

★★★★★
G.U.E.S.T.
PROGRAM



Guidelines for Excellence in Service Training

**Yacht Interior Crew Training & Certification
Complete Guidance Notice**

*Leading to a PYA GUEST© Certificate of Competency
V12.2*

*Amended REV 12.1 200316
Amended REV 11.1 200315
Amended REV 11 200115
Amended REV 10 010114
Amended REV 9 010113
Amended REV 8 130712*

INDEX

3. Foreword | Health and Safety

4 – 11 Specifications for the PYA GUEST modules

Scope
 Approved Training Providers
 Assessment Criteria and Renewal Process
 Entry Standards
 Intake limitations
 Outcomes
 Course Duration
 Conduct of Training
 Facilities and Equipment
 Risk Assessment & H& S
 Instructor Requirements
 On-board Training
 Certification
 Quality Management System
 Qualification and Assessment Guidance
 Auxiliary courses & refresher training
 GUEST Certificate of Competence
 Assessment route to GUEST Certificate of Competency
 Assessment route Application Form & Application for COC
 Information on the Interior Training Record Book
 GUEST Glossary of Terms and Definitions
 GUEST Interior PYA Membership

13 – 47 *Annex A*

13. PYA GUEST Interior Crew Training and Certification Development route (REV 32)

Introduction Modules

- ▶ PYA Yacht Interior Introduction Module
- ▶ PYA Yacht Interior Basic Food Service Module
- ▶ PYA Wine Bartending & Mixology Introduction Module

Advanced Modules

- ▶ PYA Yacht Interior Administration and HR Module
- ▶ PYA Yacht Interior Advanced Service Module 1
- ▶ PYA Yacht Interior Advanced Service Module 2
- ▶ PYA Yacht Interior Advanced Housekeeping & Valet Services Module
- ▶ PYA Yacht Interior Advanced Laundry Service Module
- ▶ PYA Floristry & Plant Maintenance Module
- ▶ PYA Barista & Hot Beverages Module
- ▶ PYA Advanced Wine Appreciation Module 1
- ▶ PYA Advanced Wine Appreciation Module 2
- ▶ PYA Advanced Bartending & Mixology Module 1
- ▶ PYA Advanced Bartending & Mixology Module 2

Management Modules

- ▶ PYA Yacht Interior Leadership & Management Module

Page:	Annex	
49	<i>Annex B</i>	Training Providers Agreement & Conditions of Recognition Terms & Conditions
50	<i>Annex C</i>	Training Provider Application for PYA GUEST Accreditation
54	<i>Annex D</i>	Trainers Application form for approval
55	<i>Annex E</i>	Interior Crew Testimonial
62	<i>Annex F</i>	Application for COC
64	<i>Annex G</i>	Application for letter of assessment leading to CoC
65	<i>Annex H</i>	Details for PYA GUEST Interior Membership
67	<i>Annex I</i>	Learner Assessment Record
68	<i>Annex J</i>	Quality Improvement Plan
69	<i>Annex K</i>	Reference of Old Courses / Updated Courses.

Foreword

This document describes the complete training, under the PYA Guidelines for Unified Excellence in Service Training (PYA GUEST©), from new to current crew working in the Hospitality Department on a professional yacht. The Professional Yachting Association (PYA) has produced these course specifications in consultation with the yachting industry and it is under regular review. If you would like to make a suggestion regarding this document, please contact the Professional Yachting Association at the address shown.

This GUEST© Guidance Notice replaces REV 11.1 200315

The Professional Yachting Association owns the intellectual property rights for the PYA GUEST© Yacht Crew Interior Training and Certification Course Guidelines.

Health and Safety:

All training centers should adhere to local Health and Safety laws and should have a written Health and Safety Policy. Centers should make assessments of potential risks to the health and safety of staff and trainees that may be associated with their activities. They should also identify, implement, monitor and review effective measures for minimizing and controlling them. In addition, centers should make effective arrangements for dealing with any emergency, incident or accident that may occur during the course of training. Procedures for this should be included in the training center's quality assurance system, as required under this specification

This will form a part of the approval inspection for this course.

Specifications for the PYA GUEST© modules

Scope

This document applies to the courses listed below which make up part of the GUEST© provision of training. For each course there is a course definition document provided in *Annex A*, which will form the basis of the approval inspection for each.

- ▶ PYA Yacht Interior Introduction Module
- ▶ PYA Yacht Interior Basic Food Service Module
- ▶ PYA Wine Bartending & Mixology Introduction Module
- ▶ PYA Yacht Interior Administration and HR Module
- ▶ PYA Yacht Interior Advanced Service Module 1
- ▶ PYA Yacht Interior Advanced Service Module 2
- ▶ PYA Yacht Interior Advanced Housekeeping & Valet Services Module
- ▶ PYA Yacht Interior Advanced Laundry Service Module
- ▶ PYA Floristry & Plant Maintenance Module
- ▶ PYA Barista & Hot Beverages Module
- ▶ PYA Advanced Wine Appreciation Module 1
- ▶ PYA Advanced Wine Appreciation Module 2
- ▶ PYA Advanced Bartending & Mixology Module 1
- ▶ PYA Advanced Bartending & Mixology Module 2
- ▶ PYA Yacht Interior Leadership & Management Module

Approved training providers

All PYA GUEST interior training modules, including the assessment and examinations must be taken at a PYA accredited training establishment. A list of Training Providers accredited to run the PYA GUEST Modules is available on the GUEST website: www.guest-program.com

Training providers wishing to gain PYA GUEST accreditation to deliver the PYA GUEST modules and training must have in place a recognized Quality Management System (QMS) with appropriate auditing and accreditation

To gain approval, a training provider will first have to undergo assessment to ensure that the standards set meet those required by the PYA.

The approval procedure is described in detail in the document “**CONDITIONS OF RECOGNITION AGREEMENT | TERMS & CONDITIONS OF PYA GUEST© ACCREDITATION**” which may be found in *Annex B* of this document and on the GUEST website: www.guest-program.com

Assessment Criteria and Renewal Process

The Assessment criteria are part of the accreditation standards applied to the initial audit and inspections thereafter.

The renewal of recognition is subject to these standards being upheld and based on re-inspections and continuing monitoring and feedback.

These details are listed in the Conditions of Recognition Agreement, and form part of the agreement between the Training Provider and The PYA. Which may be found in *Annex B* of this document and on the GUEST website: www.guest-program.com

Student Entry standards

- ▶ The minimum entry standard accepted is indicated in **Annex A** for each module.
- ▶ Age limit for attending the PYA GUEST© modules is strictly 18years old or over.
- ▶ All courses will be taught in the International Maritime language, English; therefore all students MUST have a good knowledge of verbal and written English.

Intake limitations

The number of participants on each course will depend upon the availability of instructors, equipment and facilities. The number should not exceed that which will allow sufficient opportunity for each candidate to participate in practical exercises and demonstrations. This will be identified during the approval assessment.

Outcomes

All participants should be required to present sufficient evidence that the criteria specified have been met through practical demonstrations, oral questioning and a short written examination presented by the Training Providers. This will be identified during the approval inspection and through continuing monitoring by the PYA.

The practical assessment should make up 50% of the pass marks and the theory / written exam the remaining 50%. The pass mark for the issue of a course certificate for each module is 65%.

Course Duration

The minimum course duration - Guided Learning Hours (GLH) accepted is indicated in **Annex A** for each module.

Conduct of Training

Each centre must design a lesson plan to meet the training objective described in Annex A of this document. This must be forwarded to the PYA before the approval inspection and form part of the audit requirements. The balance of practical training and exercises, as a proportion of the total training period is highlighted in **Annex A**, and should be reflected in the lesson Plans provided.

For Wine and Cocktail courses: those either underage or unable to consume alcohol, the PYA gives the Training Provider the flexibility for the students to smell the wines and spirits rather than taste them.

Facilities & Equipment

Facilities and equipment should be provided as described in **Annex A** to this document. This will be verified at the approval inspection.

Risk Assessment

The safety of participants and staff should be ensured at all times. Centres should draw up their own criteria to meet Health and Safety obligations.

The Training Provider must have in date First Aid kits clearly marked and appropriate to the environment and risk assessments and have an appointed qualified First Aider on site.

It is the responsibility of the Training Provider to provide a Risk Assessment for each course as part of managing the Health and Safety of your training provisions. The Training Provider must control the risks in the Center by identifying hazards and evaluating the risk by recording findings and applying sensible measures to control the risks.

The risk assessments should be regularly reviewed.

(Please ask the PYA for further details on how to complete a risk assessment)

Instructor Requirements

- ▶ All training and instruction should be given, and assessments carried out by properly qualified personnel.
- ▶ Instructors engaged on PYA GUEST© accredited courses will hold the appropriate qualifications and endorsements.
- ▶ Accreditation to the Training Provider is granted subject to a qualified person being GUEST approved and listed as the course lecturer.
- ▶ For PYA to approve an individual Trainer or a Trainer part of a Training Centre, the trainer is required to complete the PYA GUEST Trainers application form and provide a current CV with photo, letters of reference, qualifications held appropriate to the level being taught and a relevant teaching certificate.
- ▶ The Trainer should be available for the PYA to contact and references will be followed up if deemed necessary by the PYA.
- ▶ All instructor requirements are at the discretion of the Professional Yachting Association.
- ▶ All Trainers applying for approval will need to complete the approval form attached to this document.
- ▶ All training is to be completed in **English**. All approved trainers must have a good working knowledge of the written and spoken English language.

The PYA encourages Trainers to keep up to date with CPD and relevant training. In addition the PYA will provide (obligatory) annual Train the Trainers sessions as part of the approval and ongoing improvements to the learning outcomes of the GUEST Program.

Note on applying for Instructor Approval: It is essential all relevant parties have read and understood the PYA GUEST Guidelines that regulate the course structure, content and GLH and Training Providers Agreement and the terms and conditions laid out in the agreement between your Training Centre and the PYA.

For the following modules:

- ▶ PYA Yacht Interior Basic food Service Module
- ▶ PYA Yacht Interior Introduction Module

All Trainers should:

- ▶ Have 3 years of proven applied hospitality management experience in the hospitality field, including as a Chief Steward/Stewardess in a professionally crewed Superyacht (over 24 meters), and / or as Hotel Manager, F & B Manager, Butler training or other similar.
- ▶ Hold an appropriate qualification in instructional techniques and knowledge and proven experience of instructing.
- ▶ Have training qualifications higher than the level being taught.
- ▶ Hold a Food Safety or Food Hygiene level 2 qualification - minimum
- ▶ Fully understand the specific objectives of the training.
- ▶ Have proven affinity with on-board yachting - minimum 4 seasons.

For the following modules:

- ▶ PYA Yacht Interior Advanced Service Module 1
- ▶ PYA Yacht Interior Advanced Service Module 2

All Trainers should:

- ▶ Have 5 years of proven applied hospitality management experience in the hospitality field, including as a Chief Steward/Stewardess in a professionally crewed Superyacht (over 24 meters) and / or as a Hotel Manager, F & B Manager, Butler training or other similar.
- ▶ Hold an appropriate qualification in instructional techniques and knowledge and proven experience of instructing.
- ▶ Have training qualifications higher than the level being taught.
- ▶ Hold a Supervising Food Safety or Food Hygiene level 3 qualification - minimum
- ▶ Fully understand the specific objectives of the training.
- ▶ Have proven affinity with on-board yachting - minimum 8 seasons.

For the following modules:

- ✦ PYA Yacht Interior Administration and HR Module
- ✦ PYA Yacht Interior Advanced Housekeeping & Valet Services Module
- ✦ PYA Yacht Interior Advanced Laundry Service Module
- ✦ PYA Floristry & Plant Maintenance Module
- ✦ Cigar Service **part of PYA Advanced Service Module 1*
- ✦ PYA Yacht Interior Leadership & Management Module

All Trainers should:

- ▶ Have 5 years of proven applied hospitality management experience in the hospitality field, including as a Chief Steward/Stewardess in a professionally crewed Superyacht (over 24 meters) and / or as a Hotel Manager, F & B Manager, Butler training or other similar.
- ▶ Hold an appropriate qualification in instructional techniques and knowledge and proven experience of instructing.
- ▶ Have training qualifications higher than the level being taught.
- ▶ Fully understand the specific objectives of the training.
- ▶ Have proven affinity with on-board yachting - minimum 8 seasons

For the following module:

- ☞ PYA Barista & Hot Beverages Course

All Trainers should:

- ▶ Hold an appropriate qualification in instructional techniques and knowledge and proven experience of instructing.
- ▶ Have training qualifications higher than the level being taught.
- ▶ Hold a Food Safety or Food Hygiene level 2 qualification – minimum
- ▶ Fully understand the specific objectives of the training.

For the following modules:

- ☞ PYA Wine Bartending & Mixology Introduction Module
- ☞ PYA Advanced Bartending & Mixology Module 1
- ☞ PYA Advanced Bartending & Mixology Module 2

All Trainers should:

- ▶ Hold an appropriate qualification in instructional techniques and knowledge, and proven experience of instructing.
- ▶ Have training qualifications higher than the level being taught.
- ▶ Hold a Food Safety or Food Hygiene level 2 qualification - minimum
- ▶ Fully understand the specific objectives of the training.

For the following modules:

- ☞ PYA Advanced Wine Appreciation Module 1 *
- ☞ PYA Advanced Wine Appreciation Module 2 **

All Trainers should:

- ▶ Hold an appropriate qualification in instructional techniques and knowledge, and proven experience of instructing.
- ▶ Have training qualifications higher than the level being taught (WSET qualification or similar level qualification).
- ▶ Hold a Food Safety or Food Hygiene level 2 qualification - minimum
- ▶ Fully understand the specific objectives of the training.

