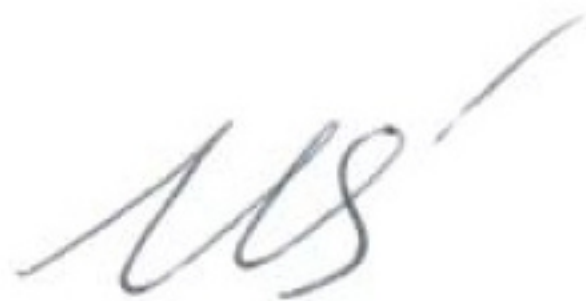


This is to acknowledge that

Irina Adams

completed the training course

**Anticipating, preventing and dealing
with arguments and complaints**



Helen Shepelenko
TRAINING COORDINATOR



Irina Adams