



MENZIES
AVIATION

TRAINING CERTIFICATE

INTRODUCTION TO CUSTOMER DOCUMENTATION

Trainee's Name: *Alesja Bauer*
Dept/Section: *PSA*

Staff No:
Initial / Recurrent

Training Modules		Syllabus/ Ref.
1.	Explanation of Travel Documents	Menzies Aviation PSM (Section 7)
2	Identification of Different Travel Documentation	
3	Checks Required when Processing Travel Documentation	
4	Recognising the Features of Travel Documents	
5	Identifying the Validity of Travel Documents	
6	Specifying which Documents can be accepted for Travel	
7	Describing Different Visa Types	
8	Explanation of Additional Checks Required for Visas	
9	Explanation of Tools that are Available to Clarify Travel Requirements	
10	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: *17/06/19*

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: *GORAN KVATERNIK* (Block Caps)

Date: *17.06.19*

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

Refresher Training/Reassessment: Shall be carried out at intervals that will be no less than once every 36 Months from previous assessment.