** For the PYA Wine Intermediate Course: A WSET Advanced Certificate required or similar level wine related qualification.*

*** For the PYA Wine Advanced Course a WSET Diploma required or similar level wine related qualification.*

On-board Training:

A training provider may apply for PYA GUEST© accreditation in circumstances where they do not have permanent facilities or premises, but intend to provide the PYA GUEST© training on board a yacht. In such circumstances there are additional requirements to be met in the specification of the training provider's QMS.

- ▶ There should be evidence that the training provider has established in advance that the yacht has all of the materials and equipment required for the practical elements of the course as defined in the PYA GUEST© Guidelines document / Course Description. **Annex A**
- ▶ There should be evidence that the training provider had established in advance that there are adequate facilities for the theoretical parts of the course, including, where appropriate: audio visual apparatus, sufficient space for each student, a writing surface for note taking etc.
- ▶ There should be evidence that the training provider has made clear to the yacht in advance that the PYA GUEST© Guidelines requires a minimum number of guided learning hours for their courses and that if students are repeatedly removed during the training, to carry out other duties, that they may not be awarded a PYA GUEST© certificate.

As part of the site audit during an initial accreditation visit, and for those training providers who do not have Shorebased facilities to inspect, we will require sitting in on an on-board training course. Therefore all of the above criteria in this section must have been accomplished before the visit. It is the responsibility of the training provider to make available advance notice of any on-board training being planned to the PYA main office; such advance notice should be given as early as possible and should contain the name of the yacht and its location and contact details, and with written permission obtained (email acceptable) that the yacht in question would allow a course inspection visit from a PYA representative. The visit is deemed part of the audit for accreditation and the inspector would be discreet and in keeping with on-board etiquette.

Certification:

On successful achievement of the desired standard of competence for each module completed, the Training Provider should issue an in house certificate to the candidate. Each certificate will have the GUEST© approved PYA logo and unique registration number provided by the PYA's registration platform (SEA-ID).

The Training Provider must report to PYA all students who attend a training course. Each Training Provider will have its own account in the PYA's online certificate platform and the recording of students should be done here.

Further details are described in detail in the document "**CONDITIONS OF RECOGNITION | TERMS & CONDITIONS OF PYA GUEST© ACCREDITATION**" which may be found in *Annex E* of this document and on the PYA website, www.pya.org.

Quality Management System:

Arrangements for delivering the training and assessing competence should be continuously monitored through a quality standards system to ensure achievement of defined objectives. The quality standards system and evaluation arrangements should be part of a centre's overall quality assurance system. The quality system should follow the ISO 9001.2008 standard or equivalent. Centre's which are monitored by an alternative quality standard, such as a national education authority must incorporate these requirements into the procedures adopted for that standard.

Further details are described in detail in the document "**CONDITIONS OF RECOGNITION | TERMS & CONDITIONS OF PYA GUEST© ACCREDITATION**" which may be found in *Annex B* of this document and on the PYA website, www.pya.org.

Assessment Guidance for use with a Quality Improvement Plan and Learner Assessment Record

Qualification Assessment Provision:

1. GUEST qualifications are assessed by a portfolio of evidence, which will need to be internally quality assured by the Training Provider.
2. Training Providers must refer to the learning outcomes at all times to ensure that the portfolio of evidence fully meets these requirements.
 - Assessment Guidance - examples of appropriate methods of assessment include:**
 - Observation of practical activity (Practical assessment)
 - Written evidence (GUEST Training Record Book or reference from HoD)
 - Professional discussion (with Trainer to ensure underpinning knowledge is sufficient)
 - Questions and answer papers (End of course exam)
3. All evidence must be valid, authentic and sufficient for all the assessment criteria. It must be clearly marked and kept on record as part of the Audit process.
4. The PYA require Training Providers to provide the student with a **Learner Assessment Record** (LAR) which is a designed for the student to use. The LAR will contain all tracking documents required to complete their portfolio of evidence clearly linked to the assessment criteria.
This needs to include documented evidence of the learning objectives, courses content and assessment criteria (exam expectations) for each module.
5. The PYA requires an internal verification system of sampling assessment practice from the Training Providers in the form of a **Quality Improvement Plan**.
 - i) A Training Provider with more than one trainer would require periodical assessment between the trainers to ensure that the trainer is actually covering what is in the syllabus during the training, by checking each other's work and monitoring learning outcomes from the written and practical assessments.
 - ii) For those Training Providers (Trainers) who work alone, a robust quality assurance system with quality improvement plan and self-assessment will be required for audit by the PYA.
6. Standardisation meetings are also a requirement to ensure the fairness and validity of the centre assessment practice. These meetings will be held twice a year by the GUEST Program and all trainers will be expected to attend one of these meeting per year, to discuss assessment practices.
7. Feedback sheets are part of the Administration and QMS requirements of the accreditation agreement and form part of the Quality Improvement Plan.
 - i) Student Feedback: This will now be sent directly from the SEA-ID account, as an automated document, to the student. The Training Provider will have access to this for monitoring of feedback.
 - ii) Trainer Feedback: Will be issued to each Trainer on completion of each course by the Training Provider for monitoring of feedback.

Collation of both feedback platforms form part of the Quality Improvement Plan and in some cases will require Action. *There is always improvement for each course!*
8. Appeals process to include a dated record of the required action, details about what action can been taken, when and how it has been implemented and the outcome of the appeal.
There should also be an internal corrective action review as part of the Quality Improvement Plan.
Sample of process:
 - Red:** Date the action was identified
 - Amber:** Date the action was planned ready for implementation
 - Green:** Date action is achieved

Auxiliary STCW Courses & refresher training:

The STCW Certificates will be accepted if issued by a recognised flag authority.

- ▶ The five elements of STCW basic training certificates:
 - Personal Survival Techniques (STCW A-VI/1-1), or non-STCW RYA Basic Sea Survival
 - Fire Fighting and Fire Prevention (STCW A-VI/1-2)
 - Elementary First Aid (STCW A-VI/1-3)
 - Personal Safety and Social Responsibilities (STCW A-VI/1-4)
 - Proficiency in Security Awareness (STCW A-VI/6)
- ▶ Certificate of Proficiency in Survival Craft and Rescue Boats (**PSC&RB**)(STCW A-VI/2-1) or Advanced Sea Survival for Yachtsmen
- ▶ Certificate of Training in Advanced Fire Fighting (STCW A-VI/3)
- ▶ Certificate of Proficiency in Medical First Aid (STCW A-VI/4-1)
- ▶ Certificate of Proficiency for Person in Charge of Medical Care on Board Ship (STCW A-VI/4-2)

Please be aware that it is an IMO requirement that all crew hold in-date STCW qualifications. These courses are required to be refreshed every 5 years.

Auxiliary modules:

- ▶ Food Safety in Catering Level 2 or equivalent.
- ▶ UKHSE Level 3 Award in Supervising Food Safety in Catering or equivalent.
- ▶ RYA Power Boat Level 2, IYT Powerboat Master or similar small boat driving licence.
- ▶ International Safety Management module or equivalent.
- ▶ Accounting Course: Either Diploma in Super Yacht Operations (MPI group) Accounting Module 7. Or equivalent.

Please ask PYA for recognised training options.

Certificate of Competency:

For those pursuing a career in the Interior department of a Yacht and following the GUEST© program.

The GUEST© program follows a progressive training path of comprehensive qualifications at **Introductory level**, **Advanced level**, and **Management level** through an established industry training standard, developed for Professional Interior Crew leading to the issue of a **Certificate of Competency** at each stage.

The GUEST© certification system is modular in structure, with training objectives & syllabus outlines for each individual module defined in these Guidelines. On completion of each level of training, the crew member can apply for the relevant COC.

- ▶ Yacht Junior Steward / Stewardess GUEST© CoC
- ▶ Yacht Senior Steward / Stewardess GUEST© CoC
- ▶ Yacht Chief Steward / Stewardess GUEST© CoC

*The PYA GUEST© application for Certificate of Competence (COC) form can be found in **Annex F** of this document & is also available on the PYA web site.*

Letter of Assessment: *(Inc. Transitional Arrangement)*

The Professional Yachting Association can assess experienced and current Interior Yacht Crew for direct entry to the GUEST© program.

This Letter of Assessment route is relevant to anyone who has had any formal training or experience in hospitality and as an interior crew member, has received onboard mentoring or had experience of training others or has already invested in formal yacht interior training courses.

The PYA will make an assessment based on the correct documentation being presented on application. The letter of assessment will indicate which (if any) CoC will be issued and where current experience and training would fit into the program.

All Applicants	Hospitality Training / non yacht	Yacht Specific Training	Experienced Seafarers
STCW'95 training courses / ENG1 / Food Hygiene module Catering level 2	Certificates from previous courses attended. Including specialist Training	Certificates from previous courses attended. Including specialist Training	Service Record Book / Log Book or Discharge book.
Relevant auxiliary training subject to the level applying for.	Declaration from employers stating relevant experience	Declaration from Captain or Owner stating relevant experience	Sea Service Testimonials, with Yacht Service and Guest days indicated <i>Note: A "guest day" is any day the yacht is set up for guests and some food or beverage service has been offered.</i>

This is part of the Transitional Arrangement for those who have not completed previous equivalent formal training, where after the 1st Jan 2017 the PYA will require formal training be presented as part of the assessment process.

The PYA GUEST© application for Letter of Assessment form can be found in **Annex G** of this document & is also available on the GUEST website. www.quest-program.com

Certificate of Competency following the Letter of assessment route

The GUEST© certification system is modular in structure, including formal training, practical experience and assessment. The GUEST© program offers training objectives & syllabus outlines for each individual module defined in these GUEST© Guidelines. The letter of assessment is based on equivalent objectives being met at each level of training.

Please note that anyone applying for a PYA GUEST© CoC or a CoC through the transitional route is required to be a GUEST Interior PYA Member or a Community Member (which is free).

Please join on line: www.pya.org before submitting application form.

Interior Training Record Book (ITRB):

The Interior Training Record Book is required to be completed by all those pursuing the PYA GUEST© programme.

The ITRB encourages on-board mentoring and can be signed off by a Head of Department (Chief Steward or Stewardess, Chief Officer or Captain). It takes the crew member through three stages from Introduction level up to Head of Department; including seamanship and shipboard tasks.

We encourage that the interior crew member also apply to the PYA for a **Yacht Rating certificate** (*This is optional*) following the completion of **Yacht Rating section** (*required*) in the Interior Training Record Book where appropriate. **The PYA also issues Yacht Rating Certificates on behalf of the MCA.**

It is asked that ALL Training Providers and Chief Stewards and Stewardesses encourage junior and operational interior crew to complete the ITRB as part of the GUEST© program requirements for issue of COC. **Some Training Providers will offer the ITRB as part of the course.**

The Interior Training Record Book & Yacht Rating section in the ITRB is available from the PYA web site.

PYA GUEST© Glossary | terms and definitions:

The PYA GUEST glossary is the culmination of the combined efforts of, and lengthy global discussions amongst some of the most experienced facilitators in the luxury yachting world's interior crew sector.

This current glossary is intended for use by all Interior Crew members and will be used in conjunction with the PYA GUEST training programme at all levels. It is as relevant to those of you who are enjoying an introduction to the Yachting World and who may be unfamiliar with many of the terms outlined here, as it is to experienced Heads of Department, for whom it will prove to be an invaluable tool to 'plug the gap' in some areas of knowledge.

Our aim is to facilitate your growth within the Superyacht industry. Make good use of the information offered here, share it with others, but remember to be flexible when necessary, keeping your aim of 'Excellence in Service' at the forefront of your minds at all times.

CONTENT of GUEST© Glossary:-

- **Service:** Styles of Service / Service Terminology / Service Cultures
- **Cultural and religious considerations**
- **Forms of address**

The PYA GUEST© Glossary is available FREE from the GUEST web site as a word documents.

PYA Corporate Membership:

Training Providers are required to be Corporate Members as part of the GUEST© recognition. This membership includes the use of the Course Calendar (see page 52), to upload course dates for all members to sight. It also allows for Directory listing and links to the training provider's website.

GUEST Interior PYA Membership:

For Students: there is either the Community Membership (free) or the Interior Membership (fee paying /50 Euros pa)

It is recommended that ALL crew join the PYA.....

