



BUSINESS AND ADMINISTRATION

LEVEL 2 CERTIFICATE IN CUSTOMER SERVICE (4417)

SMARTSCREEN INFORMATION SHEET

- ✓ Unique supporting resource in the FE market
- ✓ Qualification and level specific
- ✓ Unlimited tutor and learner logins
- ✓ Outstanding value
- ✓ Developed to help tutors and learners maximize their teaching and learning experience

BUSINESS AND ADMINISTRATION

LEVEL 2 CERTIFICATE IN CUSTOMER SERVICE (4417)

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: SS0121-4417-LV2

Supported units: 201, 202

- Lesson plans - tutors can save valuable preparation time - City & Guilds have planned it all for you.
- Sample schemes of work - an ideal guide for tutors and centres to ensure that all the learning requirements are covered when delivering the qualification.
- ILP (Individual Learning Plan) - a convenient way of tracking the progress of learners. Ideal for 1-2-1 meetings and tutorials.
- Sample Assignments – are available for use as they are provided by City & Guilds, or can be adapted by centres (with QC approval).
- Sample questions – provide a good way of testing learner understanding and may also help them prepare for assessment. The questions are not taken from the live qualification question bank.
- Revision guidance and cards - summarise the key points of each unit and can include engaging activities such as crossword puzzles and word search games. They will help build learner confidence of assessment.
- Learning Outcomes - provide information and guidance about the level of knowledge and skills that will have been covered in each unit.

Every qualification is supported by an invaluable tutor discussion forum that is monitored by an expert in the field. You can ask advice, seek views and share best practice with the thousands of other tutors already actively using SmartScreen as well as obtain a speedy response from an industry expert to any questions you may have.

Why choose Smartscreen?

Shake learning up	Offers flexibility in lesson delivery and learning styles.
Engage and motivate	Comprehensive sample questions and revision material ensure learners are well prepared for exams and assessments.
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.
24 hour support network	The tutor forums are a great way to request information and advice, including having access to an expert in the field - plus, you'll have access to forums dedicated to the Qualifications Credit Framework (QCF) and Functional Skills.
Stay ahead	The definitive source for the most up-to-date information about qualification developments and delivery information.
Do what you do best	Our lessons plans, handouts and worksheets will save tutors time, meaning that they can keep their heads out of the paper work and teach.
Peace of mind	Peace of mind that the resources fully support the qualification.

Try before you buy...

Take 20 minutes to let us show you all the material available, you won't even need to leave your desk. Find out more at www.SmartScreen.co.uk/webconferencing.

How do I subscribe?

Three easy ways to subscribe:

- Visit: www.WalledGarden.com
- Email: directsales@cityandguilds.com
- Call: 0844 543 0000 (Choose option 5 – SmartScreen)

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.

©2013 The City and Guilds of London Institute. All rights reserved. City & Guilds is a trademark of the City and Guilds of London Institute. City & Guilds is a registered charity (charity number 312832) established to promote education and training.

T 020 7294 3435 F 020 7294 3414

subscribe@smartscreen.co.uk www.smartscreen.co.uk