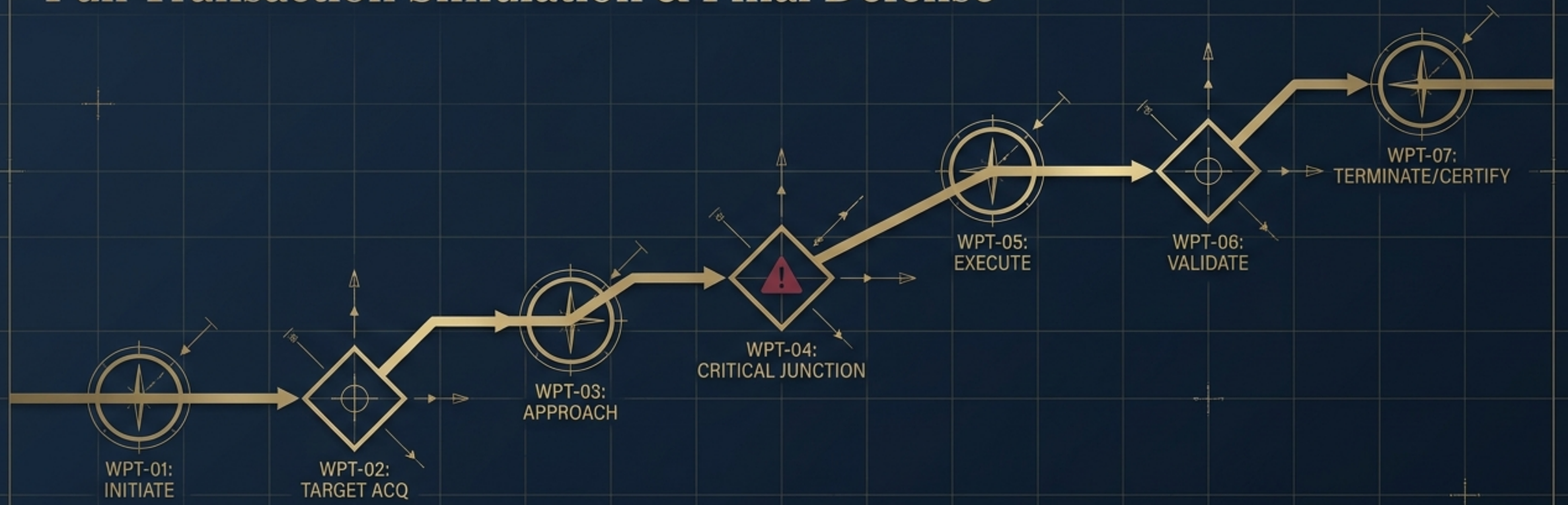
USAEV Academy System | Simulator: Active

The Day 10 Certification Challenge

Full Transaction Simulation & Final Defense



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THE GOAL IS CERTIFIED APPRENTICE STATUS

Today is the bridge between instruction and real-world production. You will demonstrate independent, end-to-end workflow mastery under supervised pressure.



PAST (DAYS 1-9):
CONCEPTS, PRACTICE, ISOLATED DRILLS

PRESENT (DAY 10):
THE COMPLETE CRUCIBLE

FUTURE (WEEKS 3-12):
PRODUCTION LOGS, LIVE CLIENT WORK, REVENUE GENERATION

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THE STANDARD OF EXCELLENCE AND THE HARD STOPS

The Knowledge Threshold - 85% Minimum



- **Evaluates:** Discovery interview quality, itinerary routing logic, pricing mathematics, CRM documentation completeness, and presentation polish.
- **Outcome:** Minor mistakes are treated as learning opportunities and finalized through instructor coaching.

