A Centre's guide to SmartScreen.co.uk

City & Guilds

www.SmartScreen.co.uk

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N/SVQ in Customer Service L1/2/3 (4430)

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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.

How can SmartScreen help

N/SVQ in Customer Service L1/2/3 (4430) is now live on SmartScreen.

Units supported at L1/2/3:
101,201,203,210,212,219,301,302,303

- **Handouts & 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.
- **Building a portfolio of evidence** – information about building a portfolio.
- **Interactive activities** – cover topics relevant to various aspects of the units, providing learners with additional support for their studies.
- **Revision cards** – help learners summarise the main points of each unit
- **PowerPoint presentations** – can be incorporated into the sample scheme of work and sample lesson plans and are made up of the handouts and some of the worksheets for each session/lesson.
- **Knowledge tests** – help learners review the unit through a series of questions. It can be used as the basis for a Q&A session or discussion when assessing criteria that are otherwise difficult to evidence.

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
- 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 the internet so assessable, learners can access the resources at anytime even on there mobiles.
- **24 hour support network** – the tutor forums are a great way to request information and advice, and have access to an expert in the field. Available for your specific qualification plus, you'll have access to forums dedicated to the Qualifications Credit Framework (QCF) and Functional Skills.
- **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.

Like what you hear?
Why not see before you buy?

Take 20 minutes to let us show you all the material available to - you won't even need to leave your desk. Find out more at 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. Once logged in, enter **SS4430** in the search field. SmartScreen resources will appear in the search results.
- Email: **directsales@cityandguilds.com**
- Call: **0844 543 0000**

Key points

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

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