The fee paying membership includes being issued a "crew workbook" to reflect testimonials, sea service and certificates gained; the membership also offers a discount on application for Yacht Ratings (from 80e to 40e) also a discount on Letter of Assessment for those crew wishing to apply through the direct entry to a CoC under the Transitional Arrangement (from 65e to 30e). The PYA membership also includes relevant notifications for training updates as well as invitations to boat shows and seminars. **We also offer Interior Members the chance to join the CPD GUEST© workgroup.**

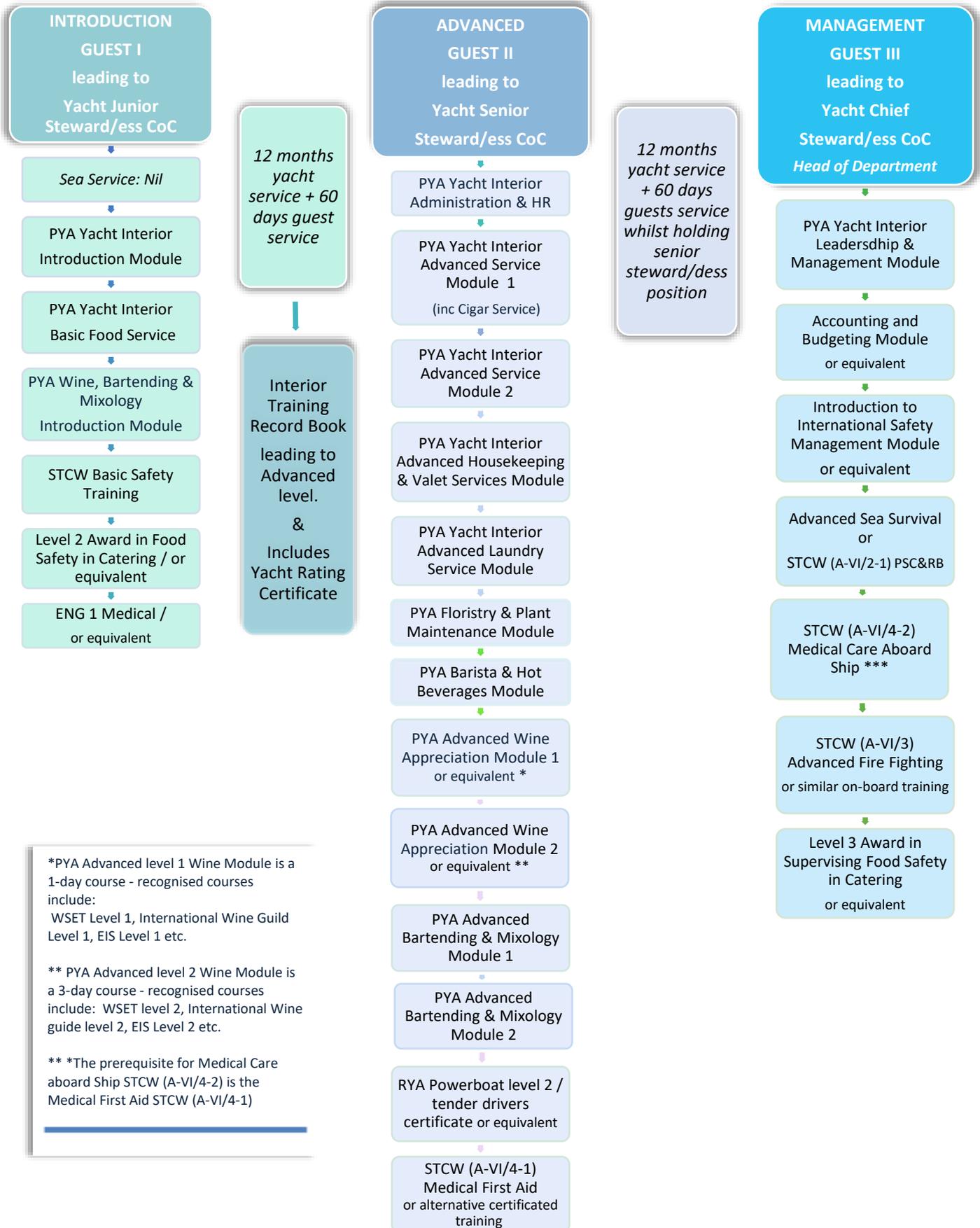
This document provides the individual GUEST Modules in detail.

Includes the syllabus for each module, with unit numbers.

Annex A

PYA GUEST© Interior Crew Training & Certification Development route

REV 32 2016



PYA GUEST I: INTRODUCTION Course.

PYA Introduction modules	<ul style="list-style-type: none"> ➤ PYA GUEST Yacht Interior Introduction ➤ PYA GUEST Yacht interior Basic Food Service ➤ PYA GUEST Yacht Wine, Bartending & Mixology <p>Auxiliary Modules: STCW Basic Safety Training & Food Safety level 2 or equivalent</p>	
Unit numbers	Interior Introduction: Unit 01/II Basic Food Service: Unit 02/IBFS Wine, Bartending & Mixology: Unit 03/WBM	<p>Auxiliary Modules: STCW Basic Safety Training: Unit 04 /STCWBT Food Safety level 2 or equivalent= Unit 05/FS</p>
Scope & prerequisite	This training is intended to provide key information for crew who would like to enter the yachting industry at an Introduction level and aspires to work in the Interior department on a yacht. Prerequisite = Valid ENG 1, STCW Basic Safety and Food Safety Level 2 or equivalent.	

PYA GUEST II: ADVANCED Course.

PYA Advanced modules	<ul style="list-style-type: none"> ➤ PYA GUEST Yacht Interior Administration and HR ➤ PYA GUEST Yacht interior Advanced Service Module 1 ➤ PYA GUEST Yacht interior Advanced Service Module 2 ➤ PYA GUEST Yacht interior Advanced Housekeeping and Valet Services ➤ PYA GUEST Yacht interior Advanced Laundry Service ➤ PYA GUEST Floristry & Plant Maintenance Module ➤ PYA GUEST Yacht Barista and Hot Beverages ➤ PYA GUEST Yacht interior Advanced Wine Appreciation Module 1 ➤ PYA GUEST Yacht interior Advanced Wine Appreciation Module 2 ➤ PYA GUEST Yacht interior Advanced Bartending & Mixology Module 1 ➤ PYA GUEST Yacht interior Advanced Bartending & Mixology Module 2 <p>Auxiliary Modules: PBL2 or equivalent tender driving training & Medical First Aid at Sea (STCW(A-VI/4-1), <i>Training Record Book</i>)</p>	
Unit numbers	Administration: Unit 06/AIA Human Resources: Unit 07/AIHR Service module 1: Unit 08/AS1 Service module 1 - Cigar Service = Unit 09/AS1C Flower & Plant = Unit 10/AS1FP Service module 2: Unit 11/AS2 Housekeeping & Valet: Unit 12/AHV Laundry Service: Unit 13/AHL Floristry & Plant Maintenance: Unit 14/FP	Barista & Hot Beverages: Unit 15/BHB Advanced Wine module 1: Unit 16/AW1 Advanced Wine module 2: Unit 17/AW2 Bartending & Mixology module 1: Unit 18/ABM1 Bartending & Mixology module 2: Unit 19/ABM2 <p>Auxiliary Modules: PBL2 or Tender Course: Unit 20/TD Medical First Aid at Sea : = Unit 21/MCS</p> Training Record Book: Unit 22/TRB
Scope & prerequisite	This training is intended to provide key information for crew who would like to progress in the yachting industry from introduction level to operational / advanced level wishing to work in the Interior department on a yacht. Prerequisite = Valid ENG1, STCW Basic Safety, Food Safety Level 2 or equivalent, PBL2 or equivalent, Medical First Aid at Sea (STCW(A-VI/4-1), <i>Training Record Book</i>) and hold Guest I Junior CoC or any other Hospitality Level 2 qualification or equivalent.	

PYA GUEST III: MANAGEMENT Course.

PYA Management modules	<ul style="list-style-type: none"> ➤ PYA GUEST Yacht Management and Leadership <p>Includes Auxiliary Modules: Accounting 7 Budgets, ISM, Advanced Sea Survival, Advanced Firefighting, Food Safety in Supervision level 3</p>	
Unit numbers	Management : Unit 23/MM Leadership: Unit 24/ML <p>Auxiliary Modules Accounting and Budgeting: Unit 25/AB</p>	ISM: Unit 26/ISM Advanced Sea Survival: Unit 27/ASS Medical Care: Unit 28/MC Advanced Firefighting: Unit 29/AFF Level 3 Food Safety Supervision: Unit 30/FS3
Scope & prerequisite	This training is intended to provide key information for crew who would like to progress from Advanced to Management level in professional yachting and wish to work in the Interior department on a yacht. Prerequisite = Valid ENG1, STCW Basic Safety, Food Safety Level 3 or equivalent, PBL2 or equivalent, Advanced STCW modules, <i>Training Record Book</i> and hold Guest II Senior CoC or any other Hospitality Level 3 qualification or equivalent.	

PYA Yacht Interior Introduction module		Interior Introduction: Unit 01/II	
Course Duration	The guided learning hours set out for this training must be delivered as a full time course of at least 24 hours, over a minimum of 3 days. On successful achievement of the desired standard of competence the centre should issue a certificate to the candidate.	Unit 01/II	
Entry Standards	There are no pre-requisites for attendance on this course. Age limit is 18years old.	Unit 01/II	
Objectives <i>On completion of the training, participants will have sufficient knowledge and understanding to enable them to:</i>	<ul style="list-style-type: none"> ➤ Understand the demographics of the yachting industry ➤ Professionally search for a position within the industry ➤ Understand the main departments of a yacht and the hierarchy & chain of command ➤ Understand the standards of personal presentation ➤ Understand the standards of attention to detail required onboard a yacht ➤ Understand the importance of communication ➤ Understand the etiquette of meeting and interacting with guests from different cultures and regions of the world. ➤ Be able to understand the presentation and detailing of cabins, bathrooms and other guest areas. ➤ Be able to understand how to clean and maintain the fabrics, surfaces and finishing's found in a typical luxury yacht. ➤ Be able to understand laundry procedures and how to carry out duties efficiently and professionally. ➤ Understand the health and safety issues for working in the interior areas of a yacht. 	Unit 01/II	
Materials and Equipment required	<ul style="list-style-type: none"> ➤ Whiteboard or Flipchart and markers ➤ Pen and paper ➤ TV/screen/projector ➤ Mock up room ➤ Iron / ironing board ➤ Cleaning materials ➤ Samples of:- <i>Wood finishes, Marble finishes, Ceramics, Polished Materials (such as silver/brass), Bed linen, Curtain fabrics, Wall fabrics, Silks, Carpets</i> ➤ Sample labels, Garment samples 	Unit 01/II	
Instructor qualifications	<ul style="list-style-type: none"> ▶ Have 3 years of proven applied hospitality management experience in the hospitality field, including as a Chief Steward/Stewardess in a professionally crewed Superyacht (over 24 meters), and / or as Hotel Manager, F & B Manager, Butler training or other similar. ▶ Hold an appropriate qualification in instructional techniques or knowledge and proven experience of instructing. ▶ Have training qualifications higher than the level being taught. ▶ Fully understand the specific objectives of the training. ▶ Have proven affinity with on-board yachting - minimum 4 seasons. ▶ Hold a Food Safety / Hygiene level 2 certificate 	Unit 01/II	
Assessment process	Highlighted elements are to be practically assessed. 50% of marks Written paper on completion of module. 50 % of marks Total pass = 65%	Unit 01/II	
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	<ul style="list-style-type: none"> Fire exits to be identified Use of Iron / heat and wires Use of cleaning products / chemicals 	Bed-making area clear of all hazards	Unit 01/II

PYA Yacht Interior Introduction module		Interior Introduction: Unit 01/II	
Introduction to Yachting	<ul style="list-style-type: none"> ■ Demographics of the industry ■ Different types of yachting, private/charter ■ Basic Seamanship terminology and definitions ■ Career path opportunities ■ Establish your vision, mission & goals 	<ul style="list-style-type: none"> ■ Guideline on how to enter the industry <ul style="list-style-type: none"> ○ Crew agents ○ Resume ○ Salary expectations ○ Contracts ○ MLC ○ Seafarers Employment Agreement 	Unit 01/II
Yachting Life	<ul style="list-style-type: none"> ■ Life at sea on a professional yacht ■ The departments onboard a yacht ■ Hierarchy onboard a yacht 	<ul style="list-style-type: none"> ■ The role of the interior department ■ Your own role as Interior crew member 	Unit 01/II
Personal Presentation	<ul style="list-style-type: none"> ■ Pride ■ Care ■ Confidence ■ Attention to detail 	<ul style="list-style-type: none"> ■ Correct dress ■ Importance of personal hygiene. ■ The importance of punctuality 	Unit 01/II
Communication	<ul style="list-style-type: none"> ■ Protocol ■ Respect ■ Etiquette ■ Behavior / Harassment 	<ul style="list-style-type: none"> ■ Verbal & written communication ■ Importance of understanding body language 	Unit 01/II
Etiquette	<p><i>refer to PYA Glossary</i></p> <ul style="list-style-type: none"> ■ Guidelines on how to interact with guests ■ Titles and forms of address 	<ul style="list-style-type: none"> ■ Awareness of cultural differences, particularly: <ul style="list-style-type: none"> ○ American/Canadian ○ British ○ Russian ○ Asian ○ Middle Eastern 	Unit 01/II
Yacht Interior housekeeping	<ul style="list-style-type: none"> ■ Super Yacht cleaning <ul style="list-style-type: none"> ○ Guest on / Guest off checklist ○ Pre-guest checklist ○ Expectations of standards ■ Cleaning <ul style="list-style-type: none"> ○ Standards onboard ○ Supplies ○ Detail clean / regular clean ○ Rosters / Schedules ○ Garbage disposal ■ Cabin & public area's cleaning <ul style="list-style-type: none"> ○ How to detail ○ Checklists ○ Cleaning caddy ○ Importance of eye for detail ○ Speed 	<ul style="list-style-type: none"> ■ Yacht Interior surfaces & do's and don'ts: <ul style="list-style-type: none"> ○ Wood finishes and veneers ○ Marble ○ Ceramics ○ Polished Materials ○ Object d'Art ■ Bed making do's and don'ts ■ Introduction to Wardrobe Management ■ Yacht Interior Fabrics & do's and don'ts ■ Different types, care and handling, particularly: <ul style="list-style-type: none"> ○ Bed Linens ○ Curtain fabrics ○ Wall fabrics ○ Silks ○ Carpets ■ Unusual materials and fabrics 	Unit 01/II
Laundry	<ul style="list-style-type: none"> ■ Laundry labels and what they mean. ■ Crew & Guest laundry ■ Stain treating ■ Correct use and routine maintenance of the washing machine. ■ Correct use and routine maintenance of the tumble drier, especially the importance of cleaning the filters. 	<ul style="list-style-type: none"> ■ Correct use & routine maintenance of the Iron ■ Ironing, folding and presenting laundered garments. ■ Correct way to treat: <ul style="list-style-type: none"> ○ Linen ○ Cotton ○ Wool ○ Silk ○ Polyester/mixed 	Unit 01/II
Safety	<ul style="list-style-type: none"> ■ The Yacht's Safety organization ■ Hazards onboard a yacht ■ Specific hazards in the interior department 	<ul style="list-style-type: none"> ■ Cleaning chemicals and their effect on the marine environment. ■ Symbols and Information found on packaging ■ Product Data Sheets. 	Unit 01/II