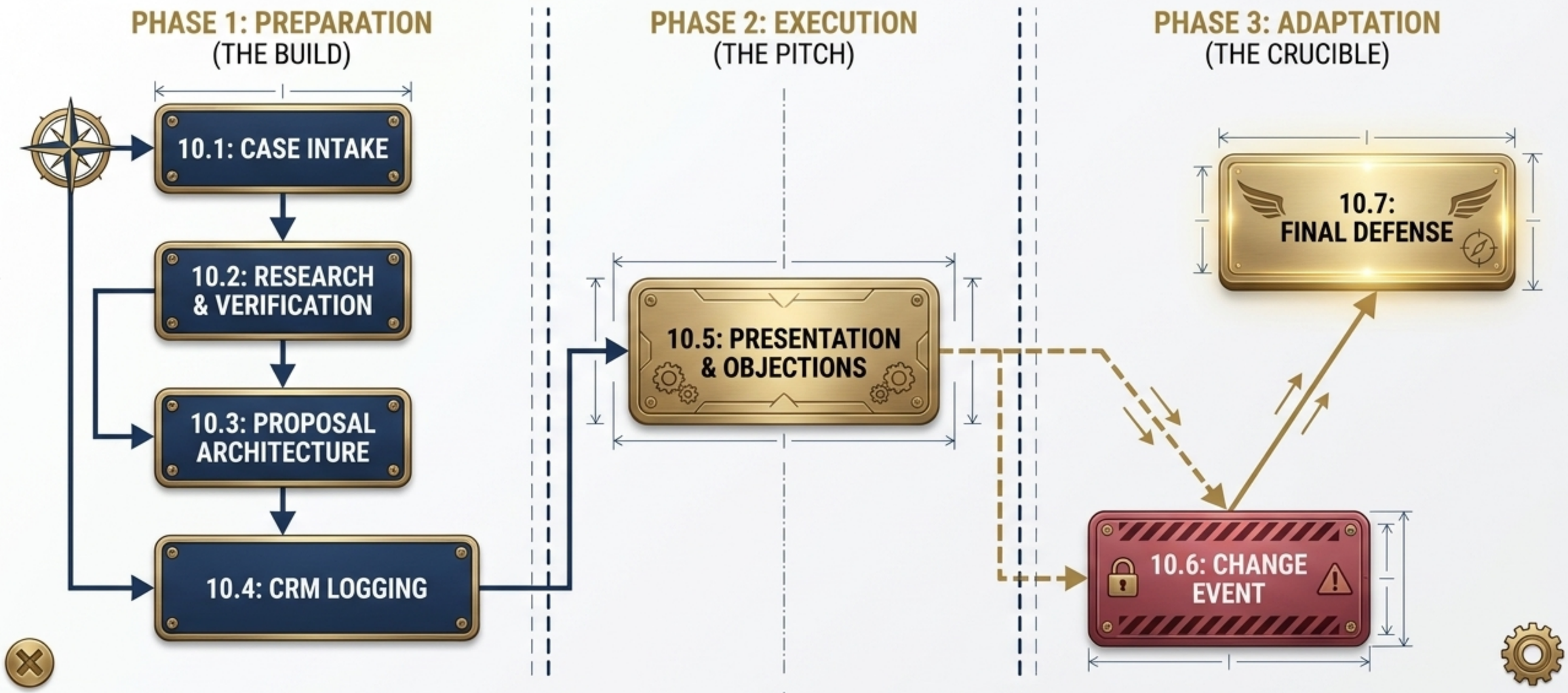
The Compliance Gate - 100% Critical



- **Evaluates:** State seller-of-travel laws verified, payment handling secured, cancellation rights strictly limited to verified supplier terms, and travel protection advice strictly within authorized scope.
- **Outcome:** Zero margin for error. Any critical miss triggers an immediate halt and mandatory remediation.

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YOUR FLIGHT PATH FATH FOR THE SIMULATION



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01

10.1 Case Intake and Discovery

You will receive a complex fictional client brief.

Your first test is translation. You must conduct a structured needs analysis conduct a structured needs analysis that converts raw traveler desires into hard constraints and risk factors.



Budget Parameters:
Lock in financial boundaries.

Hard Dates:
Define exact timing and flexibility.

