

CITY & GUILDS E-BOOKS CUSTOMER INFO AUGUST 2014

E-BOOKS

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



LEARNERS BUY
INDIVIDUAL COPIES
FROM AN ONLINE
STORE

CENTRES AND LEARNERS
HAVE ACCESS THROUGH
THE VLE

CENTRES AND
LEARNERS HAVE
ACCESS THROUGH THE
SMARTSCREEN
PLATFORM

C&G
E-BOOKS



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)



Printed Textbook	E-Book	VAT	Total E-Book
£29.99	£24.99	+ 20%	£29.99
£26.99	£22.49		£26.99
£24.99	£20.82		£24.99
£23.99	£19.99		£23.99
£21.99	£18.33		£21.99
£19.99	£16.66		£19.99

- 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
- Email form - https://support.vitalsource.com/hc/en-us/requests/new?ticket_form_id=99948
- 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
- Customers can contact their Business Manager

TITLE	PRICE	DATE
Level 1 Bricklaying	£16.66 + VAT	Available
Level 2 Bricklaying	£19.99 + VAT	Available
Level 1 Carpentry & Joinery	£16.66+ VAT	Available
Level 2 Carpentry & Joinery	£19.99 + VAT	August 31st
Level 2 Plumbing (6189)	£22.49 + VAT	August 31st
Level 3 Plumbing (6189)	£16.66 + VAT	August 31st
Level 2 Plumbing (6035)	£20.82 + VAT	August 31st
Level 3 Plumbing (6035)	£16.66+ VAT	August 31st
Level 2 Electrotech (2365)	£20.82 + VAT	August 31st
Level 3 Electrotech (2365)	£24.99 + VAT	August 31st
Level 3 Electrotech (2357) - Book 4 Unit 309	£18.33 + VAT	August 31st