Course title: Product Knowledge
Course code: PK1 online

DESCRIPTION
This online training course has been designed for non-technical personnel or as introductory course for those new to a technical position. It aims to provide participants with the ability to match Pilkington products to the needs of their customers. Detailed technical information on products is not included (see PK2).

TARGET AUDIENCE
Employees of companies engaged in glass processing and/or merchanting or manufacture and/or installation of windows.

Note. This course is primarily intended for those operating in the UK & Ireland, taking account of product offering and relevant standards and regulations.

CONTENT
Flat glass manufacture
Thermal insulation and solar control
Safety and Security
Fire protection
Noise control
Decoration and privacy
Self-cleaning
Special applications

DURATION
Delivered in separate sessions scheduled during a week (each typically one hour long)

LEVEL
Introductory/intermediate

DATES
Week commencing 10th March 2025
Week commencing 15th September 2025
Week commencing 10th November 2025

VENUE
Virtual – via Microsoft Teams

COST
FREE for customers*

*subject to approval by the appropriate NSG Group sales manager or representative

ASSESSMENT
An online post-course assessment is available for this course

BOOKING DETAILS

To reserve a place, please contact our Customer Contact Centre:
Email: enquiries@pilkington.com
Or via our website at www.pilkington.co.uk/productknowledge

Additional notes
Printed course notes will not be sent, but presentations and support materials will be issued in electronic form.

Feedback from course participants in 2024

"Overall a very good, useful and interesting course"

"I found the course to be very instructive, clear in presentation and easy to fit around the rest of my day job"

"Very beneficial and informative"

Version 1.
4th October 2024