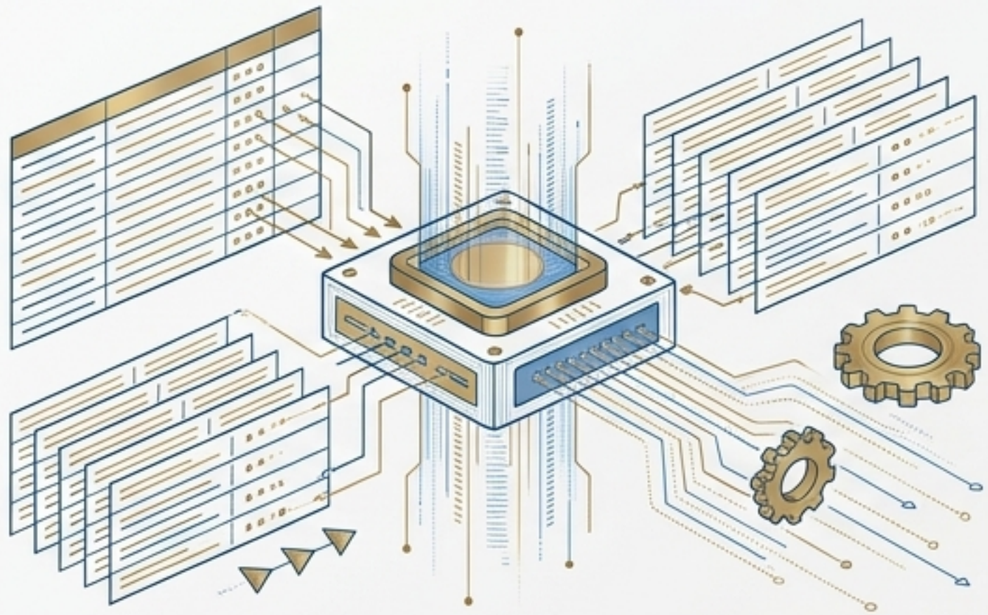
Logistical Priorities:
Identify travel purpose and decision-maker.

Hidden Constraints:
Flag accessibility, documentation, or specialized needs.

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02 10.2 Research and Verification

Core Operating Standard: SI accelerates research and execution. The advisor remains responsible for verification, compliance, and the client recommendation.



SI Assistant: Accelerates destination mapping and supplier summaries.