PYA Introduction Interior Basic Food Service		Basic Food Service: Unit 02/IBFS	
Course Duration	<p>The guided learning hours set out for this training must be delivered as a full time course of at least 8 hours, over a minimum of 1 day.</p> <p>On successful achievement of the desired standard of competence the centre should issue a certificate to the candidate.</p>		Unit 02/IBFS
Entry Standards	There are no pre-requisites for attendance on this course. Age limit is 18years old.		Unit 02/IBFS
Objectives <i>On completion of the training, participants will have sufficient knowledge and understanding to enable them to:</i>	<ul style="list-style-type: none"> ➤ Understand guest service in general ➤ Understand how to provide different food service techniques ➤ Understand how to carry out food and beverage service on board a yacht ➤ Demonstrate an understanding of how to prepare mise en place for the service area's onboard the yacht ➤ Demonstrate an understanding of menus 		Unit 02/IBFS
Materials and Equipment required	<ul style="list-style-type: none"> ➤ Whiteboard or Flipchart & markers ➤ Pen & paper ➤ TV/screen/projector ➤ Table / Chairs ➤ Varieties of relevant crockery ➤ Varieties of cutlery examples ➤ Varieties of glassware examples 	<ul style="list-style-type: none"> ➤ Trays ➤ Chaffing dishes ➤ Sample sets of napkins & table cloths ➤ Sample sets of table decorations ➤ Sample sets of beverage Service <i>i.e. teas / coffee</i> ➤ Menu samples 	Unit 02/IBFS
Instructor qualifications	<ul style="list-style-type: none"> ▶ Have 3 years of proven applied hospitality management experience in the hospitality field, including as a Chief Steward/Stewardess in a professionally crewed Superyacht (over 24 meters), and / or as Hotel Manager, F & B Manager, Butler training or other similar. ▶ Hold an appropriate qualification in instructional techniques or knowledge and proven experience of instructing. ▶ Have training qualifications higher than the level being taught. ▶ Fully understand the specific objectives of the training. ▶ Have proven affinity with on-board yachting - minimum 4 seasons. ▶ Hold a Food Safety / Hygiene level 2 certificate 		Unit 02/IBFS
Assessment process	<p>Highlighted elements are to be practically assessed. 50% of marks</p> <p>Written paper on completion of module. 50 % of marks</p> <p>Total pass = 65%</p>		Unit 02/IBFS
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	<p>Fire exits to be identified</p> <p>Handling knives</p> <p>Handling glassware</p>	<p>Use of cleaning products / chemicals</p>	Unit 02/IBFS

PYA Introduction Interior Basic Food Service		Basic Food Service: Unit 02/IBFS	
Introduction to Yachting	<ul style="list-style-type: none"> ✎ Demographics of the industry 	<ul style="list-style-type: none"> ✎ Different types of yachting, private/charter 	Unit 02/IBFS
Personal Presentation	<ul style="list-style-type: none"> ✎ Pride ✎ Care ✎ Confidence ✎ Attention to detail 	<ul style="list-style-type: none"> ✎ Correct dress ✎ Importance of personal hygiene. ✎ The importance of punctuality 	Unit 02/IBFS
Introduction to Service	<ul style="list-style-type: none"> ✎ What is the definition of service 	<ul style="list-style-type: none"> ✎ Your role as service provider 	Unit 02/IBFS
F&B Service	<ul style="list-style-type: none"> ✎ Understanding of the different service styles: <ul style="list-style-type: none"> ■ <i>Plated Service = American Service</i> ■ <i>Silver Service = English Service</i> ■ <i>Butler Service = French Service</i> ■ <i>Synchronized service</i> ■ <i>Russian Service</i> ✎ <i>Mise en place</i> ✎ <i>Table setting & decoration</i> ✎ <i>Beverage Service</i> <i>[Tea/Coffee/Cocktail/Wine/ Water]</i> ✎ <i>Working with menus</i> 	<ul style="list-style-type: none"> ✎ Understanding of the following services: <ul style="list-style-type: none"> ■ <i>Caviar service</i> ■ <i>Hors d'oeuvres / Canapés / Appetizer</i> ■ <i>Room service</i> ■ <i>BBQ service</i> ■ <i>Buffet / Banqueting service</i> ■ <i>Breakfast, Lunch & Dinner</i> 	Unit 02/IBFS
Flower arranging	<ul style="list-style-type: none"> ✎ Flower presentation & table decoration 	<ul style="list-style-type: none"> ✎ Flower care & basic maintenance 	Unit 02/IBFS

Note * that the above sections do not need to be fulfilled if the PYA Yacht Interior Introduction course has already been completed. (Please sight student certificate for exemption)

For those training providers who are running the Introduction modules over 5 days you can add an extended session on flowers (approx. 2 hours) in place of the above *.

PYA Introduction Wine, Bartending & Mixology		Interior Wine, Bartending & Mixology: Unit 03/WBM
Course Duration	The guided learning hours set out for this training must be delivered as a full time course of at least 8 hours, over a minimum of 1 day. On successful achievement of the desired standard of competence the centre should issue a certificate to the candidate.	
Entry Standards	There are no pre-requisites for attendance on this course. Age limit is 18years old.	
Objectives <i>On completion of the training, participants will have sufficient knowledge and understanding to enable them to:</i>	<ul style="list-style-type: none"> • Have a basic understanding of the world of wine • Have a basic understanding of regions and grapes of the world relevant to the yachting industry • Understand the basic principles of proper wine service • Wine storage on-board a yacht • Have a basic knowledge of the main spirits • Have a basic understanding of the tools and methods used to prepare cocktails <p>For those students who are either underage or unable to consume alcohol, the PYA gives the TP the flexibility to allow the students to smell the wines and spirits rather than taste them</p>	
Materials and Equipment required	<ul style="list-style-type: none"> • Whiteboard or Flipchart and markers • Pen and paper • TV/screen/projector • 4 basic wines • Suitable and relevant glassware for each students • Food of choice for matching activity – <i>food can be simple olives / cheeses etc.</i> • Water • Ice/ Ice Bucket and Tongs • Decoration: <i>straws / decorative sticks/ swizzle sticks etc.</i> • A spirit [clear] for blending a main cocktail for the practical element. 	<ul style="list-style-type: none"> • Fruit Juices / Fruits / Mint leaves / relevant accompaniments such as soda / syrups / bitters • Decoration: straws / decorative sticks/ swizzle sticks etc. <p>Cocktail tools: <i>Cocktail Shaker / Cocktail Strainer / Jigger (measure) / Bar Spoon / Muddler / Zester (citrus juicer) / Bar Knife / Peeler / Bar Mat / Bottle & Can Opener / Corkscrew / Cutting Board / Bar Towels.</i></p>
Instructor qualifications	<ul style="list-style-type: none"> ▶ Hold an appropriate qualification in instructional techniques or knowledge, and proven experience of instructing. ▶ Have training qualifications higher than the level being taught. ▶ Fully understand the specific objectives of the training. ▶ Hold a Food Safety level 2 certificate 	
Assessment process	Highlighted elements are to be practically assessed. 50% of marks Written paper on completion of module. 50 % of marks Total pass = 65%	
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	Fire exits to be identified Handling sharp knives Handling glassware	

PYA Introduction Wine, Bartending & Mixology		Wine, Bartending & Mixology: Unit 03/WBM	
Introduction to the world of wine	<ul style="list-style-type: none"> Comparative tasting of four wines in order to present different styles of wines produced around the world, wine tasting technique and briefly mention wine-making basics. 	<ul style="list-style-type: none"> Food and wine matching activity with samples. <p>Discuss faulty wines</p>	Unit 03/WBM
Regions and grapes of the world relevant to the yacht industry	<p>Grapes;</p> <ul style="list-style-type: none"> Chardonnay, Sauvignon Blanc, Cabernet, Pinot Noir, Syrah & Merlot 	<p>Regions;</p> <ul style="list-style-type: none"> France-Champagne, Bordeaux, Bourgogne, Loire, Provence Italy-Tuscany, Piemonte Spain-Rioja Explain main difference between New World wines and Old World. Including wine making techniques Present main regions of wine production in new world, relevant to the yacht industry; California, Australia, South Africa, South America and New Zealand 	Unit 03/WBM
Spirits and cocktails + service of wine and spirits considering temperature, timing, ice and glassware.	<ul style="list-style-type: none"> Fortified & Aromatised wines Present main spirit styles and what they are made of - vodka, cognac, tequila, gin and whiskey 	<ul style="list-style-type: none"> Blending a couple of main cocktails (<i>Dry Martini, Margaritas...</i>) Understanding the basic elements of a great drink (<i>Character, Presentation, Flavour, Aroma, Taste, Texture, Balance</i>) 	Unit 03/WBM

PYA Advanced Interior Administration & HR		Administration: Unit 06/AIA Human Resources: Unit 07/AIHR
Course Duration	<p>The guided learning hours set out to complete this training module must be delivered in at least 12 hours for a minimum duration of 1.5 days. If completing this module in separate Units, then all Units need to be completed before the full module certificate is issued. On successful completion of the required standard of competence the Training Centre will issue a certificate for each unit. The Course Completion Certificate will come directly from the PYA.</p>	Unit 06/AIA Unit 07/AIHR
Entry Standards	<p>Some formal basic training and / or previous on-board training & experience (minimum 1 season). Training Providers will ask for some proof of previous experience. Usually in the form of a CV and references.</p>	Unit 06/AIA Unit 07/AIHR
Objectives <i>On completion of the training, participants will have sufficient knowledge and understanding to enable them to:</i>	<ul style="list-style-type: none"> ➤ Demonstrate an understanding of running the interior department ➤ Demonstrate an understanding of how to operate the professional Interior administration onboard the yacht ➤ Demonstrate an understanding of how to operate the Interior information management system ➤ Demonstrate an understanding of HR procedures and guidelines 	Unit 06/AIA Unit 07/AIHR
Materials and Equipment required	<p>Whiteboard or Flipchart and markers Pen and paper TV/screen/projector Sample inventories Sample checklist</p>	Unit 06/AIA Unit 07/AIHR
Instructor qualifications	<ul style="list-style-type: none"> ▶ Have 5 years of proven applied hospitality management experience in the hospitality field, including as a Chief Steward/Stewardess in a professionally crewed Superyacht (over 24 meters) and / or as a Hotel Manager, F & B Manager, Butler training or other similar. ▶ Hold an appropriate qualification in instructional techniques or knowledge and proven experience of instructing. ▶ Have training qualifications higher than the level being taught. ▶ Fully understand the specific objectives of the training. ▶ Have proven affinity with on-board yachting - minimum 8 seasons. 	Unit 06/AIA Unit 07/AIHR
Assessment process	<p>Highlighted elements are to be practically assessed. 50% of marks Written paper on completion of module. 50 % of marks Total pass = 65%</p>	Unit 06/AIA Unit 07/AIHR
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	Fire exits to be identified	Unit 06/AIA Unit 07/AIHR

PYA Advanced Interior Administration & HR		Administration: Unit 06/AIA Human Resources: Unit 07/AIHR
Refresher / evaluation to the Interior – transition from junior to senior position:	<ul style="list-style-type: none"> ☞ Demographics of the interior department ☞ Different departments within the Interior ☞ Establish your vision, mission & goals 	Unit 06/AIA
Introduction to Management	<ul style="list-style-type: none"> ☞ How to manage interior Service departments and sub-departments ☞ How to manage interior Housekeeping and Laundry departments and sub-departments ☞ Monitor the vision, mission & goals set by you <ul style="list-style-type: none"> ■ <i>Organizational approach</i> ■ <i>Planning</i> ■ <i>Leading the team</i> ■ <i>Delegating / Controlling</i> 	Unit 06/AIA
Interior Administration	<p>Create, implement and manage:</p> <ul style="list-style-type: none"> ☞ Inventories, how to keep them up to date ☞ Checklists, how to effectively use them ☞ Department procedures (Interior) ☞ Service Guideline Book, how to keep it relevant ☞ Housekeeping Guideline book & how to keep it relevant ☞ Laundry Guideline book & how to keep it relevant ☞ Rosters [daily, weekly, monthly and annually] 	Unit 06/AIA
Interior Information management system	<p>Create, implement and manage:</p> <ul style="list-style-type: none"> ☞ how to maintain Contacts, ☞ how to maintain Records, ☞ how to maintain Schedules, ☞ how to maintain Standards, 	Unit 06/AIA
Etiquette refresher	<ul style="list-style-type: none"> ☞ Cultural differences ☞ Title and forms of address ☞ Table etiquette <p>(refer to PYA Glossary)</p>	Unit 06/AIA
Human Resource	<p>Ability to understand HR procedures and guidelines in the Interior department, including:</p> <ul style="list-style-type: none"> ■ <i>Recruitment</i> ■ <i>Training & Development</i> ■ <i>Employee Relations</i> ■ <i>Performance Management</i> ■ <i>Compensation & Benefits</i> ■ <i>Compliance</i> 	Unit 07/AIHR

