 1.7.1. Cross Merchandising 1.8.1. Inbound marketing 1.7.2. Designing and Managing Facebook Ads 1.8.2. Display and Programmatic Purchasing 1.5.1. e-Marketplace Business Models 1.6.1. Integrating the Consumer in the Value Chain Campaigns 1.8.3. Communication Plan 1.5.2. s-Commerce and Brand Experience 1.6.2. Online Research and Loyalty Techniques 1.7.3. Designing and Managing Google Adwords 1.6.3. Planning a Customer Relationship 1.5.3. Purchase via Mobile Devices Campaigns Management Strategy Module 2. Search Engine Marketing 2.1. How Search Engines Work 2.2. SEO Analysis 2.3. Technical SEO 2.4. SEO and e-Commerce 2.1.1. Indicators and Indexes Determining KPIs 2.4.1. Conversion Rate Optimization

2.5. Keyword Hunting for SEM

2.1.3. SEO and Corporate Branding

- 2.5.1. Adwords Keyword Tool
- 2.5.2. Google Suggest
- 2.5.3. Insights for Search
- 2.5.4. GoogleTrends

2.1.2. Algorithms

2.2.4. Linkbuilding

2.2.2. Generating Scripts and Alerts

Optimization of Images, Videos and Other

SEM and Google Ads

Google Shopping

Elements

- Google Display Network
- Google Ads Mobile
- 2.6.4. YouTube Advertising

- 2.3.1. Web Performance Optimization
- 2.3.2. Real Time and Content
- 2.3.3. Relevant Tagging and Headers
- 2.3.4. Advanced WPO Techniques

2.7. Facebook Ads

- 2.7.1. PPC/PPF (Pay-Per-Fan) Adverts
- 2.7.2. Creating Facebook Ads
- 2.7.3. Facebook Power Editor
- 2.7.4. Campaign Optimization

283 KPIs

2.8.1. Ouality Score 2.8.2. Site Links

2.4.2. Google Search Console

2.4.3. Social Proof and Viralization

2.4.4. Navigation and Indexability

2.8.4. Impressions, Clicks, Conversions, Revenue. ROI. CPA

2.8. SEM Strategy and Measurement

Mod	lule 3. Digital Communication and Onli	ne Repi	utation				
3.1. 3.1.1. 3.1.2. 3.1.3.	Web 2.0 Is All About People	3.2.1. 3.2.2. 3.2.3.	Digital Communication and Reputation Online Reputation Report Netiquette and Good Practices on Social Media Branding and Networking 2.0	3.3.2. 3.3.3.		3.4.2.	General, Professional, and Microblogging Platforms Facebook LinkedIn Twitter
3.5. 3.5.1. 3.5.2. 3.5.3. 3.5.4. 3.5.5.	Instagram Flickr	3.6. 3.6.1. 3.6.2. 3.6.3. 3.6.4.	Content and Storytelling Strategy Corporate Blogging Content Marketing Strategy Creating a Content Plan Content Curation Strategy	3.7. 3.7.1. 3.7.2. 3.7.3.	Corporate PR and Social Media Defining the Strategy to Be Followed in Each Medium		Community Management Functions, Duties, and Responsibilities of the Community Manager Social Media Manager Social Media Strategist
3.9. 3.9.1. 3.9.2. 3.9.3.	up	3.10.1	Online Monitoring Tools Management Tools and Desktop Applications Monitoring and Research Tools				