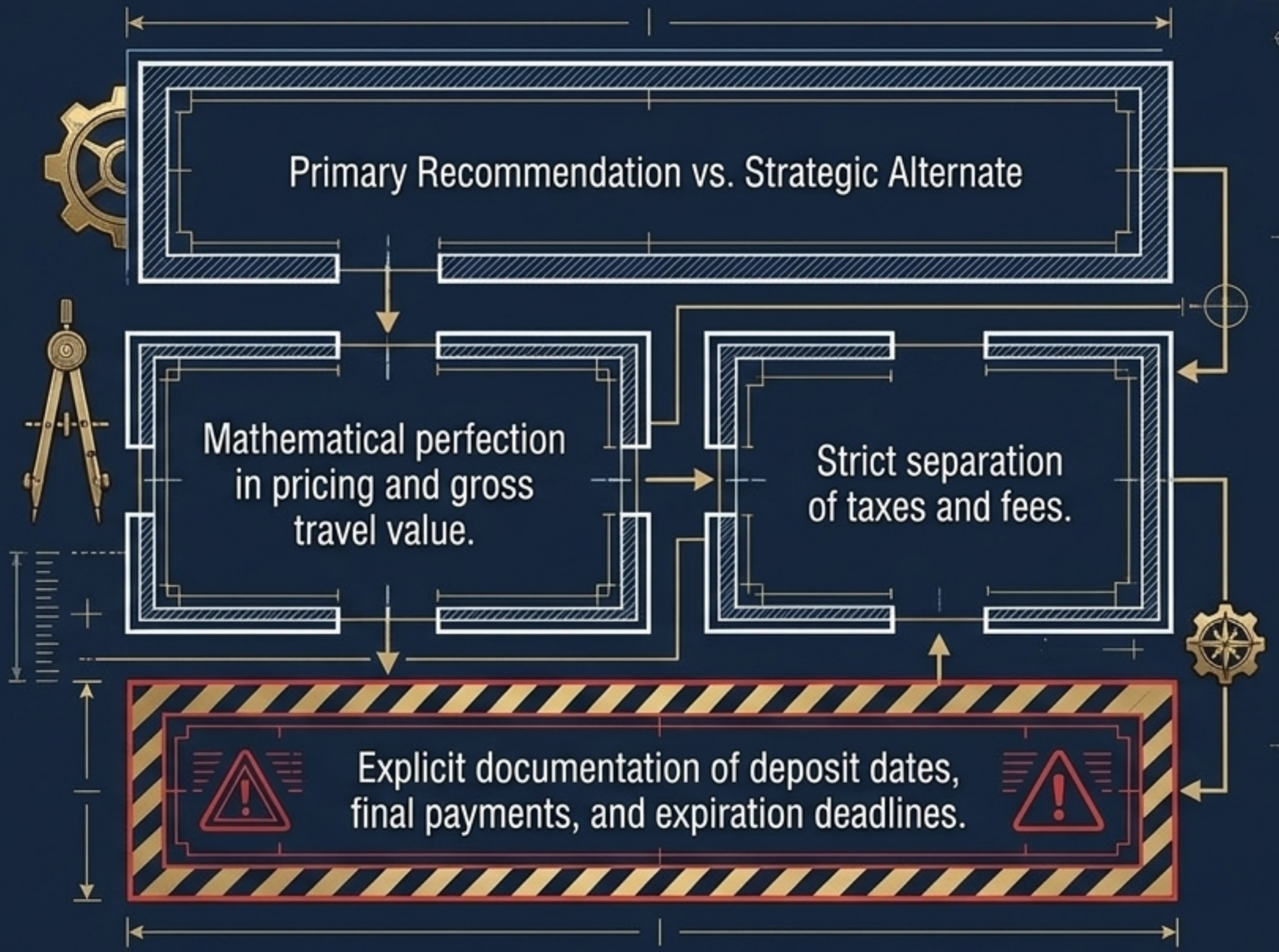
Execution Mandates

- ☑ Source from current, approved USAEV/CCRA supplier rosters.
- ☑ Verify live status, terms, and availability before quoting.
- ⚠ **Never** paste sensitive credentials into unapproved SI systems.

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10.3 Proposal Architecture

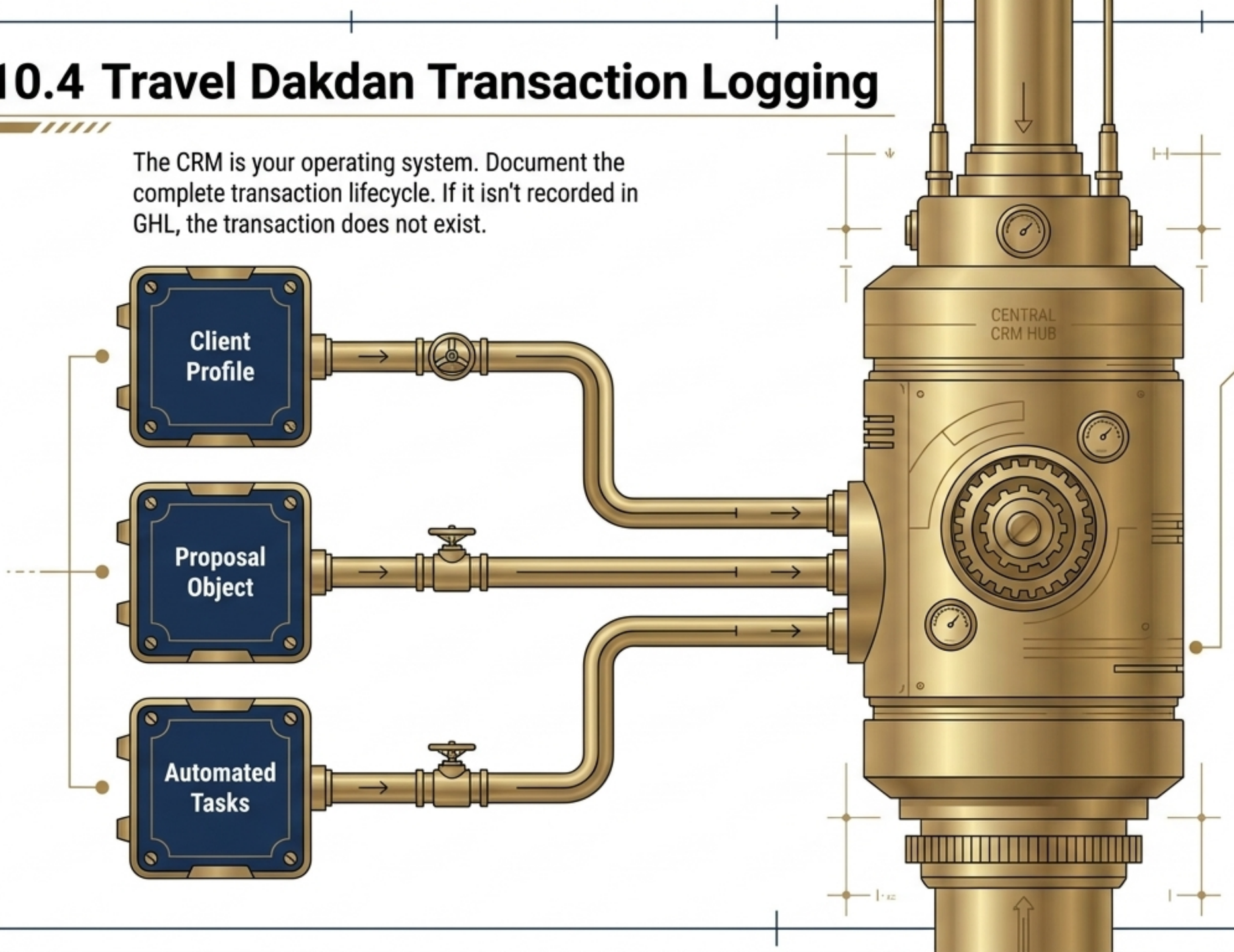
Engineer a complete, client-ready quote. This is a financial document that must balance experience with operational reality.