PYA Advanced Interior Service Module 1 Includes Cigar Service unit		Service 1: Unit 08/AS1 = 16 credits Service 1 - Cigar Service = Unit 09/AS1C	
Course Duration	The guided learning hours set out to complete this training module must be delivered in at least 20 hours for a minimum duration of 2.5 days . On successful completion of the required standard of competence for each Unit the Training Centre will issue a PYA GUEST Course Completion Certificate . If completing this module in separate Units, then all Units need to be completed before the full certificate is issued and the Training Providers will issue a Unit specific certificate and the PYA GUEST Course Completion Certificate will come directly from the PYA.	Unit 08/AS1 Unit 09/AS1C	
Entry Standards	Some formal basic training and / or previous on-board training & experience (minimum 1 season). Training Providers will ask for some proof of previous experience. Usually in the form of a CV and references.	Unit 08/AS1 Unit 09/AS1C	
Objectives <i>On completion of the training, participants will have sufficient knowledge and understanding to enable them to:</i>	<ul style="list-style-type: none"> ➤ Demonstrate an understanding of applying different service styles onboard a yacht efficiently ➤ Demonstrate an understanding of how to serve, store and handle cigars 	Unit 08/AS1 Unit 09/AS1C	
Materials and Equipment required	Whiteboard or Flipchart & markers Pen and paper TV/screen/projector Sample inventories Sample checklist Cigar Service: Cigars / humidor / cutter (Guillotine/punch cut/v-notch cutter) / butane lighter / spills / ashtray	F&B Service: Table /chairs Relevant Tableware including: Plates / Cutlery / Service Crockery / Platters / Gueridon / side table Room service tray / buffet / chaffing dishes Sample sets of mise en place Caviar set (optional – good photos will be sufficient) BBQ (optional – good photos will be sufficient) Food samples Table settings and decoration samples	Unit 08/AS1 Unit 09/AS1C
Instructor qualifications	<ul style="list-style-type: none"> ▶ Have 5 years of proven applied hospitality management experience in the hospitality field, including as a Chief Steward/Stewardess in a professionally crewed Superyacht (over 24 meters) and / or as a Hotel Manager, F & B Manager, Butler training or other similar. ▶ Hold an appropriate qualification in instructional techniques or knowledge and proven experience of instructing. ▶ Have training qualifications higher than the level being taught. ▶ Fully understand the specific objectives of the training. ▶ Have proven affinity with on board yachting - minimum 8 seasons. ▶ Hold a Food Safety / Hygiene level 2 certificate 	Unit 08/AS1 Unit 09/AS1C	
Assessment process	Highlighted elements are to be practically assessed = 50% of marks Written paper on completion of module = 50 % of marks Total pass = 65%	Unit 08/AS1 Unit 09/AS1C	
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	Fire exits to be identified Handling sharp knives Hot water – beverage service	Handling glassware Handling cigar cutters Handling lighters / flames with Flambé	Unit 08/AS1 Unit 09/AS1C

These modules are primarily focused on practical elements and practical ability.

PYA Advanced Interior Service Module 1		Service 1: Unit 08/AS1
<p>Understanding and have the ability to apply the following different table service styles:</p>	<ul style="list-style-type: none"> Plated Service = American Service Silver Service = English Service Butler Service = French Service Family Service Synchronized Service Russian Service 	Unit 08/AS1
<p>Understand and have the ability to apply the following:</p>	<ul style="list-style-type: none"> Caviar Service Hors d'oeuvres / Canapés / Appetizers Room Service BBQ Service Buffet / Banqueting Service Breakfast, Lunch & Dinner Service How to clear plates correctly Mise en place Table Setting & Decoration Napkin Etiquette including: How to lay a guest napkin How to tidy and replace a guest napkin Beverage Service: [Tea /coffee/cocktail/wine/water) 	Unit 08/AS1

PYA Advanced Service Module 1 - Cigar Service		Service 1 - Cigar Service = Unit 09/AS1C = 4 credits
<p>Understanding of and ability to provide cigar service</p>	<ul style="list-style-type: none"> > History & production > Purchasing / ordering > Storage & handling > Cutting > Serving 	Unit 09/AS1C

PYA Advanced Interior Service Module 2 Includes Events and Destination Services		Service 2: Unit 11/AS2	
Course Duration	The guided learning hours set out to complete this training module must be delivered in at least 16 hours for a minimum duration of 2 days . On successful completion of the required standard of competence the Training Centre will issue a PYA GUEST Course Completion Certificate .		Unit 11/AS2
Entry Standards	Some formal basic training and / or previous on-board training & experience (Minimum 2 seasons). Training Providers will ask for some proof of previous experience. Usually in the form of a CV and references.		Unit 11/AS2
Objectives <i>On completion of the training, participants will have sufficient knowledge and understanding to enable them to:</i>	<ul style="list-style-type: none"> ➤ Be able to create, implement and manage all Food & Beverage (F&B) operations onboard a yacht outside of the galley department ➤ Be able to develop and manage events & destination experiences proficiently 		Unit 11/AS2
Materials and Equipment required	Whiteboard or Flipchart and markers Pen and paper TV/screen/projector Sample inventories Sample checklist Food samples: <ul style="list-style-type: none"> ➤ including chickens and whole fish (cooked) ➤ including food for Flambé 	F&B Service: <ul style="list-style-type: none"> ➤ Table / chairs ➤ Relevant Table wear including: Plates / Cutlery / crockery / Platters / carving and filleting tools / Gueridon / side table ➤ Room service tray / buffet / chaffing dishes ➤ Sample sets of mise en place ➤ Caviar Set ➤ BBQ (optional – good photos will be sufficient) ➤ Table settings and decoration samples 	Unit 11/AS2
Instructor qualifications	<ul style="list-style-type: none"> ▶ Have 5 years of proven applied hospitality management experience in the hospitality field, including as a Chief Steward/Stewardess in a professionally crewed Superyacht (over 24 meters) and / or as a Hotel Manager, F & B Manager, Butler training or other similar. ▶ Hold an appropriate qualification in instructional techniques or knowledge and proven experience of instructing. ▶ Have training qualifications higher than the level being taught. ▶ Fully understand the specific objectives of the training. ▶ Have proven affinity with on board yachting - minimum 8 seasons. ▶ Hold a Food Safety / Hygiene level 2 certificate 		Unit 11/AS2
Assessment process	Highlighted elements are to be practically assessed. 50% of marks Written paper on completion of module. 50 % of marks Total pass = 65%		Unit 11/AS2
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	Fire exits to be identified Handling sharp knives Hot water – beverage service	Handling glassware	Unit 11/AS2

PYA Advanced Interior Service Module 2		Service 2: Unit 11/AS2
Understanding & ability to manage & direct different table service styles:	<ul style="list-style-type: none"> Plated Service = American Service Silver Service = English Service Butler Service = French Service Family Style Synchronized Service Russian Service 	Unit 08/AS1
Understanding and ability to manage & direct the following services:	<ul style="list-style-type: none"> Caviar Service Gueridon Service Carving at the table Filleting at the table Flambé techniques Synchronized Service Hors d'oeuvres / Canapés / Appetizers Room Service BBQ Service Buffet / Banqueting Service Breakfast, Lunch & Dinner Service Mise en place Table Setting & Decoration Beverage Service: [Tea/Coffee/Cocktail/Wine/Water] 	Unit 08/AS1
Ability to provide and manage event services onboard and ashore	<ul style="list-style-type: none"> ❖ BBQ ❖ Classic cocktail party ❖ Themed parties ❖ Dinner parties 	Unit 08/AS1
Ability to provide and manage destination services ashore	<ul style="list-style-type: none"> ❖ Shopping assistance ❖ Children's chaperone ❖ Owners' support during the day ❖ Owners' support during the evening ❖ Tour guide 	Unit 08/AS1

PYA Advanced Interior Housekeeping & Valet		Housekeeping & Valet: Unit 12/AHV
Course Duration	The guided learning hours set out to complete this training module must be delivered in at least 16 hours for a minimum duration of 2 days . On successful completion of the required standard of competence the Training Centre will issue a PYA GUEST Course Completion Certificate .	
Entry Standards	Some formal basic training and / or previous on-board training & experience (minimum 2 seasons). Training Providers will ask for some proof of previous experience. Usually in the form of a CV and references.	
Objectives <i>On completion of the training, participants will have sufficient knowledge and understanding to enable them to:</i>	<ul style="list-style-type: none"> ✳ Demonstrate an understanding of applying professional and efficient housekeeping and valet service ✳ Demonstrate an understanding of applying professional and efficient housekeeping and valet service 	
Materials and Equipment required	Whiteboard or Flipchart & markers Pen and paper TV/screen/projector Sample inventories Sample checklist Wardrobe Management : <ul style="list-style-type: none"> ✳ Suitcase ✳ Items of clothing ✳ Tissue paper / zip lock bags / shoe bags ✳ Shoe care set 	Housekeeping Service: Relevant sample room for practical training (this can be in a room in a nominated hotel) Wardrobe Bed / bed linens Caddy / bag with cleaning materials Relevant cleaning materials Sample of: Linens / suede / leather /silks / cotton / wool / polyester / mixed / curtain materials/ pieces of carpet/ wood finishes/ marble finishes /ceramics / polished materials
Instructor qualifications	<ul style="list-style-type: none"> ▶ Have 5 years of proven applied hospitality management experience in the hospitality field, including as a Chief Steward/Stewardess in a professionally crewed Superyacht (over 24 meters) and / or as a Hotel Manager, F & B Manager, Butler training or other similar. ▶ Hold an appropriate qualification in instructional techniques or knowledge and proven experience of instructing. ▶ Have training qualifications higher than the level being taught. ▶ Fully understand the specific objectives of the training. ▶ Have proven affinity with on board yachting - minimum 8 seasons. 	
Assessment process	Highlighted elements are to be practically assessed. 50% of marks Written paper on completion of module. 50 % of marks Total pass = 65%	
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	Fire exits to be identified Handling cleaning products and chemicals	

PYA Advanced Interior Housekeeping & Valet		Housekeeping & Valet: Unit 12/AHV
<p>Assessment on ability to apply the following tasks:</p> <p><i>Based on previous training and experience</i></p>	<ul style="list-style-type: none">  Importance of attention and eye for detail  How to detail guest areas  How to care for, clean & maintain the following surfaces: <ul style="list-style-type: none"> · Wood /Marble / Ceramics / Polished Materials /Mirrors / Glass / Silver / Gold / Gold Leaf / Brass  How to care for, clean & maintain the following fabrics: <ul style="list-style-type: none"> · Bed Linens / Linens / Curtains / Walls / Silks & Carpets / Suede / Leather 	Unit 12/AHV
<p>Understanding and ability to apply, provide and manage all the following valet services:</p>	<p> Valet Services:</p> <ul style="list-style-type: none">  Cabin day & evening turn down Service  Wardrobe management  Packing & unpacking techniques  Shoe care 	Unit 12/AHV
<p>A good understanding of daily, weekly and monthly maintenance procedures and schedules and of detailing pre-guest arrival.</p>	<ul style="list-style-type: none">  Cleaning and maintaining all types of surfaces  Cleaning and maintaining all types of fabrics  Understanding unusual fabrics and materials  Cabin & public areas / managing cleaning methods:  How to details guest areas  How to clean crew area's  Anticipating Guests needs  Checklists  Cleaning caddy  Importance of attention and eye for detail  Speed & time management  Garbage management 	Unit 12/AHV

PYA Advanced Interior Laundry Service		Laundry: Unit 13/AHL
Course Duration	The guided learning hours set out to complete this training module must be delivered in at least 8 hours for a minimum duration of 1 day . On successful completion of the required standard of competence the Training Centre will issue a PYA GUEST Course Completion Certificate ..	
Entry Standards	Some formal basic training and / or previous on-board training & experience (Minimum 2 seasons). Training Providers will ask for some proof of previous experience. Usually in the form of a CV and references.	
Objectives <i>On completion of the training, participants will have sufficient knowledge and understanding to enable them to:</i>	<ul style="list-style-type: none"> ✳ Demonstrate an understanding of applying and managing professional and efficient laundry services on-board ✳ Demonstrate an understanding of the interpretation of laundry labels ✳ Demonstrate an understanding of machine usage and maintenance plans 	
Materials and Equipment required	Whiteboard or Flipchart & markers Pen and paper TV/screen/projector Sample inventories Sample checklist	<ul style="list-style-type: none"> ✳ Label samples ✳ Iron / ironing board ✳ Roller Iron Ideally these items are available for training – good quality videos would be accepted: <ul style="list-style-type: none"> ✳ Washing Machine ✳ Dryer
Instructor qualifications	<ul style="list-style-type: none"> ▶ Have 5 years of proven applied hospitality management experience in the hospitality field, including as a Chief Steward/Stewardess in a professionally crewed Superyacht (over 24 meters) and / or as a Hotel Manager, F & B Manager, Butler training or other similar. ▶ Hold an appropriate qualification in instructional techniques or knowledge and proven experience of instructing. ▶ Have training qualifications higher than the level being taught. ▶ Fully understand the specific objectives of the training. ▶ Have proven affinity with on board yachting - minimum 8 seasons. 	
Assessment process	Highlighted elements are to be practically assessed = 50% of marks Written paper on completion of module = 50 % of marks Total pass = 65%	
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	Fire exits to be identified Handling hot iron	Handling Roller irons Use of machines (Dryer / Washing machine)

PYA Advanced Interior Laundry Service		Laundry: Unit 13/AHL
<p>Understanding and ability to apply, provide and manage all the following Laundry services:</p>	<ul style="list-style-type: none">  Laundry Guideline book  Crew & Guest Laundry procedures 	<p>Unit 13/AHL</p>
<p>Understanding and ability to apply, provide and manage all the following Laundry services:</p>	<p> Labels / uniforms / Stain treating</p>	<p>Unit 13/AHL</p>
<p>Understanding and ability to apply, provide and manage all the following Laundry services:</p>	<p> Professional Ironing, folding and presenting laundered garments</p>	<p>Unit 13/AHL</p>
<p>Understanding and ability to apply, provide and manage all the following Laundry services:</p>	<p> How to treat Linen / Cotton / Wool / Silk / Polyester / Mixed</p>	<p>Unit 13/AHL</p>

