

Attachment E -1: Training Exemption Process

All Badge required training is mandatory.

Airport Businesses may request that their internal company training be accepted in lieu of the following two Role Specific training modules:

Customer Service – Working at Mineta San Jose International Airport

Assisting Persons with Disabilities – Providing Exemplary Service.

Exemption Process:

- 1) Review Airport Training Standards module and compare to your internal training to ensure all training topics are amply covered.
- 2) Fill out Training Exemption Request Form and submit to:
Mineta San Jose International Airport
Training Standards Program
Division of Employee Services, Safety & Training
1732 North First Street, 5th Floor
San Jose, CA 95112
- 3) Attach a copy of your training program materials OR the course description and outline of topics covered in the relevant company training to be substituted in place of the training module.
- 4) The Airport will notify the Airport Business if the exemption for the training module has been granted or if follow up information is needed.
- 5) If request is denied, may appeal to Airport Administration.
- 6) The Covered Employer must secure any such approval from the Airport in advance of the time period the training covers.