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10.4 Travel Dakdan Transaction Logging

The CRM is your operating system. Document the complete transaction lifecycle. If it isn't recorded in GHL, the transaction does not exist.



Operational Checklist

- Keep the training lifecycle strictly separated from the traveler reservation pipeline.
- Log all contacts, notes, and task due dates.
- Ensure required source attribution and file attachments are secured.

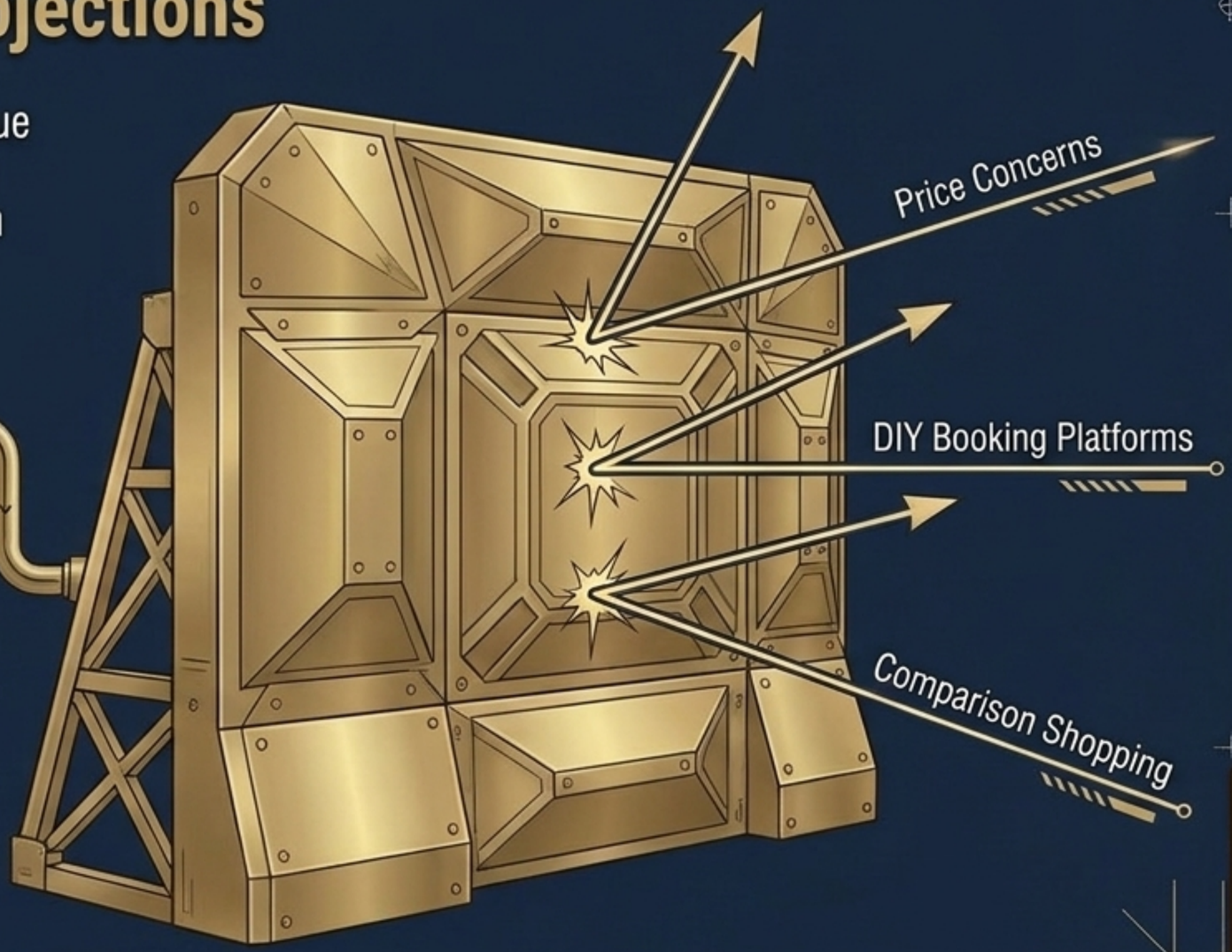
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10.5 Presentation and Objections

