



Marketing Management Program Standard

The approved program standard for Marketing Management programs of instruction leading to an Ontario College Graduate Certificate delivered by Ontario Colleges of Applied Arts and Technology (MTCU funding code 72900)

Ministry of Training, Colleges and Universities
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Introduction

This document is the Program Standard for the Marketing Management programs of instruction leading to an Ontario College Graduate Certificate delivered by Ontario Colleges of Applied Arts and Technology (MTCU funding code 72900).

Development of system-wide program standards

In 1993, the Government of Ontario initiated program standards development with the objectives of bringing a greater degree of consistency to college programming offered across the province, broadening the focus of college programs to ensure graduates have the skills to be flexible and to continue to learn and adapt, and providing public accountability for the quality and relevance of college programs.

The Program Standards Unit of the Ministry of Training, Colleges and Universities has responsibility for the development, review and approval of system-wide standards for programs of instruction at Ontario Colleges of Applied Arts and Technology.

Program standards

Program standards apply to all similar programs of instruction offered by colleges across the province. Each program standard for a postsecondary program includes the following element:

- **Vocational standard** (the vocationally specific learning outcomes which apply to the program of instruction in question);
- **Essential employability skills** (the essential employability skills learning outcomes which apply to all programs of instruction); and
- **General education requirement** (the requirement for general education in postsecondary programs of instruction).

Collectively, these elements outline the essential skills and knowledge that a student must reliably demonstrate in order to graduate from the program.

Individual Colleges of Applied Arts and Technology offering the program of instruction determine the specific program structure, delivery methods and other curriculum matters to be used in assisting students to achieve the outcomes articulated in the standard. Individual colleges also determine whether additional local learning outcomes will be required to reflect specific local needs and/or interests.

The expression of program standards as vocational learning outcomes

Vocational learning outcomes represent culminating demonstrations of learning and achievement. They are not simply a listing of discrete skills, nor broad statements of knowledge and comprehension. In addition, vocational learning outcomes are interrelated and cannot be viewed in isolation from one another. As such, they should be viewed as a comprehensive whole. They describe performances that demonstrate that significant integrated learning by graduates of the program has been achieved and verified.

Expressing standards as vocational learning outcomes ensures consistency in the outcomes for program graduates, while leaving to the discretion of individual colleges, curriculum matters such as the specific program structure and delivery methods.

The presentation of the vocational learning outcomes

The **vocational learning outcome** statements set out the culminating demonstration of learning and achievement that the student must reliably demonstrate before graduation.

The **elements of the performance** for each outcome define and clarify the level and quality of performance necessary to meet the requirements of the vocational learning outcome. However, it is the performance of the vocational learning outcome itself on which students are evaluated. The elements of performance are indicators of the means by which the student may proceed to satisfactory performance of the vocational learning outcome. The elements of performance do not stand alone but rather in reference to the vocational learning outcome of which they form a part.

The development of a program standard

In establishing the standards development initiative, the Government determined that all postsecondary programs of instruction should include vocational skills coupled with a broader set of essential skills. This combination is considered critical to ensuring that college graduates have the skills required to be successful both upon graduation from the college program and throughout their working and personal lives.

A program standard is developed through a broad consultation process involving a range of stakeholders with a direct interest in the program area, including employers, professional associations, universities, secondary schools and program graduates working in the field, in addition to students, faculty and administrators at the colleges themselves. It represents a consensus of participating stakeholders on the essential learning that all program graduates should have achieved.

Updating the program standard

The Ministry of Training, Colleges and Universities will undertake regular reviews of the vocational learning outcomes for this program to ensure that Marketing Management Program Standard remains appropriate and relevant to the needs of students and employers across the Province of Ontario. To confirm that this document is the most up-to-date release, please contact the [Ministry of Training, Colleges and Universities](#).

Vocational standard

All graduates of Marketing Management programs have achieved the [fifteen vocational learning outcomes \(VLOs\)](#) in the following pages.

Preamble

Graduates of Marketing Management Programs carry out marketing functions within the Canadian and global business environment. Graduates have therefore demonstrated achievement of vocational learning outcomes which relate to both business in general and marketing in particular.

Graduates of programs leading to an Ontario College Graduate Certificate in Marketing Management are able to apply planning, assessment, analysis, and evaluation skills to the marketing of a product or service, and its promotion, pricing, and placement/distribution, to support the marketing activities of an organization. In addition, graduates are able to perform a number of more complex functions including applying principles of business and financial analysis, using synthesizing and evaluation skills to support a variety of management functions, and develop management skills for marketing functions. They can develop and implement an organization's marketing plan, and integrated communications plan, and participate in the preparation of an organization's business plan.