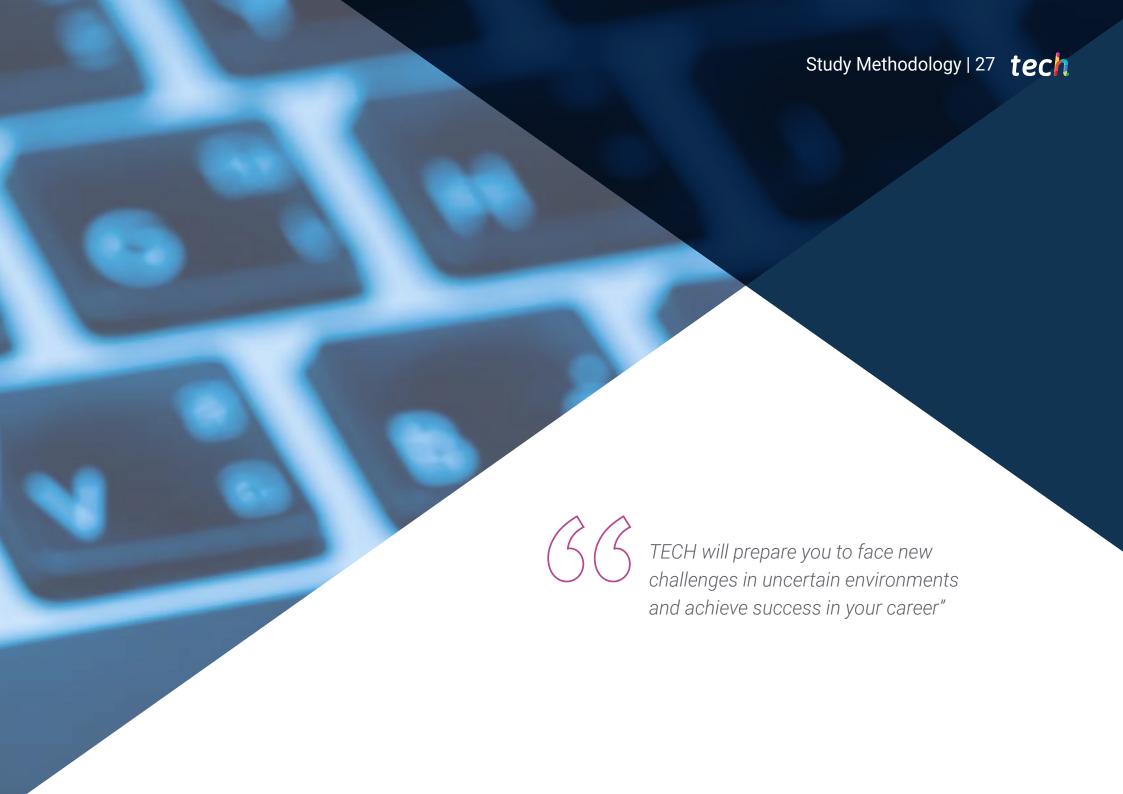
tech 24 | Structure and Content

Module 4. Performance and Inbound Marketing 4.1. Permission Marketing 4.2. Strategy and Performance 4.3. Affiliate Campaign Development 4.4. Launching an Affiliate Program Techniques 4.3.1. Agencies and Affiliate Programs 4.4.1. Affiliation and Direct Affiliation Networks 4.1.1. How to Obtain a User's Permission 4.1.2. Personalizing the Message 4.3.2. Post View 4.4.2. Results Analysis and Monitoring 4.2.1. Performance Marketing: Results 4.3.3. Defining Affiliate Programs 4.1.3. Mail Confirmation or Double Opt-in 4.4.3. Fraud Control 4.2.2. Digital Media Mix 4.3.4. Display and Campaign Optimization 4.2.3. The Importance of the Funnel 4.5. Developing E-Mail Campaigns 4.6. E-Mail Marketing Metrics 4.7. Inbound Marketing 4.8. Target Research 4.5.1. Lists of Subscribers, Leads, and Customers 4.6.1. List Metrics 4.7.1. Effective Inbound Marketing 4.8.1. Consumer Intent Modelling and Buyer 4.5.2. E-Mail Marketing Tools and Resources 4.6.2. Newsletter Delivery Metrics 4.7.2. The Benefits of Inbound Marketing Personas 4.5.3. Online Writing for E-Mail Marketing 4.6.3. Conversion Metrics 4.7.3. Measuring the Success of Inbound 4.8.2. Customer Journey Mapping Marketing 4.8.3. Content Strategy Campaigns 4.9. Content Optimization 4.10. Conversion 4.9.1. Content Optimization for Search Engines 4.10.1. Lead Capturing and CRO 4.9.2. Content Creation 4.10.2. Lead Nurturing and Marketing Automation 4.9.3. Content Dynamization

