



D-Day Leadership Academy

The Normandy Passage — Age Verification and ID Check SOP

Motto: Reverence. Fortitude. Virtue.

1) Purpose

Verify identity and age for every participant, confirm seat type eligibility, and record compliance without over collecting personal data.

2) Scope

Covers all participant check ins from arrival day through the end of Day Two the late arrival window.

3) Roles

- **Check in Lead DLA staff** runs the line, resolves edge cases, signs the daily attestation.
- **Registrar admin** controls the roster, logs ID checks and confirms that all e sign forms are complete.
- **Cadre support** directs the flow, answers standards questions and escorts late arrivals to the next stage.

4) Morning prep T minus 0

Before participants arrive

- Print the Arrival Roster and ID Log.
- Print the list of completed e packets Terms Code of Conduct Assumption of Risk Refund GDPR Media.
- Print the list of Minor Consent and Medical Authorization forms for fourteen to seventeen year olds.
- Pull the Standards Acknowledged report from the CRM.

- Pull the receipt and balance report Paid in Full or Balance Due.
- Set up two clipboards pens highlighters and blank Identity Issue Reports.

5) Eligibility rules quick reference

- Father Son seat type son fourteen to twenty four minor fourteen to seventeen must have parent or guardian present.
- Mother Daughter seat type daughter fourteen to twenty four minor fourteen to seventeen must have parent or guardian present.
- Committed Adult Pair both eighteen plus.
- Solo Adult eighteen plus seat is Pending until matched.
- Scholarship seats when offered eighteen plus only.

6) Acceptable identification

Primary any one

- Passport any country
- National ID card EU EEA UK
- Government issued drivers license with photo

Minors fourteen to seventeen if no photo ID

- Preferred passport
- Fallback birth certificate plus school photo ID or recent passport style photo plus parent or guardian government ID that matches the consent form

Do not photocopy IDs unless law requires it. Do not record full ID numbers. Log only document type issuing country expiration date and last four characters.

7) Standard check in flow

For every participant or pair

1. **Greet and sort by seat type** pairs versus Committed Adult Pair versus Solo Adult.
2. **Roster match** confirm names cohort and Standards Acknowledged flag.

3. **ID check** confirm that the ID presented meets the criteria in section 6.
4. **Age confirm** check date of birth against the eligibility rules in section 5.
5. **Packet status** verify that all e sign documents are complete.
6. **Financial status** confirm Paid in Full or Balance Due. Balance must be cleared before kit issue.
7. **Log** record ID metadata type country expiration date last four checker initials and time.
8. **Mark and move** issue wristband or badge if used then send to staging.

8) Late arrivals travel disruptions

- Process late arrivals using the same flow as section 7.
- Allow them to join until the end of Day Two.
- If arrival slips past Day Two offer transfer options per the Refunds Transfers and Credits Policy and record the outcome in both the CRM and the printed roster.

9) Fraud and exception handling

Flags include

- Names that do not match enrollment records
- Obvious document tampering
- No acceptable ID
- Minor without proper guardian or consent
- Scholarship candidate under eighteen
- Solo Adult not eighteen plus
- Hostile or evasive behavior

Actions

1. Hold the line politely and do not issue kit or admit to training spaces.
2. Call the Check in Lead immediately.
3. Create an Identity Issue Report using the template.
4. If still unresolved after review escalate to the DLA Director for a final decision.

10) Data protection

- Use minimum necessary logging only type country expiration last four characters.
- No photos or scans of IDs unless legally required.
- Store paper logs in a locked folder.
- Upload a summary to the CRM.

- Retain logs for six years aligned with the Privacy Policy.
- Limit access to DLA staff with a clear need to know.

11) Arrival roster and ID log template

Columns

- Number
- Seat type FS MD Adult Pair Solo
- Last name first name
- Date of birth and age
- ID type country expiration last four characters
- Standards acknowledged yes no
- E packet done yes no
- Balance paid or due
- Checker initials and time

Key FS Father Son MD Mother Daughter Adult Pair both eighteen plus Solo eighteen plus verify last four last four characters of the ID number.

12) Identity issue report template

- Date and time and location
- Participant names and seat type
- Description of the issue
- Actions taken such as held at check in contacted DLA Director alternate ID requested
- Final decision admit conditionally admit deny transfer
- Signatures for checker Check in Lead and DLA Director

13) Daily check in attestation

At the end of each arrival block the Check in Lead signs

“I certify that all participants processed today were verified for identity and age under this SOP that required documents were confirmed and that exceptions were escalated.”

Signature Check in Lead _____ Date _____