



# Training Certificate

## Boarding

Trainees Name: Shahn Ghan Staff No: 45000297  
Dep/Sec: TSA

Training Module		Syllabus Reference
1	Course requirements	Menzies Aviation Passenger Services Manual  Section 4 - Boarding
2	Customer Care	
3	General Duties	
4	Preparation	
5	Arrivals – pier served stands	
6	Arrivals – remote stands	
7	Departures	
8	Gate preparation	
9	Passport / Identity check / Boarding card check	
10	Baggage security	
11	Passenger control	
12	Boarding control and Load control	
13	Pre Boards	
14	PA / Announcements	
15	Passenger Sequence Number	
16	Transfer passengers	

### Trainee's Declaration:

"I have received full instruction, training and have access to a copy of the above operational procedures. I confirm that I fully understand the training that I have been given"

Trainee's Signature: Shahn Ghan Date: 31.08.18

### 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..They have also demonstrated their ability to perform this task accordingly. The trainee has successfully completed a test and gained a minimum pass mark of 80%."

Trainer/Instructors Name: GORAN KRATERNIK

Trainer/Instructor's Signature: [Signature] Date: 31.08.18

Pass Mark 80%  
Score 24/25  
Mark 96 %

**Refresher Training/Reassessment:** Competence Assessment shall be carried out at intervals no greater than once every three (3) years from previous assessment.