

## Polypipe Terrain Training and Support Services

In the modern commercial environment it is increasingly difficult for people to find the time for detailed training on products and systems. Polypipe Terrain have, over a number of years, developed detailed training and support materials for all their ranges and this bulletin will introduce the training options available.

At the heart of all Polypipe Terrain's training and support materials is a Technical Team that understands fully technological advances, appropriate building regulations, British and international standards as well as practical applications and installation scenarios. From this detailed knowledge we have developed a suite of technical literature to support all our systems and our training materials have evolved from this library.

Here are the various training options available from Polypipe Terrain:



### Face to Face Training:

Face to face training has traditionally been the approach for customers requiring product training from introducing systems through to detailed installation advice. At Polypipe Terrain such training can be undertaken on-site or at a customer's premises via our Technical Field Sales team. As a company we have also developed detailed training that has been recognised by organisations such as RIBA for systems such as Terrain Hydromax - siphonic roof drainage, and Polypipe Rainstream – Rainwater Harvesting.



At Polypipe Terrain we are also proud of our industry leading Centre of Excellence. At The Centre of Excellence based in Aylesford, Kent, we maintain a fully equipped product demonstration and training facility to provide live product showcases, seminars and hands on learning covering every aspect of the Polypipe Terrain product range and its applications. At the heart of this facility is a specially designed 'hydraulic tower' that allows us to highlight examples of good and bad installation practice with the help of transparent piping to give a clear picture of the flow dynamics at work.



At the Centre of Excellence we have hosted many training programmes including the popular 'Soil and Waste Training day', a detailed one day course that delivered a detailed understanding of Soil and Waste systems in the UK from legislation to installation best practice.

### New Media:

Due to the time pressures we all face Polypipe Terrain appreciate that Face to Face training is often impractical. Therefore we have developed a number of easily accessible materials to deliver industry leading training at a time and place to suit you.



## Modular training programme

Polypipe Terrain have developed a modular training programme to enable learners to navigate the extensive library answering questions from simple product queries to more detailed application/installation enquiries. This is available via email or hard copy manual and can be undertaken at the learners own pace.

## On-line training modules:

In 2013 Polypipe Terrain worked with an industry leading training materials developer to create a 20 minute on line training module 'An Introduction to Terrain PVC Soil and Waste'. The module provides a an easy to navigate training programme which ends with 8 multiple choice questions to test the learner's knowledge.

## Training videos:

In 2012 we developed a 20 minute detailed training video on the selection and installation of the appropriate Terrain Rainwater system.

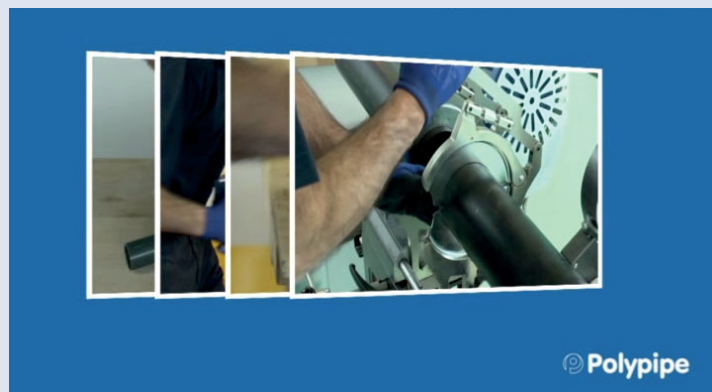
In 2013 Polypipe Terrain are proud to introduce a number of short 'Technical Bulletin' training videos to support a number of the subjects we have introduced in the bulletins since 2011.

This video provides a tour of Polypipe Terrain's Centre of Excellence whilst introducing the new suite of instructional videos developed to support the Technical Bulletins which have been produced over the last two years.

This will be joined shortly by videos detailing subjects such as:

- Solvent Weld jointing of Terrain PVC drainage systems
- Fusion welding of the Terrain Fuze HDPE drainage system
- Introduction to the Prefabrication service
- Commercial floor heating

And many more...



All the videos can be accessed at [www.youtube.com/user/PolypipeChannel](http://www.youtube.com/user/PolypipeChannel) or via our website [www.polypipe.com/terrain](http://www.polypipe.com/terrain)

I hope that the information in this bulletin is helpful to you and introduces the breadth of training materials available from Polypipe Terrain. If you would like to find out further details on the training and support that Polypipe Terrain can offer you please email me at [steve.bishop@polypipe.com](mailto:steve.bishop@polypipe.com)