Program Units

1 Teamwork in Administration

2 Written Business Communications

**3** Decision Making in a Business Environment

4 Health and Safety in Working Environment

5 Oral Presentation Skills in a Business Environment

Program Description

The aim of this certificate is to enable the participants to develop their knowledge and understanding in the areas of business administration including the use of information technology. participants will also develop occupationally related skills.
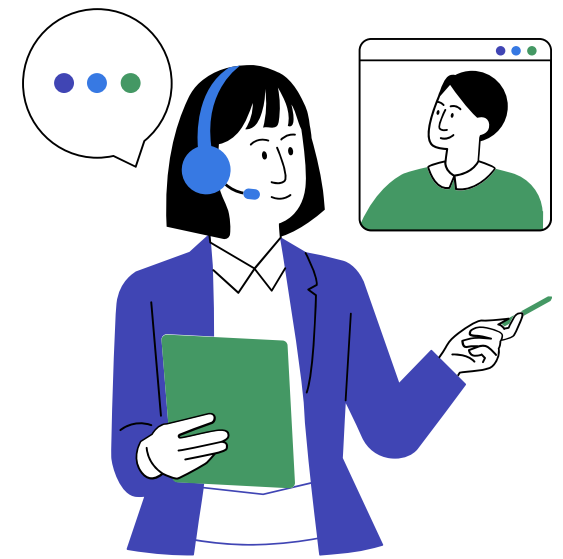
OCN NI LEVEL 2 CERTIFICATE IN BUSINESS ADMINISTRATION

Certificate of Accreditation

120 Hours

Get in Touch!

📞 17644599 - 33991881

✉ training@gtrust.org

goldentrust

nocn

From Knowledge to Action !

Equip yourself with Practical Skills in Business Administration!

NOCN Level 1 Certificate in Customer Service

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Program Units

- Understanding Communication in Customer Service Setting.
- Understanding Working in a Customer Service Setting.
- Personal Performance and Development.
- Working in a Business Environment.
- Working with others in a Business Environment.
- Written Communication to Customers.
- Dealing with Customer Quires, Requests and Problems.
- Understanding Customers After Sales Needs.

Program Description

This qualification is designed to provide learners with the skills, knowledge and competences to operate successfully as customer service workers within a wide variety of industry contexts.

Lets Create a Customer Experience That Shines!

Certificate of Accreditation

163 Hours

Get in Touch

📞 17644955 – 33991881

✉ training@gtrust.org

NOCN Level 2 Certificate in Retail Skills

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Certificate of Accreditation

104 Hours

Program Description

This qualification aim to provide regulation to those learners able to demonstrate competence against the occupational standards defined for retail skills at Level 2.

Program Units

- Work Effectively in a Retail Team
- Help Customers to Choose Products in a Retail Environment
- Check Stock Levels and Sort out Problems with Stock Levels in Retail Environment
- Assemble Visual Merchandising Displays
- Process Payments for Purchases in a Retail Environment

Take Your First Step Toward Retail Excellence

📞 17644955 - 33991881

✉ training@gtrust.org

Program Description

This qualification will develop learners' knowledge, understanding and skills in relation to strategic leadership and management of performance and productivity improvement.

CERTIFICATE OF ACCREDITATION

84 HOURS

NOCN Level 7 Certificate in Strategic Leadership of Performance and Productivity

Program Units

- Critical Thinking
- Strategic Leadership of Productivity and Performance Development
- Team-Lead Productivity Improvement (The Kaizen Approach)

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PROGRAM UNITS

- How to Communicate Work-related Information
- Principals of Team Leading
- Understand Business
- Introduction to Coaching
- Introduction to Mentoring
- How to Manage Performance and Conflict in the Workplace
- Principals of Equality and Diversity in the Workplace
- Understand Health and Safety Procedures in the Workplace

NOCN LEVEL 2 CERTIFICAT IN PRINCIPALS OF TEAM LEADING

Empowering The TEAM to Reach New Heights!

Take The First Step with Us!

🏅 Certificate of Accreditation

🕐 182 Hours

📞 17644955 - 33991881

✉️ training@gtrust.org

PROGRAM DESCRIPTION

This qualification is designed for new and aspiring team leaders. It provides learners with the knowledge and understanding required to successfully lead a team, as well as an in-depth look at the role and responsibilities of a team leader. It is an ideal launch pad for people looking for a management career. This qualification can be applied to a range of occupational sectors.

COURSE DESCRIPTION

The OCN NI Digital Marketing qualification aims to develop knowledge and skills in the use of internet and communications technologies for marketing activities. With the increased use of communications technologies many companies are taking advantage of digital marketing strategies to promote and market their products and services. This qualification will enable learners to develop an understanding of internet and communications technologies, including search engine optimisation and the use of mobile and internet technologies for marketing applications.

UNITS

1 Search Engine Optimisation

2 Using Mobile Technologies to Market Products and Services

3 Using Social Media to Market Products and Services

4 Using Technology to Develop Online Interaction with Customers

OCNNI LEVEL 2 AWARD IN DIGITAL MARKETING

nocn GROUP

golden trust

"EMPOWER YOUR BRAND, ENGAGE YOUR AUDIENCE ELEVATE YOUR SUCCESS"

Certificate of Accreditation

70 Hours

Phone: 17644955 – 33991881
Email: training@gtrust.org