City & Guilds SmartScreen

BUSINESS AND ADMINISTRATION

L1 NVQ CERT/L2 NVQ CERT/L3 NVQ DIPLOMA IN CUSTOMER SERVICE (4430)

SMARTSCREEN INFORMATION SHEET

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

BUSINESS AND ADMINISTRATION

LEVEL 1 NVQ CERTIFICATE/LEVEL 2 NVQ CERTIFICATE/LEVEL 3 NVQ DIPLOMA IN CUSTOMER SERVICE (4430)

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: SS4430-LV2

Supported units: 101, 104, 105, 106, 201, 203, 202, 204, 205, 209, 210, 212, 214, 219, 221, 223, 301, 302, 303, 308, 309, 310, 313

- Handouts - provide a convenient way of providing 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 - 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 delivery style and learner needs.
- Activities - an outstanding range of training activities that will keep learners engaged and motivate them to learn more.
- PowerPoint presentations – slide decks that allow tutors to save valuable preparation time, while still delivering a professional and engaging presentation in the classroom.
- 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.
- Glossaries provide a quick reference to reinforce key information and terms.
- Knowledge Tests - help learners reinforce their understanding of what they are learning.

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)

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