



**List of trainings for Tour Visa Processing Staff:**

1. **Understanding the Visa Process:** This training covers the basics of visa processing, including understanding the different types of visas and the associated application processes.
2. **General Immigration Procedures:** This training covers general immigration procedures, including understanding residency requirements, filing documents, and staying in compliance with immigration laws.
3. **Immigration Law:** This training covers the fundamentals of immigration law, including studying case law, researching regulations, and understanding the legal responsibilities of employers.
4. **Tourist Visa Applications:** This training covers the specifics of tourist visa applications, including understanding the eligibility requirements, submitting documents, and understanding the timelines for processing.

5. **Interview Skills:** This training covers the basics of conducting an effective visa interview, including understanding cultural nuances, asking the right questions, and staying professional.

6. **Conflict Resolution:** This training covers the basics of resolving conflicts between visa applicants, including understanding the underlying issues, communicating effectively, and finding a resolution.

7. **Customer Service:** This training covers the basics of customer service in the visa processing field, including understanding customer needs, providing timely assistance, and staying professional.