PYA Floristry & Plant Maintenance Module		Floristry & Plant Maintenance: Unit 14/FP
Course Duration	<p>The guided learning hours set out to complete this training module must be delivered in at least 8 hours for a minimum duration of 1 day.</p> <p>On successful completion of the required standard of competence the Training Centre will issue a PYA GUEST Course Completion Certificate.</p>	
Entry Standards	<p>Some formal basic training and / or previous on-board training & experience (minimum 1 season). Training Providers will ask for some proof of previous experience. Usually in the form of a CV and references.</p>	
Objectives <i>On completion of the training, participants will have sufficient knowledge and understanding to enable them to:</i>	<ul style="list-style-type: none"> ➤ Demonstrate knowledge of how to store, handle and maintain fresh flowers and plants ➤ Demonstrate ability to create floral displays, and understand colour schemes, placements, dimensions and what is in season in different popular cruising areas: <i>Mediterranean (May-September) West Indies (December-February) Pacific regions</i> 	
Materials and Equipment required	<p>Whiteboard or Flipchart & markers Pen and paper TV/screen/projector</p>	<p>Flowers and foliage / Equipment for the creation of floral displays (scissors/secateurs/oasis/floristry wire/decorative accessories) / Vases</p>
Instructor qualifications	<ul style="list-style-type: none"> ▶ Hold an appropriate qualification in instructional techniques or knowledge and proven experience of instructing. ▶ Have training qualifications higher than the level being taught. ▶ Fully understand the specific objectives of the training. ▶ Have proven affinity with on board yachting - minimum 8 seasons. 	
Assessment process	<p>Highlighted elements are to be practically assessed. 50% of marks Written paper on completion of module. 50 % of marks Total pass = 65%</p>	
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	<p>Fire exits to be identified Handling sharp knives</p>	<p>Handling glassware Handling flower cutters</p>

PYA Floristry & Plant Maintenance Module		Floristry & Plant Maintenance: Unit 14/FP
Understanding of and ability to store and handle fresh flowers and plants	<ul style="list-style-type: none"> ≡ Storage onboard ≡ Cutting / Binding ≡ Presentation ≡ Maintenance 	Unit 14/FP
Understanding of and knowledge about flowers, including:	<ul style="list-style-type: none"> ≡ What's in season and what will be available at the time of year you need it. ≡ Know which flowers can be displayed in direct sunshine (for exterior displays) ≡ Know how to care for stems; what can or cannot go in the fridge, re-cutting stems before going into water or foam, removing wilted petals, what can or cannot be misted. ≡ Know the importance of cleaning vases; bacteria is the main cause of premature dying ≡ Know how to correctly measure flower food 	Unit 14/FP
When ordering flowers:	<ul style="list-style-type: none"> ≡ Be familiar with the colour schemes, placements, dimensions and number of displays required for your yacht. ≡ Know what the yacht's flower budget is ≡ Know the number of flower stems required (if applicable), and stem life requirements 	Unit 14/FP
Know how to prepare vase and foam arrangements, including	<ul style="list-style-type: none"> ≡ Conditioning ≡ Cutting at angles ≡ Removal of leaves below the water line ≡ Wiring 	Unit 14/FP
Demonstrate knowledge of care and maintenance of plants	<ul style="list-style-type: none"> ≡ Including bonsai and orchids. 	Unit 14/FP
Research and understand the principals of using foam, including:	<ul style="list-style-type: none"> ≡ Not being unable to re-soak after its dried out ≡ Not to put new stems in an existing hole ≡ How to soak the foam 	Unit 14/FP

PYA Barista and Hot Beverages		Barista & Hot Beverages: Unit 15/BHB	
Course Duration	The guided learning hours set out to complete this training module must be delivered in at least 8 hours for a minimum duration of 1 day . On successful completion of the required standard of competence the Training Centre will issue a PYA GUEST Course Completion Certificate .		Unit 15/BHB
Entry Standards	There are no pre-requisites for attendance on this course.		Unit 15/BHB
Objectives <i>On completion of the training, participants will have sufficient knowledge and understanding to enable them to:</i>	<ul style="list-style-type: none"> ☞ Demonstrate an understanding of the History Coffee & Tea ☞ Demonstrate an understanding of applying - Perfect Espresso ☞ Demonstrate an understanding of applying - Perfect Froth ☞ Demonstrate an understanding of applying – Latte Art ☞ Demonstrate an understanding of applying - Tea Service Techniques ☞ Demonstrate an understanding of applying - Coffee Service Techniques ☞ Demonstrate an understanding of applying - How to Operate the Espresso Machine 		Unit 15/BHB
Materials and Equipment required	Whiteboard or Flipchart & markers Pen and paper TV/screen/projector Sample inventories Sample checklist Varieties of appropriate: <ul style="list-style-type: none"> ☞ Cups / Saucers / Teaspoons / Trays / Tea Set / Tea Tray 	<ul style="list-style-type: none"> ☞ Grinder ☞ Espresso Machine ☞ Milk ☞ Sugar & Sugar Tongs ☞ Beans ☞ Cacao ☞ Tea Kettle ☞ Tea Strainers ☞ Varieties of Teas ☞ Varieties of Coffee 	Unit 15/BHB
Instructor qualifications	<ul style="list-style-type: none"> ☞ Hold an appropriate qualification in instructional techniques or knowledge and proven experience of instructing. ☞ Have training qualifications higher than the level being taught. ☞ Fully understand the specific objectives of the training. ☞ Hold a Food Safety / Hygiene level 2 certificate. 		Unit 15/BHB
Assessment process	Highlighted elements are to be practically assessed. 50% of marks Written paper on completion of module. 50 % of marks Total pass = 65%		Unit 15/BHB
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	Fire exits to be identified Handling hot water / tea pot	Handling coffee machines Use of machines (grinder & coffee machine)	Unit 15/BHB

PYA Barista & Hot Beverages		Barista & Hot Beverages: Unit 15/BHB	
Introduction to Coffee, Tea & Cocoa	<ul style="list-style-type: none"> ☞ History of Coffee ☞ History of Tea ☞ History of Cocoa ☞ The grind ☞ Your role as Service Provider ☞ Presentation 	Unit 15/BHB	
How to operate the espresso machine	<ul style="list-style-type: none"> ☞ The grinder & the "grind" ☞ The care ☞ The cleaning ☞ The glassware / crockery ☞ The instructions 	Unit 15/BHB	
Different types of coffee beverages including:	<ul style="list-style-type: none"> ☞ Café American ☞ Café au Lait Crema Latte ☞ Cafe Bombon ☞ Cafe Mocha ☞ Cappuccino ☞ Espresso 	<ul style="list-style-type: none"> ☞ Flat white ☞ Frappe ☞ Instant coffee ☞ Liqueur coffees - various ☞ Macchiato ☞ Turkish coffee ☞ Vienna coffee 	Unit 15/BHB
Perfect espresso Understanding the steps to make a perfect espresso:	<ul style="list-style-type: none"> ☞ The machine ☞ The pressure ☞ The water ☞ The beans ☞ The timeline 	Unit 15/BHB	
Perfect froth Understanding of the steps to make a perfect froth:	<ul style="list-style-type: none"> ☞ The jug ☞ The positioning ☞ The milk ☞ The technique ☞ The temperature ☞ The timeline 	Unit 15/BHB	
Latte Art Understanding of the steps to create Latte Art:	<ul style="list-style-type: none"> ☞ Fundamental techniques ☞ Steaming milk ☞ Latte Art Process: <ul style="list-style-type: none"> ☞ The Heart ☞ The Rosetta 	Unit 15/BHB	
Perfect Tea Understand the steps to making a perfect tea.	<ul style="list-style-type: none"> ☞ Water and its effect on making proper tea ☞ Different tea types ☞ Making the perfect pot of tea ☞ What to serve with different tea types ☞ Everyday tea service ☞ Afternoon tea service and setup ☞ Iced teas 	Unit 15/BHB	
Hot Chocolate Drinking Chocolate Hot Cocoa	<ul style="list-style-type: none"> ☞ Understanding the different types of chocolate drinks ☞ Melted chocolate v cocoa powder ☞ Cultures & variations of Chocolate drinks,: Including South America, North America, Europe. ☞ Making the perfect hot chocolate ☞ Hot Chocolate for kids ☞ Tools and accessories 	Unit 15/BHB	

PYA Advanced Wine Appreciation Module 1		Advanced Wine 1: Unit 16/AW1	
Course Duration	The guided learning hours set out to complete this training module must be delivered in at least 8 hours for a minimum duration of 1 day . On successful completion of the required standard of competence the Training Centre will issue a PYA GUEST Course Completion Certificate .		Unit 16/AW1
Entry Standards	Some formal basic training and / or previous on board training (minimum 1 season). Training Providers will ask for some proof of previous experience.		Unit 16/AW1
Objectives <i>On completion of the training, participants will have sufficient knowledge and understanding to enable them to:</i>	<ul style="list-style-type: none"> • Have a fundamental understanding of the world of wine • Be able to quickly and effectively communicate to guests about wine at a basic level • Be able to assist guests with fundamental wine choices • Have a basic understanding of food & wine matching principals • Understand the importance and effects of climatic conditions on the final product • Be able to provide proper wine service <p>For those students who are either underage or unable to consume alcohol, the PYA gives the TP the flexibility to allow the students to smell the wines and spirits rather than taste them</p>		Unit 16/AW1
Materials and Equipment required	Whiteboard or Flipchart & markers Pen and paper TV/screen/projector Suitable Glassware Food of choice for matching activity – <i>food can be simple olives / cheeses etc.</i> Water	<i>Minimum wines listed; expanding the samples and using the Optional ones are also acceptable.</i> <ul style="list-style-type: none"> • New World Cabernet • White Sancerre (or Pouilly Fumé) • Sauternes • Riesling (from anywhere) • Oaked White Burgundy • Red Burgundy • Red Bordeaux • Tuscany OR Piemonte 	<ul style="list-style-type: none"> • Champagne (Or other sparkling wines) • Oaked Chardonnay from the New World – optional • Pinot Grigio - Optional. Can describe a simple dry white wine is sufficient • New world Red – Optional as the NW Cabernet is already listed
Instructor qualifications	<ul style="list-style-type: none"> • Hold an appropriate qualification in instructional techniques or knowledge and proven experience of instructing. • Have training qualifications higher than the level being taught. (WSET qualification or similar level qualification). • Fully understand the specific objectives of the training. • Hold a Food Safety / Hygiene level 2 certificate. 		Unit 16/AW1
Assessment process	Highlighted elements are to be practically assessed. 50% of marks Written paper on completion of module. 50 % of marks Total pass = 65%		Unit 16/AW1
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	Fire exits to be identified	Handling glassware Handling corkscrew Handling cutter	Unit 16/AW1

PYA Advanced Wine Appreciation Module 1		Advanced Wine 1: Unit 16/AW1	
Service, Wine Tasting	<ul style="list-style-type: none"> • New World Cabernet • White Sancerre • Sauternes 	<ul style="list-style-type: none"> • Introduction to wine tasting • “Wine communication and description” • Food and wine matching with samples • Service; decanting, temperature, Storage • Wine faults • Creation of a wine list, stock issues 	Unit 16/AW1
Viticulture and Vinification + Climate	<ul style="list-style-type: none"> • Alsace Riesling • Oaked Chardonnay from NW 	<ul style="list-style-type: none"> • Viticulture • Briefly outline wine making techniques (red, white, rose) • Maturation • Climatic factors influencing the style of wine 	Unit 16/AW1
The Wines of France	<ul style="list-style-type: none"> • Red Burgundy • White Burgundy • Red Bordeaux 	<ul style="list-style-type: none"> • Presentation of main French regions and its grape varieties; Bordeaux, Burgundy, Loire, Provence, Alsace • Explain concept of classification system and its importance (NB: AOC system, VDQS, Vin de Pays, Bordeaux 1855 classification system, Burgundy classification) • Importance of age and grape • Wine maturity & optimum drinking windows 	Unit 15/AW1
Wines of the World	<ul style="list-style-type: none"> • Pinot Grigio • NW reds • NW Whites 	<p>Presentation of the following regions and its grape varieties;</p> <ul style="list-style-type: none"> • Italy with focus on Tuscany and super Tuscans, Piemonte and Pinot Grigio • Spain-Rioja + Ribera • Australia- Coonawarra, Barossa (Shiraz, Cabernet and Chardonnay) • New Zealand- Marlborough • California • Chile and Argentina • Germany • South African 	Unit 16/AW1
Sparkling, Fortified and Sweet	<ul style="list-style-type: none"> ○ Champagne (or other sparkling wine) • Briefly outline production techniques of sparkling, sweet and fortified wines (note: include details about Port vs Sherry; Madeira vs Vermouths; aromatised wines) • Champagne vs other sparkling wines • Sauternes 		Unit 16/AW1
Wine and Religion	<p>Touching on the religious influences of Wine culture (historical and modern-day) (see PYA GUEST Glossary)</p> <ul style="list-style-type: none"> • Judaism • Christianity • Islam 		Unit 16/AW1

