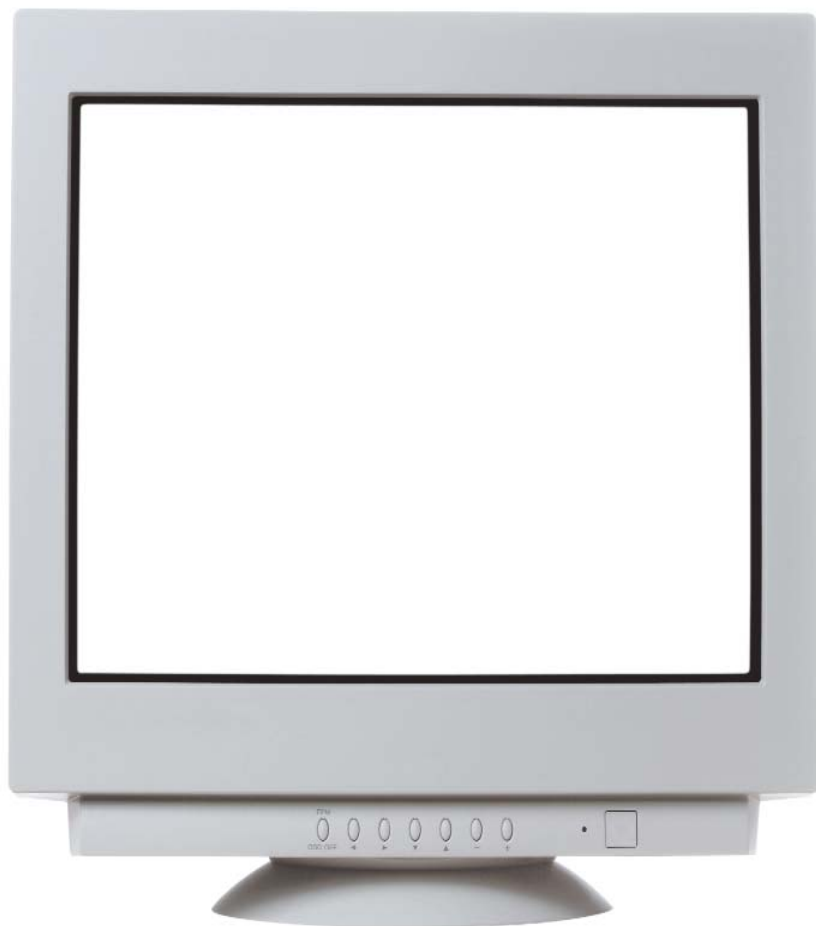


# A Centre's guide to SmartScreen.co.uk



## N/SVQ in Customer Service L3 (4543)

# A Centre's guide to N/SVQ in Customer Service L3 (4543)

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

## How can SmartScreen help me?

The N/SVQ in Customer Service L3 (4543) is now live on SmartScreen.

## Units supported at L3:

301,302,205,206,207,303,211,212,306,307,308,311,312

- **Activities** – These activities cover topics relevant to various aspects of the units, providing learners with additional support for their studies
- **Handouts and worksheets** – can be used by tutors in the classroom or set for homework, by learners to review what they have learned. Worksheets can be projected onto the whiteboard or downloaded for tutors to make changes and adapt to their delivery style and learners' needs
- **Revision cards** – helping learners summarise the main points of each unit
- **Example tasks** – offers advice on the type of work your candidate could be carrying out in a naturally occurring workplace task.
- Customer service standards, evidence requirements, knowledge and understanding ... and more!

## Other support materials include:

- Learning Styles Profiler – find out more about your learners' preferred learning styles. View their stored results in the 'my learners' section
- Tutor discussion forum – ask advice, seek views, share best practice with your peers
- Useful websites and recommended books
- Glossaries and FAQs
- Key words and phrases
- Career development support – to ensure continuous professional development.

## 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 £200 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 **SS4543** 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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[www.smartscreen.co.uk](http://www.smartscreen.co.uk)

May 2011

## Key points

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