City & Guilds | SmartScreen

Business Skills
SmartScreen Factsheet

Level 2 Diploma for Customer Service Practitioners (2794)



SmartScreen Factsheet

Level 2 Diploma for Customer Service Practitioners (2794)

City & Guilds SmartScreen

City & Guilds SmartScreen is our dedicated online resource portal, supporting over 120 qualifications. It currently boasts more than 80,000 resources and pages of content for tutors and learners.

How can SmartScreen help me?

SmartScreen materials have been designed specifically for each individual qualification. They have been developed to assist tutors, and others, delivering the qualification to obtain the best possible results for their learners.

Price: Please email digital.solutions@cityandguilds.com for details
Product code: SS0120-2794L2
Supported units: 201-213

Resources

- Schemes of work – an ideal guide for tutors and centres to ensure that all the learning requirements are covered when delivering the qualification.
- Sample lesson plans – to give tutors inspiration and save valuable planning time.
- PowerPoint presentations – slide decks that allow tutors to save valuable preparation time, while still delivering a professional and engaging presentation in the classroom.
- Worksheets – these can be used by learners to review and implement what they have learned. Worksheets can be projected onto the whiteboard or downloaded for tutors to make changes and adapt to their own delivery style.

Why choose SmartScreen?

Shake learning up	Offers flexibility in lesson delivery and learning styles.
Learn inside and outside the classroom	With increased internet speeds available to learners using smartphones, laptops and tablets, resources can be accessed at any time and in any location.
Stay ahead	The definitive source for the most up-to-date information about qualification developments and delivery information.
Do what you do best	Our lesson plans, handouts and worksheets will save tutors time, meaning that they can keep their heads out of the paperwork and teach.
Peace of mind	Peace of mind that the resources fully support the qualification.

How do I subscribe?

Visit: Walled-Garden.com
Call: +44 (0) 844 543 0000 (Choose option 5 – SmartScreen)
Email: directsales@cityandguilds.com

Calls to 0844 numbers cost 7p per minute plus your telephone company's access charge.

Every effort has been made to ensure that the information contained in this publication is true and correct at time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement, and the right is reserved to change products and services from time to time. City & Guilds cannot accept responsibility for any loss or damage arising from the use of information in this publication. ©2025 City & Guilds Limited. All rights reserved. City & Guilds is a trademark of City & Guilds Limited. A company registered in England and Wales (company number 16513878). 1 Giltspur Street, London EC1A 9DD. T +44 (0)844 543 0000. cityandguilds.com.