PYA Advanced Wine Appreciation Module 2		Advanced Wine 2: Unit 17/AW2	
Course Duration	The guided learning hours set out to complete this training module must be delivered in at least 8 hours for a minimum duration of 1 day . On successful completion of the required standard of competence the Training Centre will issue a PYA GUEST Course Completion Certificate .		Unit 17/AW2
Entry Standards	Some formal training – either PYA Intermediate or to WSET Level 1, International Wine Guild Level 1, EIS Level 1 etc. or similar		Unit 17/AW2
Objectives <i>On completion of the training, participants will have sufficient knowledge and understanding to enable them to:</i>	<ul style="list-style-type: none"> ☐ Have a great understanding of the broader world of wine ☐ Have practical & professional Sommelier service skills ☐ Be able to guide guests through a wine list and discuss key grape varieties, styles and climatic influence clearly and concisely ☐ Understand the importance of terroir and how to communicate this effectively to guests ☐ Make educated food & wine matching recommendations ☐ Have an in depth understanding of wine storage and proper stock rotation ☐ Have an understanding about wine list construction ☐ Be able to read labels and pronounce wines and their regions correctly <p><i>For those students who are either underage or unable to consume alcohol, the PYA gives the TP the flexibility to allow the students to smell the wines and spirits rather than taste them</i></p>		Unit 17/AW2
Materials and Equipment required	Whiteboard or Flipchart & markers Pen and paper TV/screen/projector Suitable Glassware Tasting notes Decanter Candle Food of choice for matching activity – <i>food can be simple olives / cheeses etc.</i> Water	30 wines are a bare minimum requirement: <i>Note: WSET equivalent level recommends a minimum of 40 wines.</i> <ul style="list-style-type: none"> ☐ Neutral Italian White ☐ Aromatic white (Gewürztraminer) ☐ Botrytis sweet ☐ Light red (Gamay/ Pinot Noir) ☐ Muscadet type (light, cool climate, no oak) ☐ Chardonnay heavy oak ☐ Provence rose ☐ Cru Classe Bordeaux ☐ Burgundy red and white (Village Level min) ☐ Sancerre/ Pouilly Fume ☐ Alsace (PG or Riesling) ☐ Full tannic red (NW cab) 	<ul style="list-style-type: none"> ☐ Châteauneuf du Pape ☐ Champagne ☐ Cava Super Tuscan type ☐ Chianti Classico ☐ Amarone ☐ Pinot Grigio ☐ Rioja ☐ German Riesling ☐ Australian Cab or Shiraz ☐ Australian Chardonnay ☐ NZ Sauv Blanc ☐ Chile Cab ☐ Argentina Malbec ☐ Port ☐ Sherry (Fino) ☐ Sherry (any cream style) ☐ Sauternes or Tokai or Beaume de Venise
Instructor qualifications	<ul style="list-style-type: none"> ☐ Hold an appropriate qualification in instructional techniques or knowledge and proven experience of instructing. ☐ Have training qualifications higher than the level being taught. (WSET qualification or similar level qualification). ☐ Fully understand the specific objectives of the training. ☐ Hold a Food Safety / Hygiene level 2 certificate. 		Unit 17/AW2
Assessment process	Highlighted elements are to be practically assessed. 50% of marks Written paper on completion of module. 50 % of marks Total pass = 65%		Unit 17/AW2
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	Fire exits to be identified	Handling glassware Handling corkscrew Handling cutter	Unit 17/AW2

PYA Advanced Wine Appreciation Module 2		Advanced Wine 2: Unit 17/AW2	
Wine tasting and Food and Wine Matching	<ul style="list-style-type: none"> Neutral Italian White Aromatic white (Gewürztraminer) Botrytis sweet Light red (Gamay/ Pinot Noir) Full tannic red (NW cab) 	<ul style="list-style-type: none"> Cover all aspects of food and wine matching: e.g., acid, sweetness, tannins, proteins, weight, key flavours etc. Wine Faults Storage 	Unit 17/AW2
Viticulture and Wine making	<p>Chardonnay heavy oak+ hot climate -Muscadet type (light, cool climate, no oak) - Provence rose</p> <ul style="list-style-type: none"> Climatic conditions needed for vine, (hot cool / moderate) Weather/vintage variation, Cycle of the vine, Grape varieties, touch on importance of soil and present concept of terroir 	<ul style="list-style-type: none"> Factors that affect Style Quality and Price: grape variety, environment, grape growing, winemaking, maturation. Wine making: Red, white and rose 	Unit 17/AW2
Wine Labelling & pronunciation	AOC, DOC, Table wines etc	How to pronounce names on the labels	Unit 17/AW2
France	<p>Cru Classe Bordeaux Burgundy red and white (Village Level min) Sancerre/ Pouilly Fume Alsace (PG or Riesling) Chateauneuf du Pape</p>	<ul style="list-style-type: none"> Bordeaux (all main communes), classification of 1855, vintage difference, grape varieties and local wine making practise Burgundy; all main AC, explain concept and history of Grand Cru/ 1ere cru and other quality levels. Grape varieties Rhone Valley, all major Ac, grape varieties and local wine making practise Loire; Sancerre, Pouilly Fume, Muscadet+ grape varieties and local wine making practise Alsace; Grape varieties and local wine making practise Provence; CdP, Bandol -Grape varieties and local wine making practise. Focus on Rose Vins de France, Varietal wines vs AOC labeling 	Unit 17/AW2
Champagne and other sparkling wines	<p>Champagne Cava</p>	<p>All main production methods and key grape varieties.</p> <ul style="list-style-type: none"> France: Champagne, Saumur Germany: Sekt Spain: Cava Italy: Asti, Prosecco New World: Australia California New Zealand 	Unit 17/AW2
Italy	<p>-Super Tuscan style -Chianti Classico -Amarone -Pinot Grigio</p>	<p>Labelling terms: Classico, Riserva and typical wine making practice</p> <ul style="list-style-type: none"> Nebbiolo: Barolo, Barbaresco Barbera Vapolicella- Amarone Sangiovese: Chianti, Brunello di Montalcino, Super Tuscans Montepulciano Primitivo/Zinfandel: Puglia, Sicily, California Pinot Grigio: Italy Trebbiano: Italy Gavi- Cortese Soave Vermentiono- Sardinia 	Unit 17/AW2

Spain and Germany	Rioja German Riesling	<ul style="list-style-type: none"> ☛ Spain; Local terms; Joven, Crianza, Reserva, Gran Reserva and typical wine making practice ☛ Tempranillo: Rioja, Navarra, Ribera del Duero, Albariniho; Rías Baixas ☛ Germany; Riesling -Mosel, Rheingau, Pfalz ☛ Typical wine making practice ☛ Local labelling terms: Kabinett, Spätlese, Auslese, Beerenauslese (BA), Trockenbeerenauslese (TBA), Eiswein 	Unit 17/AW2
Australia, New Zealand, South Africa	Australian Cabernet or Shiraz Australian Chardonnay NZ Sauvignon Blanc	<ul style="list-style-type: none"> ☛ Australia; Chardonnay, Riesling, Cabernet Sauvignon, Shiraz, Semillon Regions; Barossa, Coonawarra, Hunter Valley, Victoria, Eden and Clare Valley, Margaret River etc. ☛ New Zealand; Pinot Noir and SB, Chard, Shiraz, Cab Regions; Otago, Marlborough, Martinborough, Hawks Bay ☛ South Africa; Pinotage Chardonnay, Shiraz, CabCostal and Stellenbosh 	Unit 17/AW2
Americas	Chile Cabernet Argentina Malbec	<ul style="list-style-type: none"> ☛ California with all major regions plus Chile and Argentina with regional focus 	Unit 17/AW2
Fortified wines	Port Sherry (Fino) Sherry (any cream style)	<ul style="list-style-type: none"> ☛ Production of Port and Sherry + presentation of the different styles for each wine. ☛ Mention Madeira 	Unit 17/AW2
Sweet wines	Sauternes or Tokai or Beaume) de Venise	<ul style="list-style-type: none"> ☛ Describe all main production methods for sweet wine and key grape varieties..Present; France; Sauternes, Loire, Beaume de Venise Germany; Eiswein, TBA, BA etc plus other countries(Hungary and Australia) 	Unit 17/AW2
Wine list	<ul style="list-style-type: none"> ☛ How to create one ☛ The rules & guidelines 	Unit 17/AW2	
Yacht Specific Service	<ul style="list-style-type: none"> ☛ Wine rating systems ☛ How to find tasting notes ☛ Service, decanting, vintage variation ☛ How to present the best vintages in Bordeaux and Burgundy 	Unit 17/AW2	

PYA Advanced Bartending & Mixology Module 1		Bartending & Mixology 1: Unit 18/ABM1	
Course Duration	The guided learning hours set out to complete this training module must be delivered in at least 8 hours for a minimum duration of 1 day . On successful completion of the required standard of competence the Training Centre will issue a PYA GUEST Course Completion Certificate .		Unit 18/ABM1
Entry Standards	Some formal basic training and / or previous on board training (minimum 1 season). Training Providers will ask for some proof of previous experience.		Unit 18/ABM1
Objectives <i>On completion of the training, participants will have sufficient knowledge and understanding to enable them to:</i>	<ul style="list-style-type: none"> ✦ Will have basic understanding of Vodka, Gin, Rum, Tequila and Whisky ✦ Knows how to make 7 basic drinks + Variations ✦ Knows how to use the cocktail tools (shaker/bar-spoon/jigger/strainer) ✦ Knows how to read a recipe (and make it) ✦ Will understand the concept of a balanced drink ✦ Able to adapt techniques and skills to a Yacht environment <p>For those students who are either underage or unable to consume alcohol, the PYA gives the TP the flexibility to allow the students to smell the wines and spirits rather than taste them.</p>		Unit 18/ABM1
Materials and Equipment required	<ul style="list-style-type: none"> ✦ Whiteboard or Flipchart and markers ✦ Pen and paper ✦ TV/screen/projector ✦ Suitable and relevant glassware ✦ Ice ✦ Fruits / Mint leaves / relevant accompaniments ✦ Decoration: straws / decorative sticks/ swizzle sticks etc 	<ul style="list-style-type: none"> ✦ Cocktail tools: <i>Cocktail Shaker / Cocktail Strainer / fine mesh strainer / Jigger (measure) / Bar Spoon / Muddler / Speed Pourer / Ice Accessories / Blender / Juicer / Zester (citrus juicers) / Bar Knife / Channel Knife / Peeler / Bar Mat / Nutmeg Grater / Bottle and Can Opener / Corkscrew / Cutting Boards / Ice Bucket and Tongs / Bar Towels.</i> 	<ul style="list-style-type: none"> ✦ Alcohol: Basics being Vodka / Gin / Rum / Tequila & Whiskey ✦ Bitters ✦ Sodas ✦ Syrups ✦ Fruit juice and relevant accompaniments <p><i>Note: The Alcohol Basics do not need to be expensive brands.</i></p>
Instructor qualifications	<ul style="list-style-type: none"> ✦ Hold an appropriate qualification in instructional techniques or knowledge and proven experience of instructing. ✦ Have training qualifications higher than the level being taught. (WSET qualification or similar level qualification). ✦ Fully understand the specific objectives of the training. ✦ Hold a Food Safety / Hygiene level 2 certificate. 		Unit 18/ABM1
Assessment process	Highlighted elements are to be practically assessed. 50% of marks Written paper on completion of module. 50 % of marks Total pass = 65%		Unit 18/ABM1
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	Fire exits to be identified	Handling glassware Handling corkscrew Handling cutter	Unit 18/ABM1

PYA Advanced Bartending & Mixology Module 1		Bartending & Mixology 1: Unit 18/ABM1
Theory:	<p>Brief history Alcohol</p> <ul style="list-style-type: none"> 📖 Basic Spirit Knowledge: <ul style="list-style-type: none"> ○ <i>Vodka</i> ○ <i>Gin</i> ○ <i>Rum</i> ○ <i>Tequila</i> ○ <i>Whisky (malt / Rye / Bourbon) Blended / single malt</i> ○ <i>Brandy & Cognac</i> 📖 Demonstrating the required elements of a great drink (Character, Presentation, Flavour, Aroma, Taste, Texture, Balance) 📖 How to read a recipe 	Unit 18/ABM1
Techniques:	<ul style="list-style-type: none"> 📖 Shake / Muddle / Strain / (Flamed) Zesting 	Unit 18/ABM1
Practical:	<ul style="list-style-type: none"> ○ <i>Cosmopolitan</i> ○ <i>Daiquiri</i> ○ <i>Fruit martini</i> ○ <i>Whisky or Amaretto Sour</i> ○ <i>Caipirinha</i> ○ <i>Collins</i> ○ <i>Mojito</i> 	Unit 18/ABM1
Handout:	<ul style="list-style-type: none"> 📖 20 Basic recipes of well-known drinks 📖 Basic information on Vodka / Gin / Rum / Tequila / Whisky 	Unit 18/ABM1

PYA Advanced Bartending & Mixology Module 2			Bartending & Mixology 2: Unit 19/ABM2
Course Duration	The guided learning hours set out to complete this training module must be delivered in at least 16 hours for a minimum duration of 2 days . On successful completion of the required standard of competence the Training Centre will issue a PYA GUEST Course Completion Certificate .		Unit 19/ABM2
Entry Standards	Some formal intermediate training and / or previous on board training & experience (minimum 2 seasons)). Training Providers will ask for some proof of previous experience.		Unit 19/ABM2
Objectives <i>On completion of the training, participants will have sufficient knowledge and understanding to enable them to:</i>	<ul style="list-style-type: none"> 🍹 Knows how to make 16 basic drinks + Variations 🍹 Will understand the concept of mixology 🍹 Will be able to be creative with ingredients 🍹 Will be able to draw up their own menu 🍹 Will be trained in speed and efficiency 🍹 Will have good understanding of Vodka, Gin, Rum, Tequila and Whisky 🍹 Will know how to conduct a tasting <p>For those students who are either underage or unable to consume alcohol, the PYA gives the TP the flexibility to allow the students to smell the wines and spirits rather than taste them</p>		Unit 19/ABM2
Materials and Equipment required	<ul style="list-style-type: none"> 📄 Whiteboard or Flipchart and markers 🍹 Pen and paper 📺 TV/screen/projector 🍹 Suitable and relevant glassware 🍹 Ice 🍹 Fruits / Mint leaves / relevant accompaniments 🍹 Decoration: straws / decorative sticks/ swizzle sticks etc 	<p>🍹 Cocktail tools:</p> <p><i>Cocktail Shaker / Cocktail Strainer / fine mesh strainer / Jigger (measure) / Bar Spoon / Muddler / Speed Pourer / Ice Accessories / Blender / Juicer / Zester (citrus juicers) / Bar Knife / Channel Knife / Peeler / Bar Mat / Nutmeg Grater / Bottle and Can Opener / Corkscrew / Cutting Boards / Ice Bucket and Tongs / Bar Towels.</i></p>	<p>Alcohol: Basics being Vodka / Gin / Rum / Tequila & Whiskey</p> <ul style="list-style-type: none"> 🍹 Bitters 🍹 Sodas 🍹 Syrups 🍹 Fruit juice and relevant accompaniments <p><i>Note: The Alcohol Basics do not need to be expensive brands.</i></p>
Instructor qualifications	<ul style="list-style-type: none"> 🍹 Hold an appropriate qualification in instructional techniques or knowledge and proven experience of instructing. 🍹 Have training qualifications higher than the level being taught. (WSET qualification or similar level qualification). 🍹 Fully understand the specific objectives of the training. 🍹 Hold a Food Safety / Hygiene level 2 certificate. 		Unit 19/ABM2
Assessment process	Highlighted elements are to be practically assessed. 50% of marks Written paper on completion of module. 50 % of marks Total pass = 65%		Unit 19/ABM2
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	Fire exits to be identified	Handling glassware Handling corkscrew Handling cutter	Unit 19/ABM2