Deliver your recommendation live. Frame the value clearly, explain trade-offs without manufacturing pressure, and respond to simulated client friction using fact-based, consultative dialogue.

The Consultative Stance

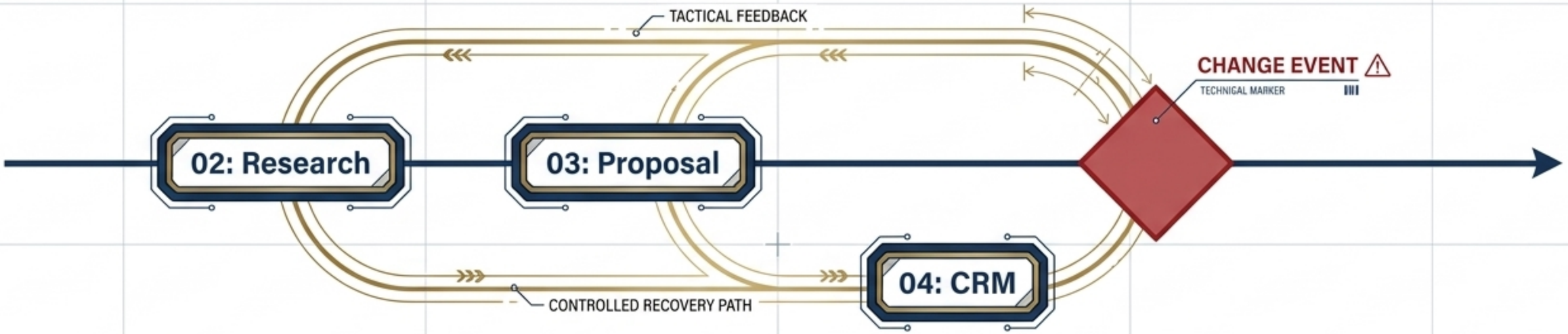
- Acknowledge the objection.
- Compare like-for-like components (inclusions, support, total trip value).
- Provide a clear, confident next action for the client.



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10.6 The Change Event and Service Recovery

Expect the unexpected. The instructor will introduce a sudden disruption—a price spike, a supplier cancellation, or a schedule shift.



The Professional Recovery Protocol

1 Assess

- Absorb the change without panic.

2 Rework

- Loop back to your verified suppliers and update the math.

3 Document

- Update Travel Dakdan immediately.

