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You have several flights departing with a mixture of passengers with reduced mobility (PRM) and sensory needs. In order to ensure that you can prepare all personnel handling of these passengers, list 5 of the special service request (SSR) codes used and describe the assistance required for each.

A large rectangular area with horizontal dotted lines for writing.

(10 marks)

5

A passenger has arrived at their destination and is found to be inadmissible under the receiving country's laws. Your department now has to deal with the passenger and process them according to international law and your company's procedures.

Explain where to find information regarding the required mandatory travel documentation. (5 marks)

Outline 2 possible reasons as to why they may have been refused entry. (10 marks)

Detail at least 3 procedures you must follow. (15 marks)



A large rectangular area with horizontal dotted lines for writing.

(30 marks)

Handwriting practice area with 30 horizontal dotted lines.

(30 marks)

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Level 4



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