

Training Certificate

Customers with Additional Requirements

Trainees Name: *Daniel Muchorsha*

Department: *Passenger Services*

Initial / Recurrent

Training Modules

1.	Types of customers with additional requirements
2	IATA codes used for customers with additional requirements
3	Customer Care and Flight Editing considerations
4	Customers' requirements when travelling in wheelchairs
5	Medical Clearance / Expectant mothers / Infants
6	Unaccompanied Minors and Young Persons
7	Deportees / Inadmissible / Prisoners
8	Firearms and Ammunition

Trainee's Declaration:

"I have received full instruction/ training of the above operational procedures and I fully understand the training that I have been given"

Trainee's Signature: *[Signature]* Date: *09 Feb 23*

Trainers / Instructors Declaration:

"I certify that the above named employee has received full instruction, training and has access to a copy of the procedures in this field of operation."

Trainer/Instructors Name: *Goran Krstevski*

Trainer/Instructor's Signature: *[Signature]* Date: *09.02.23*