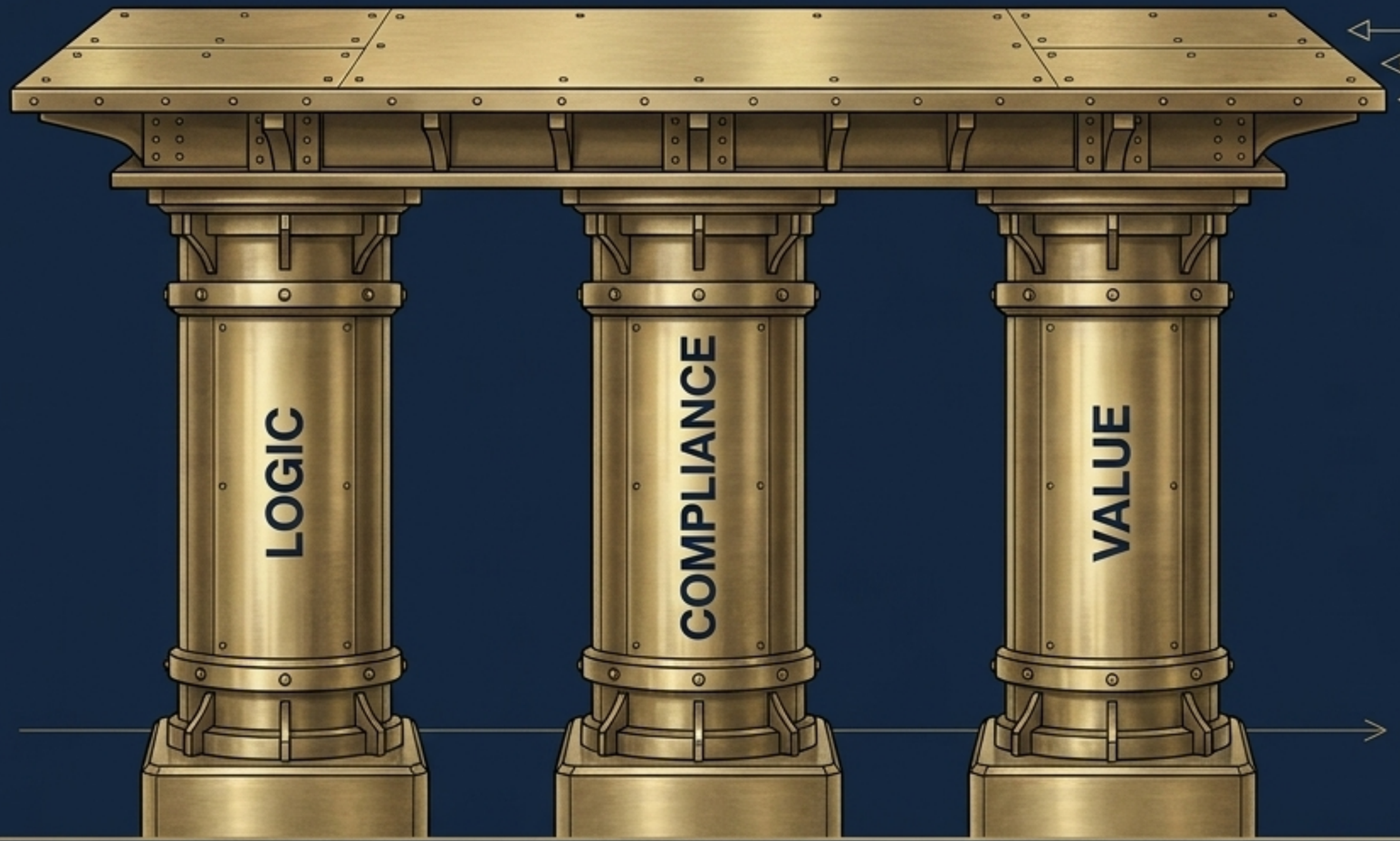
4 Communicate

- Present the recovery plan flawlessly to the client.

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10.7 Final Defense

Stand behind your work. Prove that you own the entire transaction from inception to post-trip service.

