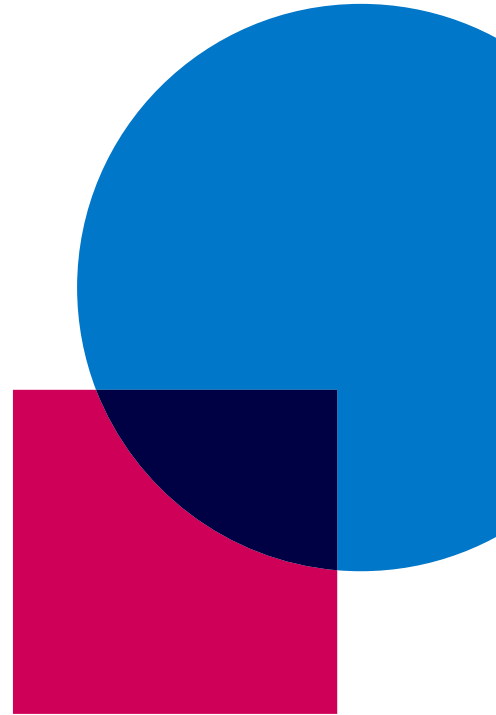


SmartScreen

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



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## SmartScreen Factsheet

# Level 2 Customer Service Practitioner: Apprenticeship Training Manual

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### 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.

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### 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: £375 + VAT (SS543602-L2)**

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### 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.
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### 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.

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