

TRAINING CERTIFICATE

Customers with Additional Requirements

Menzies Aviation plc, 2 World Business Centre, Newall Road, London Heathrow Airport, Hounslow TW6 2SF
Intranet Index: 4.2.1.7.3.8© Menzies Aviation 2017

Trainee's Name: ROKSHAN THUREIRAI
Dept/Section: D.S. / P.S. SV

Staff No:
Initial / Recurrent

Training Modules		Syllabus/ Ref.
1.	Types of customers with additional requirements	IATA AHM 176A/176/180/120 1.2 170 1.1.3 Menzies Aviation Passenger Service Manual 2.11/2.17.4/2.17.0 Infants 3.2 Unaccompanied Minors 3.3 Young Persons 5.1 Introduction and Codes 5.2 Sharp Items 5.3 Wheelchairs 5.5 Infants 5.6 Other Customers 5.8 Unaccompanied Minors 5.10 Deportees/Inadmissible/Prisoners 10.6 DGR Table 2.3a
2	IATA CODES used for customers with additional requirements	
3	Customer Care and Flight Editing considerations	
	Customers' requirements when travelling in wheelchairs	
5	Medical Clearance customers	
6	Expectant mothers and infants	
7	Unaccompanied Minors and Young Persons	
8	Deportees Inadmissible and Prisoners	
9	Firearms and Ammunition	

Trainer's / Instructor's Declaration:

I certify that the above named employee has received full instruction, training and passed a written test with a pass mark of at least 80%"

Trainer's / Instructor's Name: GORDON KYATERNIK (Block Caps)

Date: 26.2.18

Trainer's / Instructor's Signature:

Refresher Training/Reassessment: Shall be carried out at intervals that will be no less than once every 24 Months from previous assessment.

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: 26.2.18