5.1.	Web Analysis	5.2.	Google Analytics	5.3.	Qualitative Analysis	5.4.	Digital Metrics
5.1.2	The Fundamentals of Web Analytics Classic Media vs Digital Media The Web Analyst's Basic Methodology	5.2.2.	Configuring an Account Javascript Tracking API Customized Reports and Segments		Research Techniques Applied in Web Analytics Customer journey Purchase Funnel	5.4.2.	Basic Metrics. Ratios Setting Objectives and KPIs
5.5.	Strategy Analysis Areas	5.6.	Data Science and Big Data	5.7.	Data Visualization	5.8.	Web Analytics Tools
5.5.2 5.5.3	Web Traffic Acquisition Activation Conversion Loyalty	5.6.2.	Business Intelligence Methodology and Analysis of Large Volumes of Data Data Extraction, Processing, and Loading		Viewing and Interpreting Dashboards Converting Data into a Value Integrating Sources Presenting Reports		Technological Basis of WA Tool Logs and Tags Basic and Ad-hoc Labeling





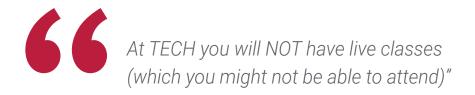


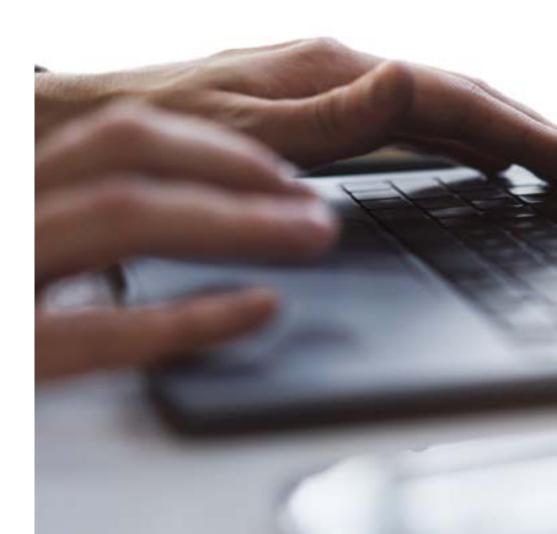
The student: the priority of all TECH programs

In TECH's study methodology, the student is the main protagonist.

The teaching tools of each program have been selected taking into account the demands of time, availability and academic rigor that, today, not only students demand but also the most competitive positions in the market.

With TECH's asynchronous educational model, it is students who choose the time they dedicate to study, how they decide to establish their routines, and all this from the comfort of the electronic device of their choice. The student will not have to participate in live classes, which in many cases they will not be able to attend. The learning activities will be done when it is convenient for them. They can always decide when and from where they want to study.







The most comprehensive study plans at the international level

TECH is distinguished by offering the most complete academic itineraries on the university scene. This comprehensiveness is achieved through the creation of syllabi that not only cover the essential knowledge, but also the most recent innovations in each area.

By being constantly up to date, these programs allow students to keep up with market changes and acquire the skills most valued by employers. In this way, those who complete their studies at TECH receive a comprehensive education that provides them with a notable competitive advantage to further their careers.

And what's more, they will be able to do so from any device, pc, tablet or smartphone.



TECH's model is asynchronous, so it allows you to study with your pc, tablet or your smartphone wherever you want, whenever you want and for as long as you want"

tech 30 | Study Methodology

Case Studies and Case Method

The case method has been the learning system most used by the world's best business schools. Developed in 1912 so that law students would not only learn the law based on theoretical content, its function was also to present them with real complex situations. In this way, they could make informed decisions and value judgments about how to resolve them. In 1924, Harvard adopted it as a standard teaching method.

With this teaching model, it is students themselves who build their professional competence through strategies such as Learning by Doing or Design Thinking, used by other renowned institutions such as Yale or Stanford.

