

Course title: Advanced Product Knowledge**Course code: PK2 online****DESCRIPTION**

This online training course has been designed for personnel in the glass industry who require greater confidence when discussing technical enquiries with architects and specifiers. Participants will gain an appreciation of glass as a functional, aesthetic and structural building material. It will provide them with a fuller understanding of the Pilkington product range.

The course will be more intense than PK1 and has a much higher technical content. Some calculations will be involved.

TARGET AUDIENCE

Commercial, sales and technical representatives, estimators, sales executives, design engineers, and others who communicate with architects and specifiers on a regular basis. It will be beneficial to those with a reasonable level of knowledge of glass and some experience of the building industry.

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

CONTENT

Glass strength
Wind, snow and barrier loading specifications
Thermal insulation and solar control
Noise control
Sustainability
Thermal safety
European Standards, CE Marking and UK CA Marking
Use of online calculation programs
Specification challenge

DURATION

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

LEVEL

Advanced

DATES

Week commencing 11th May 2026

Week commencing 9th November 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

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 2025

"Good for my overall understanding of glass as a material"

"It's a great course and the format works very well"

"The course was engaging and delivered well"

Version 1.

4th December 2025