

Course title: Product Knowledge

Course code: PK1

DESCRIPTION

This 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).

The course is available in two formats – virtual and physical. Please check which dates apply to which format.

TARGET AUDIENCE

Employees of companies engaged in glass processing and/or merchandising 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
Visits to float glass production and off-line coater (physical course only - subject to availability)

DURATION

Virtual course delivered in separate sessions scheduled during a week (each typically one hour long)
Physical course = 2 days*

*approximate finishing time on final day of 1500

LEVEL

Introductory/intermediate

DATES

w/c 24th April 2023 (virtual)
20th – 21st September 2023 (physical)
w/c 6th November 2023 (virtual)

VENUE

Virtual = via Microsoft Teams
Physical = NSG Group European Technical Centre, Hall Lane, Lathom, Lancashire, L40 5UF

(Any change of venue for the physical course will be notified in advance)

COST

Dependent upon customer account status, a fee may be charged*. Please inquire for more details.

*to be agreed by the appropriate NSG Group sales manager or representative

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 (for the physical courses)

Hotel accommodation is not included, but a list of local hotels can be provided upon request. Transport to/from hotels to the venue is not included, but transport for any site visits will be provided.

Lunch and refreshments will be included.

Printed course notes will not be provided, but presentations and support materials will be available in electronic form.

Attendees are welcome to bring lap tops, tablets, etc. for use with the presentations and support materials during the course.

Important. Suitable footwear will be required for the visits to the production sites.

Version 1.

8th December 2022