

# A Centre's guide to SmartScreen.co.uk



## Certificate in Contact Centre Skills Level 3 (4422)

# A Centre's guide to Certificate in Contact Centre Skills Level 3 (4422) on SmartScreen.co.uk

City & Guilds SmartScreen is our dedicated online portal, supporting over 140 qualifications. It currently boasts over 80,000 pages of content and resources for tutors and learners.

## What does SmartScreen do?

SmartScreen currently offers over 80,000 pages of dedicated support materials for more than 140 City & Guilds qualifications.

## How can SmartScreen.co.uk help me?

SmartScreen supports the Certificate in Contact Centre Skills Level 3 (4422).

**Units supported:** units 301, 302, 303, 304, 305

## Resources available include:

- extensive schemes of work for each unit
- sample lesson plans
- unit specific and generic worksheets
- individual learning plans
- 9 generic projects - designed to prepare learners for the final assignment assessments
- practice examination paper and answers

## Other support material includes:

- tutor forum
- 'at work' and 'study skills' section
- recommended resources
- career and funding advice, and case studies
- qualification information, overview and structure.

SmartScreen is constantly evolving with new content and services being added for tutors and learners throughout the lifespan of your subscription.

To view all the qualifications currently supported by SmartScreen please visit [www.smartscreen.co.uk/rollout](http://www.smartscreen.co.uk/rollout)

## Why choose SmartScreen?

- **Shake learning up** - offers flexibility in lesson delivery and learning styles.

- **Engage and motivate** - learning via game like activities and visual resources will help inject the fun back into learning. You may even notice an increase in retention levels.

- **Learn on the go and outside the classroom** - with an internet connection, learners can access the resources at anytime even on their mobiles.

- **24 hour support network** – the tutor forums are a great way to request information and advice, as well as gain access to an expert in the field. SmartScreen also offers free forums from time to time, including Functional Skills and Foundation Learning support forums.

- **Stay on top** – our resources will help your tutors and learners achieve qualification success. Centres often tell us that our resources help them achieve their ILT/ECT targets.

- **Do what you do best** – our lessons plans, handouts and worksheets will save tutors time, meaning that they can spend their valuable time doing what they do best...teaching!

## 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?

**For only £250 all your tutors and learners will gain access to the resources regardless of numbers.**

## 3 easy ways to subscribe:

- Visit: [www.walled-garden.com](http://www.walled-garden.com). Once logged in, enter SS3002 in the search field. SmartScreen resources will appear in the search results.

- Email: [directsales@cityandguilds.com](mailto:directsales@cityandguilds.com)

- Call: 0844 543 0000

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## Key points

- Unique in the FE market
- One centralised resource
- Unlimited tutor and learner logins
- Qualification and level specific
- Great value for money