

**BUSINESS AND ADMINISTRATION**

# **INTERMEDIATE APPRENTICESHIP IN CUSTOMER SERVICE (9065)**

**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

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## INTERMEDIATE APPRENTICESHIP IN CUSTOMER SERVICE (9065)

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: £800 + VAT (SS9065-LV2)**

**Units: 4430 L2 NVQ Cert in Cust Serv: 101, 104-6, 201-5, 209, 210, 212, 214, 219, 221, 223, 301-3, 308-10, 313 + 4417 L2 Cert in Cust Serv: 201, 202 + FS Units + ERR Units + PLTS Units**

- 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.
- 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.
- 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.
- 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.
- 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.
- Glossaries provide a quick reference to reinforce key information and terms.
- Learning Outcomes - provide information and guidance about the level of knowledge and skills that will have been covered in each unit.
- 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?

<b>Shake learning up</b>	Offers flexibility in lesson delivery and learning styles.
<b>Engage and motivate</b>	Comprehensive sample questions and revision material ensure learners are well prepared for exams and assessments.
<b>Learn inside and outside the classroom</b>	With increased internet speeds available to learners using smartphones, laptops and tablets, resources can be accessed at any time and in any location.
<b>24 hour support network</b>	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.
<b>Stay ahead</b>	The definitive source for the most up-to-date information about qualification developments and delivery information.
<b>Do what you do best</b>	Our lessons plans, handouts and worksheets will save tutors time, meaning that they can keep their heads out of the paper work and teach.
<b>Peace of mind</b>	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](http://www.SmartScreen.co.uk/webconferencing).

### How do I subscribe?

#### Three easy ways to subscribe:

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

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