

Training for retail staff

The market leader in professional tiling adhesives and grouts, BAL has been at the forefront of industry training for more than 20 years.

Since opening its first training centre in 1992, BAL has trained thousands of retail staff both on-site and externally in practical tiling techniques and product knowledge.

Now thanks to our state-of-art Innovation and Technology Centre we can provide a range of onsite courses including NVQ retail modules, product champion programme and bespoke training.

Led by experienced trainers and members of our Technical Advisory Service, all courses include practical training on our online specification tool - PowerSpec - designed to help you increase your sales.

Delegates also have the chance to tour our facilities including the factory, R&D and Quality Control laboratories.



Courses available

TTA Retail NVQ Material Training Programme

Course Overview – Combining practical skills and theoretical knowledge, this course forms part of the Tile Retail NVQ provided by the TTA. It provides course delegates with evidence to submit for assessment on the following mandatory units:

- T2 – Establishing customer needs and provide advice regarding tiling products
- T3 – Advise customers on the fixing and care of tiles
- T4 – Advise customers upon measuring and planning for fixing of tiles

Course modules include:

- Tour of Factory and Laboratories
- Background Preparation
- Tile Types
- Locations and Environments
- Trowel Types and Fixing Methods
- Classifications of Adhesives and Grouts
- Sealants and Finishing
- Case Study
- BAL and TTA Support

Suitable for – All retail staff, undertaking the qualification, or planning to undertake in the near future.

Why book? – This course provides an ideal opportunity for sales staff in tile retail and distributor showrooms to complete elements of the knowledge module of the Level 2 NVQ and broaden their understanding of the tiling process.

Cost and Benefits – Free of charge. All delegates will receive merchandise

Product Champion Programme

Course Overview – A practical and theoretical course providing retail staff with an overview of the tiling process from background preparation to classifications, standards, adhesives, grouts and sealants. Demonstrations will also include fixing techniques and product application.

Suitable for – All retail staff

Why book? – Attending this course will give sales staff the understanding and knowledge of the trade to talk to customers about BAL products and sell with confidence.

Cost and Benefits – Free of charge. All delegates will receive merchandise

Bespoke Training

At BAL we understand that a rigid training programme does not always meet your needs, which is why we offer flexible, bespoke training options for retail staff.

Whether you are looking for to broaden your knowledge on tiling techniques, backgrounds or complex installation, or you're simply looking for specific product information, we're here to help.

Thanks to our flexible approach, we can build half a day, a full day or even two day courses.

Call us now to discuss building your bespoke training course.

Suitable for – All retail staff

Why book? – Pick and choose modules to suit your needs.

Cost and Benefits – Free of charge. All delegates will receive merchandise

Book your course now

**Contact: Janet Webster,
Training Administrator on:
Tel: 01782 591120
Email: [training@building-
adhesives.com](mailto:training@building-adhesives.com)**