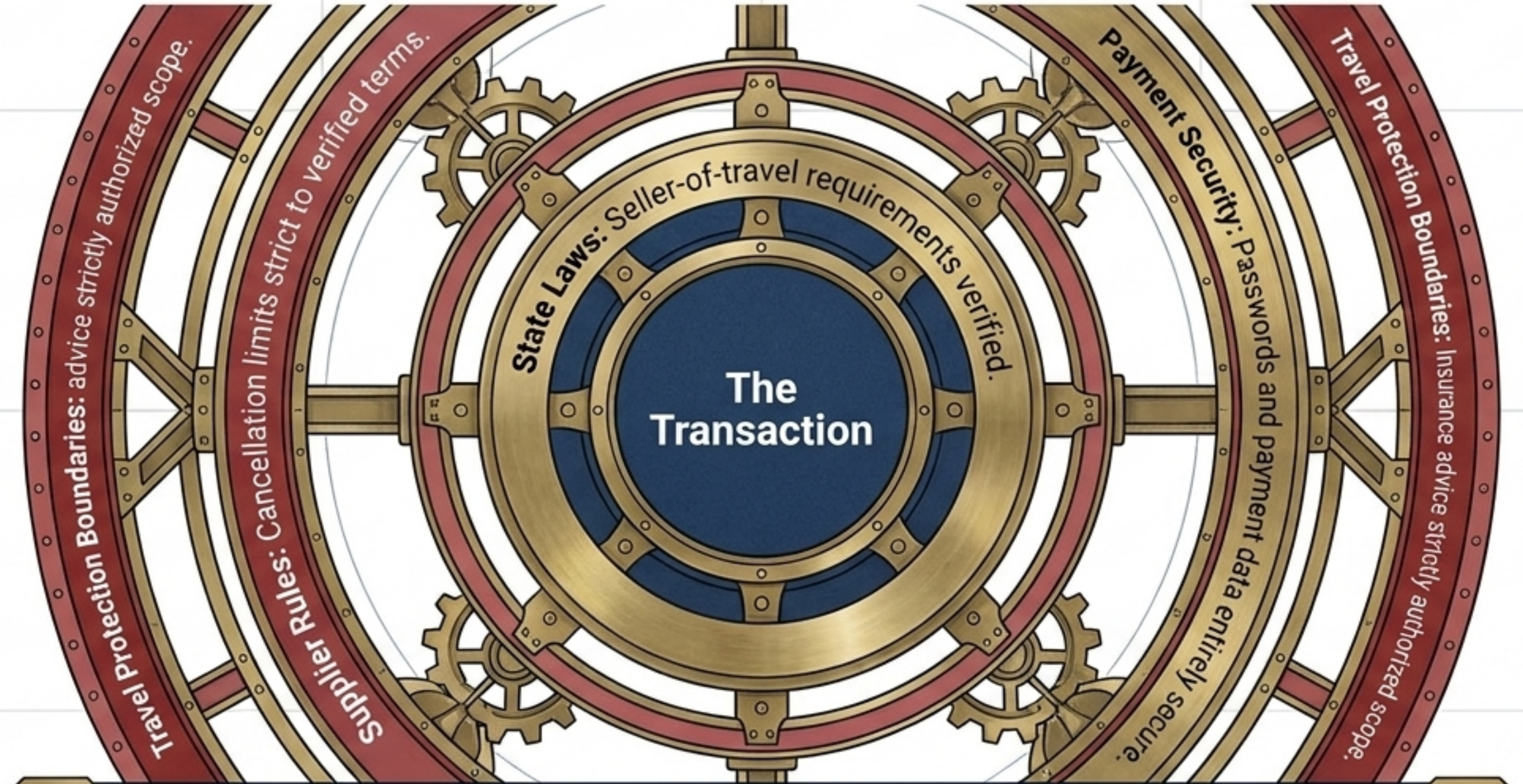


Defense Requirements

- Defend your routing and supplier decisions.
- Outline the known supplier and destination risks.
- Confirm your cancellation and terms communication.
- Detail your automated post-sale follow-up cadence.

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The Compliance Shield: 100% Non-Negotiables



Bottom Line:

A breach of the shield halts the simulation. Maintain the boundary.

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Welcome to the Start Line

Passing the Day 10 Challenge proves your foundation is sound.

Tomorrow, the 10-week apprenticeship begins, and you start converting this knowledge knowledge into repeatable, real-world revenue production.



Take a breath. Trust your training.
Let's begin the simulation.

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