



SmartScreen

Customer Service
SmartScreen Factsheet
Level 2 Customer Service
Practitioner: Apprenticeship
Training Manual



SmartScreen Factsheet

Level 2 Customer Service Practitioner: Apprenticeship Training Manual

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: SS543602-L2

Resources

This form-fillable PDF training manual aligns directly to the Customer Service Practitioner standards and provides coverage of all the key skills. It is an invaluable supporting resource which will help learners, tutors and employers in understanding what is required of them as part of the on-programme learning. In completing the tasks contained within the manual, which can be saved electronically, learners will gain first-hand experience of each and every standard required to deliver effective and quality customer service at this level. The manual includes:

- a guide on best practice use of the manual while on-programme
- information on how the apprenticeship will be assessed.
- a guide on how learners should use reflective practice to make the most of the learning
- a series of practical work-based tasks so that learners can relate their learning to their own experiences and organisation

- a lists of key terms and a glossary to aid learner understanding
- suggested evidence to aid learners in preparing for the Apprentice Showcase.

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 5p 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 publication. 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 (Reg No 16513878). All rights reserved. City & Guilds is a trademark of City & Guilds Limited. 1 Giltspur Street, London EC1A 9DD. T +44 (0)844 543 0000. cityandguilds.com.