

VALUING YOU

A SKILLS TO ADVANCE INITIATIVE

Online upskilling opportunity for the
Auctioneering and Property
Services sector

This programme is funded through the Skills to Advance Initiative and is being delivered online by the Education and Training Boards to upskill employees in the Auctioneering and Property Services sector. The programme aims to support enterprises to invest in and develop their workforce to adapt to changes in technology, markets, and work practices.



EMPLOYEES MAY CHOOSE TO COMPLETE ONE OR MORE OF THE FOLLOWING THREE QQI, NFQ LEVEL 5 COMPONENT AWARDS

Customer Service

Topics covered include:
Principles of Customer Service, Consumer Legislation, Customer Complaints and Compliments, Customer Service Challenges, Teamwork, Wellbeing in Customer Service

Digital Marketing

Topics covered include:
Digital Marketing and its development, e-tools (e.g. social media marketing, blogs, rich media, email marketing, online advertising), search engine optimization, digital marketing campaign planning, e-tool analytics, market research, managing client relationships

Human Resources

Topics covered include:
The role and function of Human Resources, the recruitment and selection process, the role of training and development, motivation theories and techniques, performance management strategies, health and safety and welfare facilities, grievance, discipline and conflict resolution, employment legislation

Delivery:

Programmes will be delivered online through a combination of webcasts (live and pre-recorded) virtual classrooms and tutorials, eTutor support.

Duration:

Typical duration for each module is four months.

Requirements:

It is a requirement that you will have previously completed a Level 4 certification or equivalent and will have good computer skills with appropriate internet coverage.

For more information or to register for a course contact your nearest ETB location:

City of Dublin ETB

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