Additionally, they will be able to use communications, research, computational, relational, leadership and supervisory/management skills to support the marketing functions of an organization. With a growing focus on creative problem solving, innovation and entrepreneurial thinking, the marketing graduate will monitor and evaluate emerging trends and technologies, focusing on marketing results and opportunities for improvement and change.

As this is a post-diploma program, students will have completed a college Diploma or university degree program or have acquired substantial relevant employment experience prior to acceptance into the program.

Graduates of Marketing Management Programs work in a broad range of employment settings in all sectors of business and industry, both domestic and international, including retailers, banks and other financial institutions, government offices, marketing consulting firms, advertising agencies, market research firms, and small businesses.

There are growing opportunities for graduates to pursue further educational qualifications; through articulation agreements between the colleges and universities, under which graduates may be granted credits towards a degree. Students should contact individual colleges for further details of a particular college's articulation agreements with universities. In addition, graduates may also pursue professional designations and certifications within the industry.

[*See Glossary](#)

Note: The [Ontario Council on Articulation and Transfer](#) (ONCAT) maintains the provincial postsecondary credit transfer portal, [ONTransfer](#).

Synopsis of the vocational learning outcomes

Marketing Management (Ontario College Graduate Certificate)

The graduate has reliably demonstrated the ability to:

1. formulate a marketing* plan that will meet the needs or goals of a business or organization.
2. develop an integrated marketing communications plan * for a product*, concept, good and/or service based on an identified market need or target.
3. formulate strategies for developing new and/or modified products*, concepts, goods and services that respond to evolving market needs.
4. develop strategies for the efficient and effective placement/ distribution of products*, concepts, goods, and services that respond to evolving markets.
5. Evaluate the impact of using different marketing strategies for a product, concept, good and/or service, on the finances, Return on Investment (ROI) and business goals of an organization.
6. evaluate the viability of a concept, product*, good and/ or service in a local, national or international markets.
7. conduct market research* to provide information needed to make marketing* decisions.
8. communicate marketing* information persuasively and accurately in oral, written, graphic and interactive media* formats.
9. plan, prepare and deliver a sales presentation or pitch that addresses the needs of the client.
10. develop strategies with clients, customers, and consumers* and others to grow and maintain relationships.
11. develop learning and development strategies and plans to enhance professional growth in the field.
12. apply entrepreneurial strategies to identify and respond to new career opportunities that might include contract employment, and self-employment initiatives.
13. participate in and contribute to a framework of organizational policies and practices, when conducting business of the organization.

14. apply the principles of business ethics and corporate social responsibility to business decisions.
15. employ the management techniques of planning, organizing, directing, and controlling of marketing functions and activities in response to the business needs of the organization.

[*See Glossary](#)

Note: The learning outcomes have been numbered as a point of reference; numbering does not imply prioritization, sequencing, nor weighting of significance.

The vocational learning outcomes

1. The graduate has reliably demonstrated the ability to: formulate a marketing* plan that will meet the needs or goals of a business or organization.

Elements of the performance

- a. Conduct an environmental scan* (e.g., SWOT [strengths, weaknesses, opportunities, threats] and analysis of findings
- b. Use research data in the preparation of a marketing* plan
- c. Evaluate the marketing environment*, market segmentation, and other variables
- d. Apply knowledge of customer*/client behaviour in the design of a marketing* plan or strategy
- e. Analyze the impact of economic, technological, competitive, environmental, social, political, and cultural* aspects of society on marketing* initiatives
- f. Select the appropriate promotion mix* for the marketing* of particular products*, concepts, goods, or services
- g. Formulate a marketing* plan based on an integration of product*, price, place, promotion*, process, physical environment, and people
- h. Recognize the importance of supply chain management as it relates to marketing goals
- i. Identify marketing – related technology applications that can be used to support marketing plan goals
- j. Prepare forecasts of sales projections and review results to support marketing plans
- k. Identify marketing-related risks to the business in the marketing plan
- l. Assist in the implementation of the marketing plan, its tactics and strategies
- m. Identify how a marketing* plan fits into an organization's business plan

[*See Glossary](#)

2. The graduate has reliably demonstrated the ability to: develop an integrated marketing communications plan * for a product*, concept, good and/or service based on an identified market need or target.

