

# Technical support and product training

## Technical support

The British Gypsum Drywall Academy provides a single point of contact for queries on the application and use of the Company's products and systems. An experienced technical team is on hand to deal with enquiries from architects, builders' merchants and distributors, builders, contractors - in fact anyone involved in the specification and installation of British Gypsum systems.



### Support includes:

- Technical advice and assistance via phone, fax and e-mail
- Solutions to project detailing problems
- Thermal dewpoint calculations
- U-value calculations
- NBS specification clauses

### Contact Details

Tel: 0844 800 1991;

#1 (Literature), #2 (Technical)

For quality and security reasons, calls may be recorded

Fax: 0844 561 8816

Email: [bgtechnical.enquiries@bpb.com](mailto:bgtechnical.enquiries@bpb.com)

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British Gypsum

Drywall Academy

East Leake

Loughborough

Leicestershire

LE12 6HX

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The British Gypsum website also contains a significant amount of technical information including a frequently asked questions section that contains answers to many of the most popular enquiries received by the Drywall Academy.

[www.british-gypsum.com](http://www.british-gypsum.com)

## Product training

British Gypsum's Drywall Academy has been at the centre of training and development of plaster and drylining systems for over 40 years. The company's three purpose-built training centres at Erith in Kent, East Leake near Nottingham and Kirkby Thore in Cumbria, alongside satellite centres in Glasgow and Liverpool, offer training of unequalled professionalism and quality. Specialised training in drylining, suspended ceilings, fire protection, and decorative finishing is aimed at improving the knowledge and skills of:

- tradesmen and contractors
- specifiers
- site supervisory staff
- merchanting and distribution personnel
- technical support staff
- sales personnel



By investing in training at the Drywall Academy, firms enhance their reputation and profitability as well as improving employee skills and motivation. British Gypsum's goal is to deliver a total training package, so, for example, delegates on a supervisory course not only receive all the necessary training, but will have all the reference and support materials at hand to undertake the tasks back in the work environment.

Courses are run throughout the year at all training centres. In addition, where there are six or more delegates, British Gypsum can arrange bespoke training for many of the company's systems at the workplace itself. A ConstructionSkills (CITB) grant is available for many of the training programmes.

**To discuss your requirements, check on course availability or to book a place telephone 0844 561 8810**

Drywall Academy training courses - call 0844 561 8810 for details

## **Systems training - wall linings**

### **British Gypsum DriLyner 'dot and dab' systems**

This two day course covers the standard methods for drylining brick and blockwork backgrounds. Combine this course with the Hand Jointing course for the ideal introduction to drylining.

Suitability: There are no formal entry requirements and this is an excellent course for newcomers who wish to develop a career in drylining.

### **British Gypsum GyLyner wall lining system**

A one day course covering details of this very popular wall lining system. Particularly suited to refurbishment work where walls may be badly out of plumb or where extensive services need to be accommodated.

This course is run in conjunction with the British Gypsum **CasoLine MF** course.

Suitability: No formal entry requirements, but trainees should have a basic understanding of site practices.

## **Systems training - partitioning**

### **British Gypsum GypWall metal stud partition system**

This two day course gives an introduction to the widely specified **GypWall** metal stud internal partitioning system.

This course is run in conjunction with the British Gypsum **CasoLine MF** course.

Suitability: No formal entry requirements, but trainees should have a basic understanding of site practices.

## Systems training - ceilings

### British Gypsum CasoLine MF ceiling system

A one day course to cover one of the easiest ways to form a flush, seamless suspended ceiling. The **CasoLine MF** system consists of lightweight metal sections suspended on steel hangers on to which Gyproc plasterboard is screwed.

This course is run in conjunction with the British Gypsum **GypWall** metal stud partition course.

Suitability: No formal entry requirements, but trainees should have a basic understanding of site practices.

## Finishing

### Hand jointing and finishing plasterboards

This two day course covers all aspects of finishing plasterboards to provide a smooth, seamless, crack resistant finish using Gyproc jointing systems.

Suitability: No formal entry requirements, but this course is a must for anyone involved with internal finishing. It is also suitable as a follow up course to the **DriLyner** wall lining system and **GypWall** metal stud courses.

### Mechanical jointing

This three day course covers the use and basic maintenance requirements of Gyproc Speed Tape tools. Suitable for larger contracts, Speed Tape tools produce a high quality finish at twice the speed of hand jointing.

Suitability: Trainees should have undertaken the hand jointing course or have had site experience of drywall finishing.

### **Skim finishing and basic trowel skills**

This three day course is designed as an introduction to skimming of plasterboard using Thistle Board Finish and Thistle Multi-Finish. It is one of the most popular ways of finishing plasterboard prior to decoration, as it gives a smooth, high quality appearance similar to that of two-coat wet plastering.

Suitability: The course is designed for 'improvers' who have basic jointing and finishing skills.

### **Artex decorative finishes - brush work**

This two day course introduces the trainee to a new dimension in decorative finishes utilising a range of the most popular random designs.

Suitability: This is an essential course for all beginners and must be completed before the advanced comb work course can be undertaken.

### **Artex decorative finishes - comb work**

This is an advanced two day course that introduces the trainee to the artistic designs achievable with Artex texture.

Suitability: This course is for texturers experienced in brush work and wishing to develop their skills.

### **Artex decorative finishes - cornice and coving**

A one day course to provide the skills required to fix cast and paper encased plaster cove and cornice products.

Suitability: The course is suitable for site operatives wishing to develop additional skills in decorative finishes.

### **Artex Smooth-It course**

A one day course to provide the skills required to 'smooth' a previously textured ceiling.

Suitability: The course is suitable for site operatives wishing to develop their skills.

## Other training

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- 'A guide to insulation', covering acoustics and thermal insulation
- 'Understanding fire protection', the products, their installation, their benefits
- Management of drylining
- Targeted merchant courses
- MOD drylining course
- 'Young entrants' drylining course