This action-oriented method will be applied throughout the entire academic itinerary that the student undertakes with TECH. Students will be confronted with multiple real-life situations and will have to integrate knowledge, research, discuss and defend their ideas and decisions. All this with the premise of answering the question of how they would act when facing specific events of complexity in their daily work.



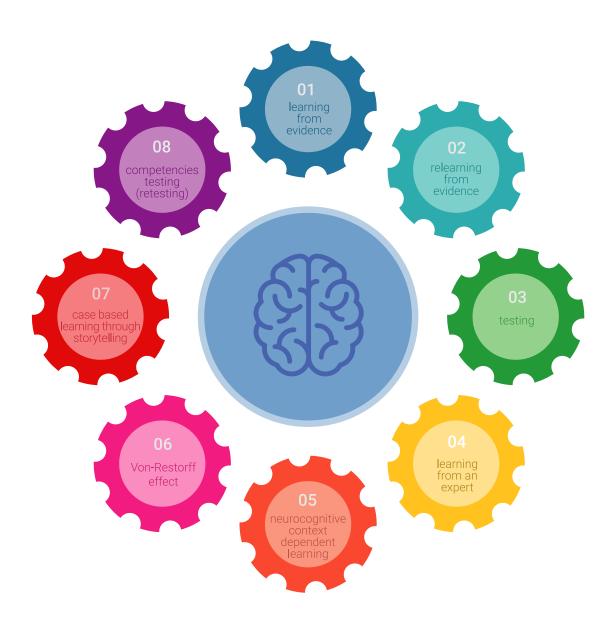
Relearning Methodology

At TECH, case studies are enhanced with the best 100% online teaching method: Relearning.

This method breaks with traditional teaching techniques to put the student at the center of the equation, providing the best content in different formats. In this way, it manages to review and reiterate the key concepts of each subject and learn to apply them in a real context.

In the same line, and according to multiple scientific researches, reiteration is the best way to learn. For this reason, TECH offers between 8 and 16 repetitions of each key concept within the same lesson, presented in a different way, with the objective of ensuring that the knowledge is completely consolidated during the study process.

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.



tech 32 | Study Methodology

A 100% online Virtual Campus with the best teaching resources

In order to apply its methodology effectively, TECH focuses on providing graduates with teaching materials in different formats: texts, interactive videos, illustrations and knowledge maps, among others. All of them are designed by qualified teachers who focus their work on combining real cases with the resolution of complex situations through simulation, the study of contexts applied to each professional career and learning based on repetition, through audios, presentations, animations, images, etc.

The latest scientific evidence in the field of Neuroscience points to the importance of taking into account the place and context where the content is accessed before starting a new learning process. Being able to adjust these variables in a personalized way helps people to remember and store knowledge in the hippocampus to retain it in the long term. This is a model called Neurocognitive context-dependent e-learning that is consciously applied in this university qualification.

In order to facilitate tutor-student contact as much as possible, you will have a wide range of communication possibilities, both in real time and delayed (internal messaging, telephone answering service, email contact with the technical secretary, chat and videoconferences).

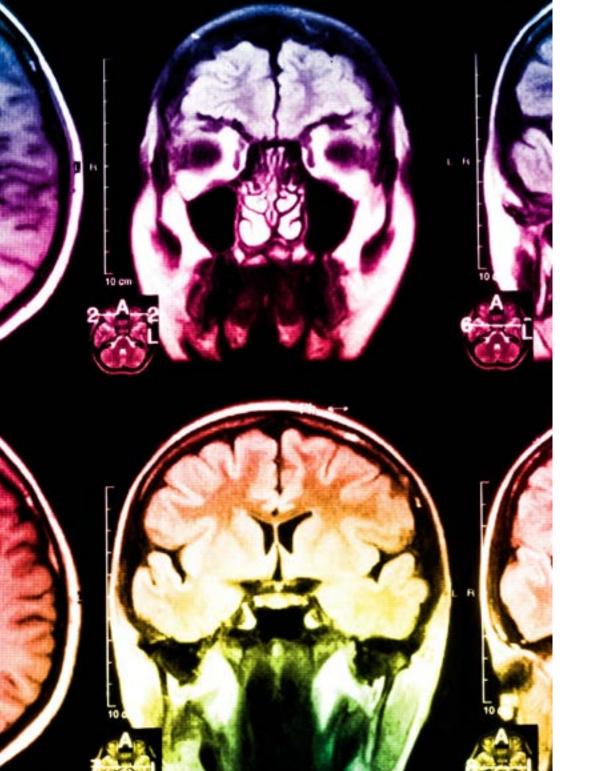
Likewise, this very complete Virtual Campus will allow TECH students to organize their study schedules according to their personal availability or work obligations. In this way, they will have global control of the academic content and teaching tools, based on their fast-paced professional update.



