

A Centre's guide to SmartScreen.co.uk



**Level 2 & 3 NVQ Certificate/Level 3 NVQ Diploma
in Customer Service (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 me?

Level 2 & 3 NVQ Certificate/ level 3 NVQ Diploma in Customer Service (4430) is now live on smartScreen.

Units supported at level 2 and 3

101, 201, 210, 212, 219, 301, 302 and 303

- **Handouts & worksheets** - can be used by learners to review and implement 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 learner needs.
- **Activity assignments** - learners have never had it so good with a range of training activities that will keep them engaged and motivate them to learn more.
- **Powerpoint presentation** - in depth presentation on services and products, written communication methods and how to use equipment effectively that can be used in the classroom.
- **Revision cards** - summarise the main points of each unit and include engaging activities such as crossword puzzles and wordsearch games.
- **Lesson plans** – tutors can save valuable time – we've planned it all for you!
- **Useful websites and recommended books.**

Other support materials include:

- Invaluable tutor discussion forum that is monitored by an expert in the field. So you can ask advice, seek views, share best practice with the thousands of other tutors on SmartScreen as well as obtain a speedy response from an industry expert to any questions you may have.
- Useful websites and recommended books.
- Glossaries & FAQs.
- Careers section with tips on increasing employability, application forms, covering letters and advice on CV writing and interviews.
- Much much more!

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 £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. Once logged in, enter **SS4430** in the search field. SmartScreen resources will appear in the search results.

- Email: subscribe@smartscreen.co.uk

- Call: **020 7294 3435**

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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