

PASSENGER SERVICES TRAINING PLAN FOR AUG TO DEC 2020



Note: In case of any future disruption or a possible further lock down. Measures to Mitigate pending Training would be to resort to an online version where possible or else to break the groups in to smaller groups of five (5) whilst on duty to alleviate contamination and further disturbance.

Trainings ↓	August	September	October	November	December	External/ Internal
AVSEC Refresher	✓ Week 34 18-Aug-20	✓ Week 38 16-Sep-20	✓ Week 41 & 43 6-Oct-20 20-Oct-20	✓ Week 46 & 47 10-Nov-20 17-Nov-20	✓ Week 50 9-Dec-20	External
DGR Initial & Refresher	✓ Week 35 24-26 Jul 20		✓ Week 43 19-21 Oct 20			External
Airside Safety Refresher	✓ Week 34 19-21 Aug 20		✓ Week 43 19-22 Oct 20			Internal
Lost & Found - Beginner		✓ Week 38 14-16 Sep 20				Internal
AHP Workshop	Shall be scheduled as per requirement of the Department					Internal
Lost & Found - Advanced (Incl. World Tracer)		✓ Week 40 28-30 Sep 20				Internal
Document Control Training - Beginner	✓ Week 32 6-7 Aug 20			✓ Week 48 24-25 Nov 20		Internal

Trainings ↓	August	September	October	November	December	External/ Internal
QR Altea DCS	✓ Week 32 3-6 Aug 20		✓ Week 42 14-16 Oct 20			External
Amadeus - Basic		✓ Week 39 23- 26 Sep-20				External
Amadeus - Advanced			✓ Week 41 7-9 Oct 20			External
Document Control Training Middle East		✓ Week 38 14-15 Sep 20				Internal
Crisis Management / ERP				✓ Week 47 19 & 20 Nov 20		Internal
Service Excellence & Quality Measures	✓ Week 32 - Week 44					Internal/E xternal
Fire Fighting Training by ARFF	On Availability of External Trainer					External
Document Control Training Canada	On Availability of External Trainer					External

Trainings ↓	August	September	October	November	December	External/ Internal
Document Control Training UK visa	On Availability of External Trainer					External
Business Etiquettes for supervisory and lead agents only	Shall be scheduled as per requirement of the Department					Internal
Counselling to aid Supervisory Fuctions	Shall be scheduled as per requirement of the Department					Internal
Document Control Training Schengen Visa	On Availability of External Trainer					External
Document Control Training US Visa	On Availability of External Trainer					External
Respective Airline DCS	Depending on requirement of the respective airline team					External
Respective Airline DCS supervisory level	Depending on requirement of the respective airline team					External

<u>Training :</u>	<u>Trainer (s):</u>
AVSEC	BIAL
Airside Safety/ SMS /Human Factor	Samson / Shruthi /Arshad
World Geography	Sunita S
Lost & Found - Beginner	Shafiualla
Document Control Training - Beginner	Bhavana
Document Control Training- Advanced (Schengen Visa)	Miriam Vieth
Document Control Training- Advanced (US Visa)	Priya
Airport Handling Procedures (AHP)	Bhavana/ Jebin / Umme Hani
PRM	Bhavana
Airline Product Training (Specific Airline Products & Features)	Team Trainers
Crew Facilitation	Umme Hani
Fire Fighting Training by ARFF	ARFF
Grooming and Styling	Bhavana
Document Control Training- Advanced (Canada)	Canadian Embassy
Document Control Training- Advanced (UK visa)	UK Embassy
Document Control Training- Advanced (Middle East)	Sunita S/ Prince
Soft Skills	Ashish
Amadeus – basic	Amadeus Trainer
Amadeus – Advanced	Amadeus Trainer
Respective Airline DCS	Airline Certified TTT
Respective Airline DCS supervisory level	Airline Certified TTT
SITA BRS	KIAL Certified BRS Trainers
Queue Management / Facilitation and Special Assistance	Sunitha T
Service Excellence and Quality Measures	Mr. Nagendra Kini/Jyoti Yadav
MAAS, WCHC, STRCH, MEDA, INAD,Transit,DEPA, DEPU, UMN & YP	Praveen / Ajit
Excess Baggage Regulations	Team Trainers
Flight disruption	Team Trainers
ERP	Mr. Nagendra Kini
Crisis Management	Mr.Shiju M Mathew