

CITY & GUILDS E-BOOKS CUSTOMER INFO AUGUST 2014

E-BOOKS

THERE ARE 3 WAYS TO ACCESS C&G E-BOOKS



LEARNERS BUY
INDIVIDUAL COPIES
FROM AN ONLINE
STORE

CENTRES AND LEARNERS
HAVE ACCESS THROUGH
THE VLE

CENTRES AND
LEARNERS HAVE
ACCESS THROUGH THE
SMARTSCREEN
PLATFORM

C&G
E-BOOKS



CENTRES/TUTORS

- 20% VAT on e-books can be claimed back by centres – helps maximize budgets
- Analytics allow tutors and administrators to track learner usage – helps in tackling engagement issues
- If using the VitalSource platform, tutors can synch notes and highlighted areas with all learners' e-books in the group – easy to make sure all learners get the required direction.

LEARNERS

- Learners can access the content they need anytime, and in any place on up to Four Devices without an internet connection – great for those who are work-based
- Highlight text and make notes.
- Use the search function to quickly find relevant information to make the best use of study time
- Access via VLE requires no additional username and password

- Through VitalSource integration, learners can access the books directly by logging into their college VLE – using their normal username and password.
- Titles are available through the VitalSource platform. Call 0808 234 0361 or go to https://support.vitalsource.com/hc/en-us/requests/new?ticket_form_id=99948 for further details.
- City & Guilds plumbing and electrotech titles are now available.
- Licence lasts for 3 years.
- Payment via Invoice - sent from City&Guilds to colleges/centres for the agreed price per learner – e.g. 25 learners x £19.99 = £499.75



- Learners will be able to access textbooks directly by logging into their City & Guilds SmartScreen account
- Plumbing and Electrotech textbooks will be made available on SmartScreen between **August and October 14**
- Licence lasts for 3 years
- Payment via Invoice - sent from C&G to colleges/centres for the agreed price per learner – e.g. 25 learners x £19.99 = £499.75

- Learners can purchase the textbooks they need directly from the VitalSource online bookstore
- Licence lasts for 3 years
- Payment can be made using a debit card (or credit card for over 18s)



| Printed Textbook | E-Book | VAT | Total E-Book |
|------------------|--------|-------|--------------|
| £29.99 | £24.99 | + 20% | £29.99 |
| £26.99 | £22.49 | | £26.99 |
| £24.99 | £20.82 | | £24.99 |
| £23.99 | £19.99 | | £23.99 |
| £21.99 | £18.33 | | £21.99 |
| £19.99 | £16.66 | | £19.99 |

- Standard access time is 3 years from activation date
- 30 licence purchase to trigger the FREE integration service with VLE by VitalSource (£750 if less than 30 licenses purchased)
- 20% VAT can be claimed back by centres

- Centres must be running Moodle version 2.0 or Blackboard 8.0 in order to integrate with VLE (via VitalSource)
- VLE integration can be completed in 10 days from date of order confirmation
- Downloads from VLE or Bookstore work on:
 - iOS – Android – Kindle Fire – Windows Devices
- Downloadable versions not available if accessed through the SmartScreen platform – but can be accessed on devices with an internet connection.
- Centres can request usage tracking reports directly from VitalSource as needed
- Usage reports show how many:
 - times a learner has accessed a book
 - notes a learner has made in a book
 - highlights a learner has made in a book

VITALSOURCE - VLE & ONLINE BOOSTORE ACCESS

- Live chat and phone support 24 hours a day, 7 days a week, 365 days a year
- Email – normally respond within a few hours – no longer than 24hrs for a response
- Phone Number – 0808 234 0361
- Email form - https://support.vitalsource.com/hc/en-us/requests/new?ticket_form_id=99948
- Live Chat – accessed by clicking on the ‘Need Help? Chat with us’ tab that appears at the bottom of the email form above
- Administrators can contact their VitalSource account manager if non-user facing issues arise – 24hr turnaround
- VitalSource can also provide Tier 1 training to the centre – allowing staff to assist learners with general account problems

SMARTSCREEN ACCESS

- Phone Number – 0845 543 0000 (Option 5, Option 2)
- centresupport@cityandguilds.com
- Customers can contact their Business Manager

| TITLE | PRICE | DATE |
|--|--------------|-------------|
| Level 1 Bricklaying | £16.66 + VAT | Available |
| Level 2 Bricklaying | £19.99 + VAT | Available |
| Level 1 Carpentry & Joinery | £16.66+ VAT | Available |
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| Level 2 Carpentry & Joinery | £19.99 + VAT | August 31st |
| Level 2 Plumbing (6189) | £22.49 + VAT | August 31st |
| Level 3 Plumbing (6189) | £16.66 + VAT | August 31st |
| Level 2 Plumbing (6035) | £20.82 + VAT | August 31st |
| Level 3 Plumbing (6035) | £16.66+ VAT | August 31st |
| Level 2 Electrotech (2365) | £20.82 + VAT | August 31st |
| Level 3 Electrotech (2365) | £24.99 + VAT | August 31st |
| Level 3 Electrotech (2357) - Book 4 Unit 309 | £18.33 + VAT | August 31st |