Elements of the performance

- a. Select the appropriate promotional tools, methods, and elements for the marketing* of particular products, concepts, goods, or services
- b. Employ a variety of creative strategies in marketing* projects and ensure the integration of all communications efforts
- c. Evaluate data from such areas as past sales, buying habits, consumer* preferences, competitors' products, and market segmentation
- d. Apply the concepts of content marketing * for a variety of products*, concepts, goods, or services
- e. Apply knowledge of market segmentation in targeting customers
- f. Incorporate evolving technologies and tools (e.g., Internet, interactive and social and electronic media) into the integrated marketing communications plan
- g. Recognize the diversity of the market place and the impact of human preferences and experiences for target markets
- h. Recognize the importance of brand identity, brand equity, and brand management
- i. Use tools such as sponsorships, and events, in the integrated marketing communications strategies for a product or services*
- j. Evaluate the effectiveness of integrated marketing communication strategies*

[*See Glossary](#)

3. The graduate has reliably demonstrated the ability to: formulate strategies for developing new and/or modified products*, concepts, goods and services that respond to evolving market needs.

Elements of the performance

- a. Explain how the nature of products, concepts, goods or services is affected by their life cycles
- b. Employ knowledge of segmentation in targeting customers recognizing demographics, psychographics and emerging trends
- c. Analyze the impact of the changing marketing environment* including demographics and psychographics on the development of new products and services
- d. Determine new product development* and product modification processes to enable the organization to remain competitive
- e. Apply research techniques and data to the new product development* process
- f. Assess the impact of new technology on consumers'* need for new products, concepts, goods, and services
- g. Conduct market assessments, both qualitative and quantitative, interpret relevant meaning from data, and identify market opportunities,
- h. Consolidate analysis findings and formulate strategies for the development of new marketing initiatives

[*See Glossary](#)

4. The graduate has reliably demonstrated the ability to: develop strategies for the efficient and effective placement/ distribution of products*, concepts, goods, and services that respond to evolving markets.

Elements of the performance

- a. Select and recommend distribution channels*and methods for ensuring effective approaches to distribution (e.g. Just-in-Time (JIT) production processes, Total Quality Management (TQM) quality assurance processes, etc.)
- b. Analyze product* availability as a source of competitive advantage
- c. Recognize the role of internal and external partnerships within channels of distribution
- d. Identify the functions of a variety of distribution channels and the impact on setting prices
- e. Define and apply appropriate strategies to manage ongoing logistical problems and opportunities
- f. Recognize the impact of technology on distribution channels (e.g., e-commerce, web-enabled fulfilment, apps, delivery services etc.)
- g. Consider the role and objectives of supply chain management and its effect on distribution, supply, and customer value and satisfaction
- h. Apply techniques of human-centered design thinking to innovations in fulfilment of the customer purchase and delivery processes
- i. Consolidate analysis findings to develop strategies for the placement/distribution of products, concepts, goods and services

[*See Glossary](#)

5. The graduate has reliably demonstrated the ability to: evaluate the impact of using different marketing strategies for a product, concept, good and/or service, on the finances, Return on Investment (ROI) and business goals of an organization.

Elements of the performance

- a. Consider the prices of competing products*, cost analysis*, and the nature of the competitive environment when establishing a price
- b. Analyze supply and demand as elements in price setting
- c. Recommend pricing strategies for different stages of the product lifecycle*
- d. Identify the functions of a distribution channel and the impact on setting prices for a variety of products*, goods, and services
- e. Analyze how demographics and psychographics affect pricing
- f. Recommend to decision-makers the use of price differentiation using value pricing to competitive pricing strategies
- g. Apply the fundamental concepts of pricing for a variety of products*, goods, or services
- h. Compile, evaluate, and use quantitative data in such areas as past sales, buying habits, consumer* preferences, competitors' products, market segmentation, and break-even analysis to develop pricing policies and strategies
- i. Evaluate the results of past marketing* initiatives
- j. Calculate break-even points, markups, margins, discounts, payback*, and return on investment
- k. Develop and present a financial analysis for all marketing* initiatives
- l. Utilize spreadsheet software to support analysis

[*See Glossary](#)

6. The graduate has reliably demonstrated the ability to: evaluate the viability of a concept, product*, good and/ or service in a local, national or international market.