The online study mode of this program will allow you to organize your time and learning pace, adapting it to your schedule"

The effectiveness of the method is justified by four fundamental achievements:

- 1. Students who follow this method not only achieve the assimilation of concepts, but also a development of their mental capacity, through exercises that assess real situations and the application of knowledge.
- **2.** Learning is solidly translated into practical skills that allow the student to better integrate into the real world.
- 3. Ideas and concepts are understood more efficiently, given that the example situations are based on real-life.
- 4. Students like to feel that the effort they put into their studies is worthwhile. This then translates into a greater interest in learning and more time dedicated to working on the course.



The university methodology top-rated by its students

The results of this innovative teaching model can be seen in the overall satisfaction levels of TECH graduates.

The students' assessment of the quality of teaching, quality of materials, course structure and objectives is excellent. Not surprisingly, the institution became the best rated university by its students on the Trustpilot review platform, obtaining a 4.9 out of 5.

Access the study contents from any device with an Internet connection (computer, tablet, smartphone) thanks to the fact that TECH is at the forefront of technology and teaching.

You will be able to learn with the advantages that come with having access to simulated learning environments and the learning by observation approach, that is, Learning from an expert.

tech 34 | Study Methodology

As such, the best educational materials, thoroughly prepared, will be available in this program:



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.

This content is then adapted in an audiovisual format that will create our way of working online, with the latest techniques that allow us to offer you high quality in all of the material that we provide you with.



Practicing Skills and Abilities

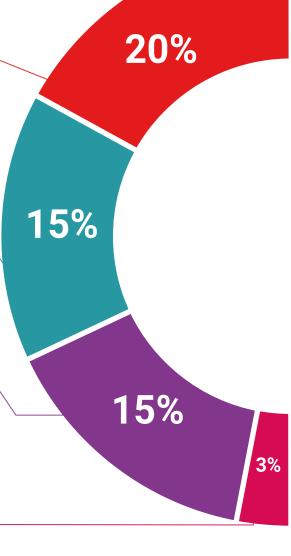
You will carry out activities to develop specific competencies and skills in each thematic field. Exercises and activities to acquire and develop the skills and abilities that a specialist needs to develop within the framework of the globalization we live in.



Interactive Summaries

We present 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".





Additional Reading

Recent articles, consensus documents, international guides... In our virtual library you will have access to everything you need to complete your education.

Case Studies

Students will complete a selection of the best case studies in the field. Cases that are presented, analyzed, and supervised by the best specialists in the world.



Testing & Retesting

We periodically assess and re-assess your knowledge throughout the program. We do this on 3 of the 4 levels of Miller's Pyramid.



Classes

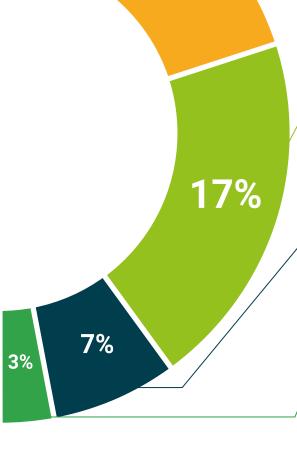
There is scientific evidence suggesting that observing third-party experts can be useful.



Learning from an expert strengthens knowledge and memory, and generates confidence for future difficult decisions.

