City & Guilds | SmartScreen

Customer Service
Enhanced SmartScreen Factsheet

Level 2 Customer Service Practitioner (9794)



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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: Email digital.solutions@cityandguilds.com for details. Product code: SS9794L2E.
Supported units: 201–213

Resources

This package contains tutor materials as well as a complete set of learner-facing materials.

The tutor materials, which will be available in April 2018, have been designed to help tutors deliver either from the non-mandatory qualification or directly from the apprenticeship standard. They offer:

- comprehensive schemes of work
- detailed PowerPoints
- worksheets
- practice questions
- skills scan to check/ensure that the each apprentice's job description matches the programme.

The learner-facing materials are based around the tasks in the Apprenticeship Training Manual (which are based around the apprenticeship standard) but also contain video-based e-learning quizzes and knowledge content for learners to work through independently. They are made up of:

- dedicated content covering underpinning knowledge requirements
- structured tasks for learners to complete
- over 30 video-based e-learning quizzes on key concepts and which give learner feedback.

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 schemes of work, PowerPoints 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.

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