Elements of the performance

- a. Explain the impact of cultural* differences, political environments, technological developments, population demographics, and economic environments on marketing* initiatives and decisions
- b. Apply the principles of marketing management* to issues of the viability of various target markets
- c. Calculate key financial indicators such as market share, sales volume, profit, return on investment and pay-back
- d. Analyze actual results to stated marketing objectives
- e. Use spreadsheet and financial calculation tools proficiently
- f. Evaluate the results of marketing activities
- g. Explain the importance of ethical business practice, and corporate social responsibility in developing and maintaining markets
- h. Explain the various methods of entering new markets, such as exporting, importing, licensing, joint venturing, direct investing, franchising, or management contracting
- i. Discuss potential product* adaptations to meet the needs of the various markets
- j. Explain the impact of emerging technologies on marketing* initiatives
- k. Explain the impact of trade agreements and organizations as it applies to national and global markets

[*See Glossary](#)

7. The graduate has reliably demonstrated the ability to: conduct market research* to provide information needed to make marketing* decisions.

Elements of the performance

- a. Identify the decision(s) to be made and recommend strategies, solutions and opportunities
- b. Recommend the data* sources needed to support marketing decisions, distinguishing between primary and secondary data
- c. Analyze the information derived from primary and secondary market research
- d. Conduct market research, using appropriate qualitative and quantitative techniques
- e. Select and interpret data that will be used in the decision-making process
- f. Design a survey and develop questions to be used to collect primary data
- g. Recommend appropriate courses of action based on the market research* information
- h. Present data findings in a variety of formats, using appropriate communications methods (written, graphic, visual etc.)
- i. Analyze the risks associated with data collection, access, retrieval and storage
- j. Discuss the appropriate legislation affecting data use in market research activities

[*See Glossary](#)

8. The graduate has reliably demonstrated the ability to: communicate marketing* information persuasively and accurately in oral, written, graphic* and interactive media* formats.

Elements of the performance

- a. Use presentation software, where appropriate, to provide clarity and increase the impact of a presentation
- b. Speak and write clearly, concisely, persuasively, and logically
- c. Review accuracy of content, spelling and grammar in documents, and electronic messages before sending to the target audience
- d. Apply the principles of accepted business etiquette (e.g. cultural, regional, global, etc.)
- e. Use electronic communications technology such as email, voice mail, and text messaging appropriately to communicate effectively
- f. Use social media tools for professional application to meet organizational needs
- g. Determine the appropriate source and type of data required and develop appropriate strategies for data collection
- h. Prepare and present written and oral formal and informal reports to enhance the quality of service
- i. Participate in the development of graphics, such as storyboards, desktop publishing, illustrations, art work, clip art, and web sites
- j. Use professional and industry specific terminology effectively
- k. Recognize the role of the marketing* communications department and marketing communications within an organization
- l. Participate efficiently and effectively in meetings using professional protocols
- m. Apply computer skills to support a variety of functions in the marketing environment
- n. Prepare correspondence, reports, presentations, and other print and electronic documents for marketing using appropriate software (e.g., spread sheets, word processing, database, presentation, desktop publishing, web design, analytics, etc.)

[*See Glossary](#)

9. The graduate has reliably demonstrated the ability to: plan, prepare and deliver a sales presentation or pitch that addresses the needs of the client.

Elements of the performance

- a. Plan, prepare and deliver a sales presentation using professional selling techniques for business-to-consumer and business-to-business settings
- b. Qualify the customer for applicability of the product or service offering
- c. Approach the customer in a professional manner
- d. Establish professional relationships with customers which adhere to legal and ethical standards
- e. Identify the customer need or problem to be met by a product or service offering
- f. Present products, services and concepts which address customer needs and problems
- g. Use customer information responsibly and ethically considering confidentiality, privacy and risk issues
- h. Respond effectively to customer resistance
- i. Use ethical sales closing techniques
- j. Foster an ongoing trust-based relationship with the customer by applying the principles of customer relationship management
- k. Recognize the importance of customer satisfaction management

[*See Glossary](#)

10. The graduate has reliably demonstrated the ability to: develop strategies with clients, customers, and consumers* and others to grow and maintain relationships.