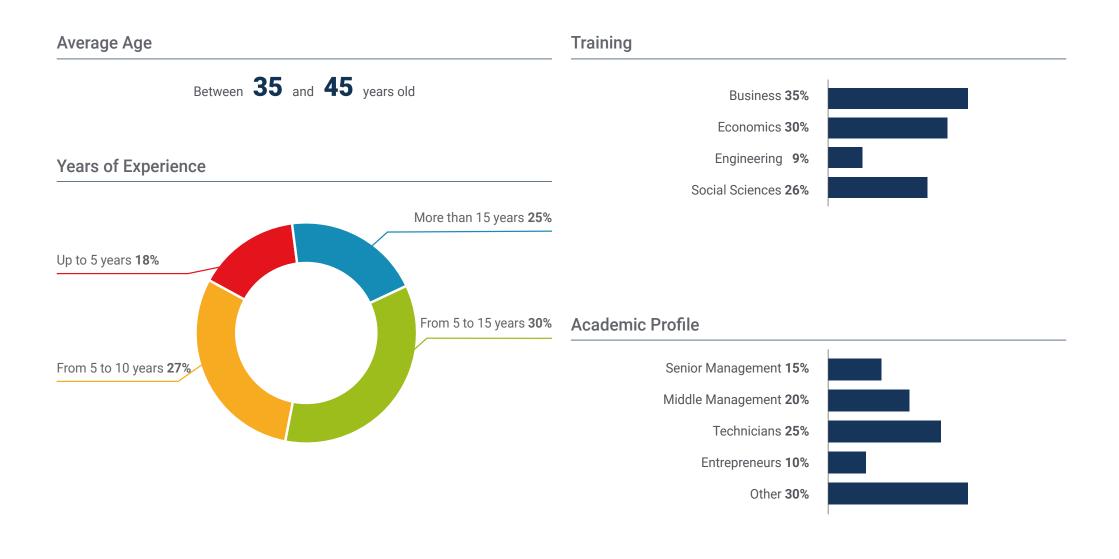
Quick Action Guides

TECH offers the most relevant contents of the course in the form of worksheets or quick action guides. A synthetic, practical and effective way to help students progress in their learning.

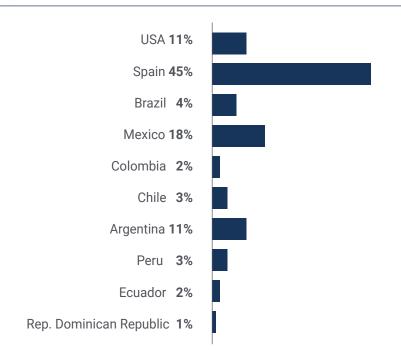








Geographical Distribution





Sara María Urquiza

Social Media and Content Manager

"It was clear to me that e-commerce was the branch of business I wanted to go into.

Thanks to TECH and with what I learned in this Postgraduate Diploma, I was able to make the leap to direct the communication and online campaigns of many e-commerce companies. I would definitely recommend it to anyone looking to enhance their career"





If you want to make a positive change in your profession, the Postgraduate Diploma in E-commerce will help you achieve it.

Are you ready to take the leap? Excellent professional development awaits you

The Postgraduate Diploma in E-Commerce from TECH Global University is an intensive program that prepares you to face challenges and business decisions in the field of e-commerce. The main objective is to promote your personal and professional growth, helping you achieve success.

If you want to improve, make a positive change at a professional level and network with the best, then this is the place for you. Don't miss the opportunity to specialize with us. You will find the most relevant information on this subject that will allow you to give a boost to your profession.

When the change occurs

During the program

50%

After 2 years

24%

Type of change

Internal Promotion 30%
Change of Company 40%
Entrepreneurship 30%

Salary increase

This program represents a salary increase of more than 25.22% for our students

Salary before **\$ 57,900**

A salary increase of

25.22%

\$ 72,500





tech 46 | Benefits for Your Company

Developing and retaining talent in companies is the best long-term investment.



Intellectual Capital and Talent Growth

You will introduce the company to new concepts, strategies, and perspectives that can bring about significant changes in the organization.



Retaining high-potential executives to avoid talent drain

This program strengthens the link between the company and the executive and opens new avenues for professional growth within the company.



Building agents of change

You will be able to make decisions in times of uncertainty and crisis, helping the organization overcome obstacles.



