

**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 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  
Enhanced visibility  
Special applications

**DURATION**

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

**LEVEL**

Introductory/intermediate

**DATES**

Week commencing 16<sup>th</sup> March 2026  
Week commencing 21<sup>st</sup> September 2026

**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](mailto:enquiries@pilkington.com)

Or via our website at [www.pilkington.co.uk/productknowledge](http://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 2025

*"Great content"*

*"Was really well presented and some very good information"*

*"Comprehensive introduction to the products portfolio"*

Version 1.

4<sup>th</sup> December 2025