Elements of the performance

- a. Assess consumer*, customer*, and client needs
- b. Determine ways to improve the organization's ability to meet consumer*, customer*, and client needs
- c. Determine and use appropriate information technologies to maintain accurate and timely information on all clients, customers*, and consumers*
- d. Provide excellent customer* service
- e. Contribute to the development of a customer relationship management (CRM) strategy, using organizational tools to support plans and strategies
- f. Communicate clearly, and persuasively with clients, customers and consumers
- g. Listen effectively to respond to opportunities with customers, clients and consumers
- h. Respond to concerns or problems expressed by customers, clients and members of the public with openness, and take actions to resolve or escalate within the organization
- i. Use appropriate communications style (e.g. tone, register, etiquette, etc.) to match the workplace setting and intended audience
- j. Conduct communication effectively with coworkers, supervisors, members of the organization, or professional contacts with clarity, transparency and collegiality
- k. Collaborate fully with co-workers and supervisors in groups and as a member of a team to achieve organizational goals, and resolve differences or opposing views
- l. Engage in cooperative interaction with all of those involved in the design and implementation of marketing* projects
- m. Conduct all business and interpersonal relations in an ethical, responsible and legal manner
- n. Recognize corporate social responsibility goals
- o. Recognize that ethical frameworks will guide business actions
- p. Seek out and act upon constructive feedback to enhance work performance
- q. Apply mentoring, coaching, networking, and team building learning to build personal skills

[*See Glossary](#)

11. The graduate has reliably demonstrated the ability to: develop learning and development strategies and plans to enhance professional growth in the field.

Elements of the performance

- a. Solicit and use constructive feedback in the evaluation of personal knowledge and skills
- b. Identify areas for ongoing learning, growth and development
- c. Identify various methods of increasing professional knowledge and skills to create a personal professional development plan
- d. Recognize the value of membership in professional associations and the importance of professional certifications and designations
- e. Recognize the importance of a commitment to life-long learning
- f. Engage in activities that include reflection and self-evaluation in the development of professional marketing practices
- g. Present oneself using a format which best identifies skills, knowledge, attributes, and experience (e.g., resume, portfolio, interview, web page, e-portfolio)
- h. Recognize opportunities to build and develop leadership skills and supervisory/management skills
- i. Apply mentoring, coaching, networking, and team building learning to build professional skills
- j. Remain current and up-to-date on trends and issues impacting on marketing

[*See Glossary](#)

12. The graduate has reliably demonstrated the ability to: apply entrepreneurial strategies to identify and respond to new career opportunities that might include contract employment, and self-employment initiatives.

Elements of the performance

- a. Identify a variety of career entry opportunities
- b. Recognize contract employment, self-employment initiatives, and entrepreneurial opportunities to develop career entry strategies and opportunities
- c. Recognize the importance of entrepreneurial* skills for employment and career growth
- d. Apply entrepreneurial concepts and skills to organizational needs
- e. Develop career goals with a focus on contributing to community and society broadly
- f. Use professional and personal networks for developing opportunities for employment and career growth

[*See Glossary](#)

13. The graduate has reliably demonstrated the ability to: participate in and contribute to a framework of organizational policies and practices, when conducting business of the organization.

Elements of the performance

- a. Identify the key components of a business plan
- b. Align marketing* objectives with overall objectives
- c. Select and apply appropriate sales and marketing strategies* to solve problems
- d. Recognize the major forces at work in the marketing environment* and how they affect business
- e. Prepare a cost/benefit analysis for all marketing* initiatives
- f. Keep abreast of evolving technology and its application to marketing
- g. Recognize the impact of technological changes on customer* and consumer* needs and demands
- h. Apply knowledge of the application of technology to business (e.g., e-commerce, CRM, web platforms)

[*See Glossary](#)

14. The graduate has reliably demonstrated the ability to: apply the principles of business ethics and corporate social responsibility to business decisions.

Elements of the performance

- a. Develop strategies which adhere to ethical principles and laws relating to business practices in general and to marketing* in particular
- b. Establish professional and personal relationships which adhere to legal and ethical standards
- c. Consider potential consequences to the environment* from all marketing* activities
- d. Apply knowledge of conflict of interest
- e. Develop policies and strategies to address ethical, moral, and legal issues
- f. Identify the marketing* advantages of corporate social responsibility
- g. Apply the principles of accepted business etiquette (e.g., cultural*, regional, global)
- h. Conduct all business in an ethical, responsible, and legal manner
- i. Consider confidentiality, privacy, and risk issues

[*See Glossary](#)

15. The graduate has reliably demonstrated the ability to: employ the management techniques of planning, organizing, directing, and controlling of marketing functions and activities in response to the business needs of the organization.

