



## Training Certificate

### Introduction to Customer Documentation

Trainees Name: Abdi Barak

Department: Passenger Services

Initial / Recurrent

Training Modules	
1.	Explanation of Travel Documents
2	Identification of Different Travel Documentation
3	Checks Required when Processing Travel Documentation
4	Identifying the validity of Travel Documentation
5	Specifying which documents can be accepted for Travel
6	Describing Different VISA Types
7	Explanation of Additional Checks Required for Visas
8	Explanation of tools that are available to clarify Travel Requirements
9	Recognising the Implications of Misdirecting Customers

#### 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: 13.02.23

#### 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 Kvaternik

Trainer/Instructor's Signature: [Signature] Date: 13.02.23