CITY & GUILDS E-BOOKS CUSTOMER INFO
AUGUST 2014
E-BOOKS

THERE ARE 3 WAYS TO ACCESS C&G E-BOOKS

1. **LEARNERS BUY INDIVIDUAL COPIES FROM AN ONLINE STORE**

2. **CENTRES AND LEARNERS HAVE ACCESS THROUGH THE VLE**

3. **CENTRES AND LEARNERS HAVE ACCESS THROUGH THE SMARTSCREEN PLATFORM**
E-BOOKS
BENEFITS

CENTRES/TUTORS

• 20% VAT on e-books can be claimed back by centres – helps maximize budgets
• Analytics allow tutors and administrators to track learner usage – helps in tackling engagement issues
• If using the VitalSource platform, tutors can synch notes and highlighted areas with all learners’ e-books in the group – easy to make sure all learners get the required direction.

LEARNERS

• Learners can access the content they need anytime, and in any place on up to Four Devices without an internet connection – great for those who are work-based
• Highlight text and make notes.
• Use the search function to quickly find relevant information to make the best use of study time
• Access via VLE requires no additional username and password
• Through VitalSource integration, learners can access the books directly by logging into their college VLE – using their normal username and password.

• Titles are available through the VitalSource platform. Call 0808 234 0361 or go to https://support.vitalsource.com/hc/en-us/requests/new?ticket_form_id=99948 for further details.

• City & Guilds plumbing and electrotech titles are now available.

• Licence lasts for 3 years.

• Payment via Invoice - sent from City&Guilds to colleges/centres for the agreed price per learner – e.g. 25 learners x £19.99 = £499.75
• Learners will be able to access textbooks directly by logging into their City & Guilds SmartScreen account

• Plumbing and Electrotech textbooks will be made available on SmartScreen between August and October 14

• Licence lasts for 3 years

• Payment via Invoice - sent from C&G to colleges/centres for the agreed price per learner – e.g. 25 learners x £19.99 = £499.75
• Learners can purchase the textbooks they need directly from the VitalSource online bookstore

• Licence lasts for 3 years

• Payment can be made using a debit card (or credit card for over 18s)
### E-BOOKS PRICING

<table>
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<tr>
<th>Printed Textbook</th>
<th>E-Book</th>
<th>VAT</th>
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<tbody>
<tr>
<td>£29.99</td>
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<td>£24.99</td>
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<td>+ 20%</td>
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</table>

- Standard access time is 3 years from activation date
- 30 licence purchase to trigger the FREE integration service with VLE by VitalSource (£750 if less than 30 licenses purchased)
- 20% VAT can be claimed back by centres
• Centres must be running Moodle version 2.0 or Blackboard 8.0 in order to integrate with VLE (via VitalSource)

• VLE integration can be completed in 10 days from date of order confirmation

• Downloads from VLE or Bookstore work on:
  • iOS – Android – Kindle Fire – Windows Devices

• Downloadable versions not available if accessed through the SmartScreen platform – but can be accessed on devices with an internet connection.

• Centres can request usage tracking reports directly from VitalSource as needed

• Usage reports show how many:
  • times a learner has accessed a book
  • notes a learner has made in a book
  • highlights a learner has made in a book
VITALSOURCE - VLE & ONLINE BOOSTORE ACCESS

- Live chat and phone support 24 hours a day, 7 days a week, 365 days a year
- Email – normally respond within a few hours – no longer than 24hrs for a response

- Phone Number – 0808 234 0361
- Live Chat – accessed by clicking on the ‘Need Help? Chat with us’ tab that appears at the bottom of the email form above

- Administrators can contact their VitalSource account manager if non-user facing issues arise – 24hr turnaround

- VitalSource can also provide Tier 1 training to the centre – allowing staff to assist learners with general account problems

SMARTSCREEN ACCESS

- Phone Number – 0845 543 0000 (Option 5, Option 2)
- [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)
- Customers can contact their Business Manager
<table>
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<th>TITLE</th>
<th>PRICE</th>
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<tbody>
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<td>Level 1 Carpentry &amp; Joinery</td>
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