Elements of the performance

- a. Conduct a marketing audit
- b. Analyze the impact of economic variables on the operations of an enterprise in general and the marketing function in particular
- c. Contribute to marketing effectiveness and employ selling techniques to promote the successful operation of an enterprise
- d. Contribute to the effective coordination of the activity of the marketing department with the operations of other functional areas of an enterprise
- e. Apply management principles to effectively perform the planning, organizing, directing and controlling of a marketing business unit

[*See Glossary](#)

Glossary

Client - the person with the motivation and means to buy a product or service for individual consumption.

Consumer – the individuals that make up the available market.

Cost analysis – the process of determining the true cost of a marketing plan or campaign, usually determined in cost per person reached or cost per sale (taken from www.fluidcommunications.biz/marketing/marketing_definitions.htm on April 22, 2004).

Cultural – the set of shared values, ideas, attitudes and other symbols that shape human behaviour.

Customer Relationship Management (CRM) - CRM is a term that refers to practices, strategies and technologies that companies use to manage and analyze customer interactions and data throughout the customer life cycle, with the goal of improving business relationships with customers, assisting in customer retention and driving sales growth.

Direct Marketing - The activity of marketing products and services by communicating directly with consumers by phone, mail, or on the internet.

Distribution Channel - the distribution channel can be a direct transaction from the marketing organization or vendor, to the consumer, or may include several interconnected intermediaries along the way such as wholesalers, distributors, agents and retailers. From www.businessdictionary.com/definition/distribution-channel.html

E-commerce – e-commerce is a type of business model, or segment of a larger business model, that enables an organization or individual to conduct business over an electronic network, typically the internet.

Entrepreneurial - entrepreneurial thinking can manifest itself in many ways, whether it is a serial starter of business ventures who has developed a range of business ideas, or the social entrepreneur using technology for ventures to empower marginalized people to be self-sustaining or profitable, or artists using their work to raise awareness of social injustice or inequality in ways that will produce a benefit.

Environment - the physical, psychological, and social surroundings.

Environmental Scan - the study of factors in the external environment that affect the ability of an organization to serve its customers, such as cultural, demographic, economic, natural, political, regulatory, and technological conditions.

Graphic - information depicted using drawings, photographs, illustrations or visual representations.

Integrated Marketing Communication Strategy - a strategy that is designed to make all aspects of marketing communications work together to achieve maximum value, and may include functions such as advertising, customer service, direct marketing and sales, promotions, and public relations.

Lifecycle -the stages of a product's sale and profits over its lifetime, consisting of development, introduction, growth, maturity and decline.

Marketing -the act of directing needs-satisfying products, goods and services from a producer to a consumer through a process of anticipating and reacting to consumer or customer needs.

Marketing Environment - external conditions affecting business and marketing goals and objectives, including economic, environmental, legal, natural, political, regulatory, societal factors and events, and technological changes.

Marketing Mix - the set of marketing variables that an organization uses to achieve the desired results.

Marketing Research - the design, collection, analysis, and communication of information related to the marketing function of an organization.

Payback - the time period to recover the initial cost of a project, without regard to the time value of money.

Primary Data - data observed or collected directly from first-hand experience. Some examples of primary source formats include: **archives and manuscript material, focus groups, **photographs, audio recordings, video recordings, films. **journals, letters and diaries. **speeches. **scrapbooks. **published books, newspapers and magazine clippings published at the time. **government publications. **oral histories and surveys.

Product -in marketing, a product is anything that can be offered to a market that might satisfy a want or need. In retailing, products are called merchandise. In manufacturing, products are bought as raw materials and sold as finished goods.

Product Development –t he development of new products and/or modifications to existing products resulting from the organization's research and development activities.

Promotion - promotions refer to the entire set of activities, which communicate the product, brand or service to the user. The idea is to make people aware, attract and induce to buy the product, in preference over others.

Promotion Mix - the Promotion mix is one of the 4 Ps of the marketing mix. It consists of public relations, advertising, sales promotion and personal selling.

ROI – Return on investment means the profit from incurring costs of an activity.

Secondary Data- secondary data refers to data that originally collected for other purposes. Common sources of secondary data for include censuses, information collected by government departments, and organizational records.

Social Marketing- social marketing has the primary aim of "social good", while in "commercial marketing" the aim is primarily financial. Social marketing seeks to develop and integrate marketing concepts with other approaches, to influence behaviors that benefit individuals and communities for the greater social good.

Social Media - social media are computer-mediated technologies that facilitate the creation and sharing of information, ideas, interests and other forms of expression via virtual communities and networks. Social media are based on interactive Web 2.0 Internet-based applications.

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