Increased international expansion possibilities

Thanks to this program, the company will come into contact with the main markets of the world economy.





Project Development

You will be able to work on a current project or develop new projects in the field of R&D or Business Development within the company.

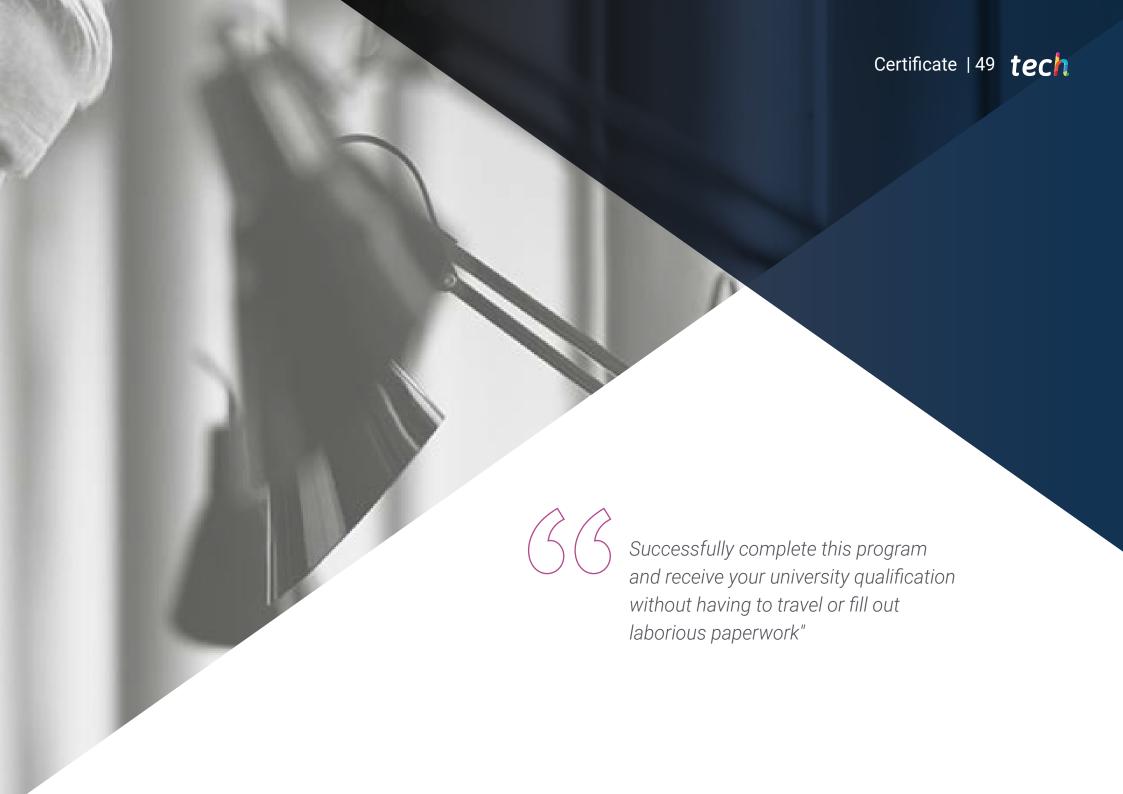


Increased competitiveness

This Executive Master's Degree will equip students with the skills to take on new challenges and drive the organization forward.







tech 50 | Certificate

This private qualification will allow you to obtain a **Postgraduate Diploma in E-Commerce** 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** private qualification, 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 E-Commerce

Modality: **online**

Duration: 6 months

Accreditation: 27 ECTS



Mr./Ms. ______, with identification document _____ has successfully passed and obtained the title of:

Postgraduate Diploma in E-Commerce

This is a private qualification of 810 hours of duration equivalent to 27 ECTS, with a start date of dd/mm/yyyy and an end date of dd/mm/yyyy.

TECH Global University is a university officially recognized by the Government of Andorra on the 31st of January of 2024, which belongs to the European Higher Education Area (EHEA).

In Andorra la Vella, on the 28th of February of 2024



^{*}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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