City & Guilds | SmartScreen

Customer Service
Enhanced SmartScreen Factsheet

Level 3 Customer Service Specialist



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Level 3 Customer Service Specialist enhanced

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: SS9494-03.
Supported units: 301-315.

Resources

- Schemes of work – an ideal guide for tutors and centres to ensure that all the learning requirements are covered when delivered 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.
- Handouts – provide a convenient way of presenting key information to learners in a classroom setting. They save tutors time and give learners the confidence that they are receiving the information they require.
- 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.
- Case studies – these use real-life examples to illustrate key customer service themes.
- Activities – an outstanding range of training activities that will keep learners engaged and motivated.
- Video e-learning – this package is supported by interactive e-learning, combining videos with multiple-choice questions to test learner knowledge.

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.

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