

A Centre's guide to SmartScreen.co.uk



Customer Service NVQ(4543) Level 2 & 3

A Centre's guide to Customer Service NVQ (4543) qualifications on SmartScreen.co.uk

In response to demand in the market place for online materials, to assist in the delivery and learning of further education qualifications, City & Guilds has responded with SmartScreen - a dedicated online portal to support our qualifications.

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?

Support materials are available for Customer Service NVQ Level 2 and Level 3 qualifications on SmartScreen.

Units supported at Levels 2

Units 101, 105, 106, 205, 206, 207, 211, 212

Units supported at Level 3:

Units 301, 302, 205, 206, 207, 211, 212, 303, 306, 308, 312

Resources for both levels include:

- guidance on the unit task
- evidence requirements with notes
- customer service standards
- key words and phrases
- sample City & Guilds question papers
- careers guidance for learners
- levels chart
- knowledge tests

Other support material includes:

- tutor fourm
- 'at work' and 'study skills' section such as exam tips
- 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

Why Subscribe?

- Subscription to SmartScreen will assist in meeting ILT/ICT targets

- SmartScreen will save your tutors and learners time as it provides relevant, qualification specific support all concentrated in a centralised place

- The support provided by SmartScreen is of the highest quality and relevance, endorsed by City & Guilds and written by subject matter experts

- SmartScreen will help improve the retention rate and attainment levels of learners by providing them with evolving online support relevant to their specific qualification

- SmartScreen is unique in the FE market and complements the entire teaching and learning experience, ultimately assisting centres to sell their qualifications

Try before you buy...

Would you like to see the materials before you buy? Now you can with our free online demonstrations. Our online demonstrations will allow you to gain a detailed overview of SmartScreen.co.uk, see the materials available to your tutors and learners and understand how they will be of benefit. Plus, you will be able to see a demonstration of how the site works. To view the current schedule or to book your place please visit:

www.SmartScreen.co.uk/webconferencing

How do I subscribe?

SmartScreen provides exceptional value. For a nominal annual fee per level per qualification, a centre will have access to SmartScreen for all relevant tutors and learners, regardless of numbers.

As a City & Guilds centre subscribing is easy. Visit www.smartscreen.co.uk/subscribe and complete the online order form and we will contact you directly to process your order and set up your centre.

How do I find out more?

To find out more about SmartScreen, please visit www.smartscreen.co.uk. Alternatively you may contact the SmartScreen Team on 0207 294 3435 or email subscribe@smartscreen.co.uk.

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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