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

C&G E-BOOKS

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)
<table>
<thead>
<tr>
<th>Printed Textbook</th>
<th>E-Book</th>
<th>VAT</th>
<th>Total E-Book</th>
</tr>
</thead>
<tbody>
<tr>
<td>£29.99</td>
<td>£24.99</td>
<td></td>
<td>£29.99</td>
</tr>
<tr>
<td>£24.99</td>
<td>£20.82</td>
<td>+ 20%</td>
<td>£24.99</td>
</tr>
</tbody>
</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
- Customers can contact their Business Manager
<table>
<thead>
<tr>
<th>TITLE</th>
<th>PRICE</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1 Bricklaying</td>
<td>£16.66 + VAT</td>
<td>Available</td>
</tr>
<tr>
<td>Level 2 Bricklaying</td>
<td>£19.99 + VAT</td>
<td>Available</td>
</tr>
<tr>
<td>Level 1 Carpentry &amp; Joinery</td>
<td>£16.66+ VAT</td>
<td>Available</td>
</tr>
<tr>
<td>Level 2 Carpentry &amp; Joinery</td>
<td>£19.99 + VAT</td>
<td>August 31st</td>
</tr>
<tr>
<td>Level 2 Plumbing (6189)</td>
<td>£22.49 + VAT</td>
<td>August 31st</td>
</tr>
<tr>
<td>Level 3 Plumbing (6189)</td>
<td>£16.66 + VAT</td>
<td>August 31st</td>
</tr>
<tr>
<td>Level 2 Plumbing (6035)</td>
<td>£20.82 + VAT</td>
<td>August 31st</td>
</tr>
<tr>
<td>Level 3 Plumbing (6035)</td>
<td>£16.66+ VAT</td>
<td>August 31st</td>
</tr>
<tr>
<td>Level 2 Electrotech (2365)</td>
<td>£20.82 + VAT</td>
<td>August 31st</td>
</tr>
<tr>
<td>Level 3 Electrotech (2365)</td>
<td>£24.99 + VAT</td>
<td>August 31st</td>
</tr>
<tr>
<td>Level 3 Electrotech (2357) - Book 4 Unit 309</td>
<td>£18.33 + VAT</td>
<td>August 31st</td>
</tr>
</tbody>
</table>