PYA Advanced Bartending & Mixology Module 2		Bartending & Mixology 2: Unit 19/ABM2
Theory	<ul style="list-style-type: none"> 🍷 History of alcohol 🍷 In depth spirit knowledge: Vodka / Gin / Rum / Tequila & Whiskey 🍷 Demonstrating the fundamental elements of a great drink (<i>Character, Presentation, Flavour, Aroma, Taste, Texture, Balance</i>) 🍷 How to read a cocktail recipe 🍷 Understanding Balance 🍷 Multiple Orders 🍷 Menu development 🍷 Mixology (Creating your own drinks) 🍷 Speed & Efficiency 	Unit 19/ABM2
Practical	<ul style="list-style-type: none"> 🍷 4 martini's [classics & contemporary] 🍷 4 shorts drinks [classics & contemporary] 🍷 4 long drinks [classics & contemporary] 🍷 2 non-alcoholics 	Unit 19/ABM2
Tasting (Tasting is optional)	2 Vodka's / 2 Gin's / 2 Rum's / 2 Tequila / 2 Whisky	Unit 19/ABM2
Handout	<ul style="list-style-type: none"> 🍷 50 Basic recipes of well-known drinks 🍷 Cocktail manual 🍷 In depth information on Vodka / Gin / Rum / Tequila / Whisky / Cognac 	Unit 19/ABM2

PYA Yacht Interior Management Module		Management : Unit 23/ MM
Course Duration	The guided learning hours set out to complete this training module must be delivered in at least 16 hours for a minimum duration of 2 days . On successful completion of the required standard of competence the Training Centre will issue a PYA GUEST Course Completion Certificate .	Unit 23/ MM
Entry Standards	Some formal intermediate training and / or previous on-board training & experience up to an Operational Level (minimum 2 seasons). Training Providers will ask for some proof of previous experience. Usually in the form of a CV and references.	Unit 23/ MM
Objectives <i>On completion of the training, participants will have sufficient knowledge and understanding to enable them to:</i>	<ul style="list-style-type: none"> → Be able to organize and manage the interior yacht operation effectively → Be able to create, implement and manage a professional administration → Be able to implement and monitor Human Resources (HR) procedures and guidelines → Be able to create, implement and manage an information management system → Be able to create, implement and monitor a financial planning system. → Be able to develop and manage events & destination experiences proficiently 	Unit 23/ MM
Materials and Equipment required	<ul style="list-style-type: none"> → Whiteboard or Flipchart and markers (optional) → Pen and paper → TV/screen/projector (optional) → Post it notes <p>Interior Administration:</p> <ul style="list-style-type: none"> → Sample checklists and rosters → Computer – for management systems / record keeping / forms etc. 	Unit 23/ MM
Instructor qualifications	<ul style="list-style-type: none"> ▶ Have 5 years of proven applied hospitality management experience in the hospitality field, including as a Chief Steward/Stewardess in a professionally crewed Superyacht (over 24 meters) and / or as a Hotel Manager, F & B Manager, Butler training or other similar. ▶ Hold an appropriate qualification in instructional techniques or knowledge and proven experience of instructing. ▶ Have training qualifications higher than the level being taught. ▶ Fully understand the specific objectives of the training. ▶ Have proven affinity with on-board yachting - minimum 8 seasons. 	Unit 23/ MM
Assessment process	Highlighted elements are to be practically assessed. 50% of marks Written paper on completion of module. 50 % of marks Total pass = 65%	Unit 23/ MM
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	Fire exits to be identified	Unit 23/ MM

PYA Yacht Interior Management Module		Management : Unit 23/ MM
Event Production and Management	<ul style="list-style-type: none">  Understand the process of creating, planning & management an event  The tools and techniques for creating and managing an event budget 	Unit 23/ MM
Destination Management	<ul style="list-style-type: none">  Insight to effective destination management  Be able to plan an itinerary that excites and delights your guests! 	Unit 23/ MM
Human Resource services	<ul style="list-style-type: none">  Ability to understand, implement and manage HR procedures and guidelines in the department, including: <ul style="list-style-type: none">  Recruiting  Learning & development  Employee retention  Performance management  Compliance 	Unit 23/ MM
Interior financial planning Accounting & Budgeting	<ul style="list-style-type: none">  Create, implement and manage: <ul style="list-style-type: none">  Overall planning  Bookkeeping and accounts / balance sheets  Accruing and Budget development  Managing Budgets [maintenance /departments / events /APR]  Forecasting 	Unit 23/ MM
Interior Information management system (Forms)	<ul style="list-style-type: none">  Create, implement and manage effectively: <ul style="list-style-type: none">  Contacts  Seafarers Employment Agreement  Records  Assets  Schedules  Standards  Specifications 	Unit 23/ MM

PYA GUEST® MANAGEMENT Courses

PYA Yacht Interior Leadership Module		Leadership: Unit 24/ML
Course Duration	The guided learning hours set out to complete this training module must be delivered in at least 21 hours for a minimum duration of 3 days . On successful completion of the required standard of competence the Training Centre will issue a PYA GUEST Course Completion Certificate .	Unit 24/ML
Entry Standards	Some formal intermediate training and / or previous on-board training & experience up to an Operational Level (minimum 2 seasons). Training Providers will ask for some proof of previous experience. Usually in the form of a CV and references.	Unit 24/ML
Objectives <i>On completion of the training, participants will have sufficient knowledge and understanding to enable them to:</i>	<ul style="list-style-type: none"> To raise awareness of the impact a leader has on individuals' and team performance aboard and the need to be flexible and adaptable. To be able to develop, mentor and motivate crew members towards a common goal To be able to effectively lead individuals and teams. 	Unit 24/ML
Materials and Equipment required	Classroom <ul style="list-style-type: none"> Whiteboard or Flipchart and markers (optional) Pen and paper TV/screen/projector (optional) Post it notes 	Unit 24/ML
Instructor qualifications	<ul style="list-style-type: none"> ▶ Have 5 years of proven applied hospitality management experience in the hospitality field, including as a Chief Steward/Stewardess in a professionally crewed Superyacht (over 24 meters) and / or as a Hotel Manager, F & B Manager, Butler training or other similar. ▶ Hold an appropriate qualification in instructional techniques or knowledge and proven experience of instructing. ▶ Have training qualifications higher than the level being taught. ▶ Fully understand the specific objectives of the training. ▶ Have proven affinity with on-board yachting - minimum 8 seasons. 	Unit 24/ML
Assessment process	Highlighted elements are to be practically assessed. 50% of marks Written paper on completion of module. 50 % of marks Total pass = 65%	Unit 24/ML
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	Fire exits to be identified	Unit 24/ML

PYA Yacht Interior Leadership Module		Leadership: Unit 24/ML
Leadership Styles	<ul style="list-style-type: none">  Describe different leadership styles and identify appropriate leadership styles to suit the individual and the situation 	Unit 24/ML
Motivation	<ul style="list-style-type: none">  Define what motivation is and different ways to motivate crew 	Unit 24/ML
Team working	<ul style="list-style-type: none">  Describe what a team is and ways to enhance team performance, both as a leader and team player 	Unit 24/ML
Communication	<ul style="list-style-type: none">  Explain the elements of communication, barriers to effective communication and how to overcome them  Demonstrate & describe assertive vs aggressive communication  Describe an effective briefing and de-briefing process  Describe how cultural differences can impact communications 	Unit 24/ML
Developing others	<ul style="list-style-type: none">  Describe different ways to develop crew and how to create a learning culture on board  Describe effective delegation  Describe how to give clear, concise and constructive feedback  Describe a process to implement ongoing performance management, including where performance reviews fit into this process 	Unit 24/ML
Recruitment & induction	<ul style="list-style-type: none">  Identify the skills and qualities you require for a vacant position  Demonstrate effective interview questions which evaluate candidates suitability for a position  Describe an effective interview & induction process 	Unit 24/ML
Goal setting	<ul style="list-style-type: none">  Explain the benefits and demonstrate setting SMART goals 	Unit 24/ML
Resource Management, Stress & fatigue	<ul style="list-style-type: none">  Describe the causes and symptoms of stress and fatigue  Apply resource management principles to task and workload management 	Unit 24/ML
Conflict resolution	<ul style="list-style-type: none">  Describe the common causes of conflict and the steps to manage and resolve to a positive outcome  Identify when conflict situations need to be referred to more senior personnel 	Unit 24/ML

As amended from Rev 13 | 14.

Annex B

The Professional Yachting Association (PYA) has established the following document to set out the conditions that will apply for recognition to run a PYA GUEST® accredited course and to describe the relationship between the PYA and a Training Provider. This is part of the accreditation agreement and should be read in conjunction with the PYA GUEST® Guidelines and the PYA GUEST® Accreditation Application form.

1. Scope

This document applies to the GUEST® modules listed below. For each component there is a module definition in the **PYA GUEST® Guidelines** document published by the PYA, which will form the basis of the approval inspection for each one.

- ▶ PYA Yacht Interior Introduction Module
- ▶ PYA Yacht Interior Basic Food Service Module
- ▶ PYA Wine Bartending & Mixology Introduction Module
- ▶ PYA Yacht Interior Administration and HR Module
- ▶ PYA Yacht Interior Advanced Service Module 1
- ▶ PYA Yacht Interior Advanced Service Module 2
- ▶ PYA Yacht Interior Advanced Housekeeping & Valet Services Module
- ▶ PYA Yacht Interior Advanced Laundry Service Module
- ▶ PYA Floristry & Plant Maintenance Module
- ▶ PYA Barista & Hot Beverages Module
- ▶ PYA Advanced Wine Appreciation Module 1
- ▶ PYA Advanced Wine Appreciation Module 2
- ▶ PYA Advanced Bartending & Mixology Module 1
- ▶ PYA Advanced Bartending & Mixology Module 2
- ▶ PYA Yacht Interior Leadership & Management Module

Note | Amendments from PYA GUEST® Guidelines 2015 REV 11.2 completed March 2016:
(as per feedback from year 2015)

- 1) We have replaced the four levels of training leading to issue of CoC to **three** levels of training leading to issue of CoC. And re-named the Levels to Introduction, Advanced and Management.
- 2) The Intermediate level has been combined with the Advanced level and re-named Advanced Level 1 and Level 2 for Service, Wine and Bartending & Mixology.
- 3) We have separated out Floristry & Plant Maintenance, Administration & HR and Laundry Service from the Housekeeping and Service modules.
- 4) The Cocktail & Spirit modules have been re-named to Bartending & Mixology.

Additional amendments to this agreement include:

- Risk Assessment requirement (point 4)
- Complaints Proceeded (point 4)
- Qualifications Assessment Process (point 4)

2. Application and Accreditation

An application form is available for download from the GUEST® website, along with these Conditions of Accreditation and the Course Description documents. The steps for accreditation are as follows:

1. **PREPARATION.** The training provider should review all of these documents and ensure that the establishment is likely to meet the criteria described.
2. **APPLICATION.** The application form is completed; enclosing the required supporting documentation described below and sent to the PYA main office (address above).

3. APPLICATION REVIEW. The application will be reviewed by the PYA office and if successful the applicant will be contacted and invited to arrange a date for an accreditation visit. If unsuccessful, the reasons for the rejection of the application will be explained.
4. ACCREDITATION VISIT. An accreditation visit will be arranged. A representative of the PYA will visit the premises of the training provider to verify that required materials, equipment and personnel are in accordance with the course descriptions. For TPs offering onboard training the visit will verify that the requirements for onboard training described in these Conditions of Accreditation have been met. The PYA representative will normally need to meet all instructors, where this is not possible alternative arrangements can be made at the discretion of the PYA main office. After the visit the representative will send a report and action plan to the PYA and Training Provider.
5. FINAL REVIEW. The PYA main office will review the report from the accreditation visit and determine if a certificate of accreditation can be issued. If successful the training provider will be placed on the register of approved centers and a certificate of accreditation will be prepared. If unsuccessful the training provider will be contacted and the reasons explained.
6. ACCREDITATION CONFIRMED. When contacted by the PYA main office and in receipt of the *PYA GUEST® Certificate of Accreditation* the training provider may advertise and run the course provided that these PYA GUEST® Conditions of Accreditation are adhered to at all times. Accreditation will run for three calendar years from the date on the accreditation certificate.

3.
Instructor
Qualifications
&
Responsibilities

Instructors engaged on PYA GUEST® accredited courses will hold the appropriate qualifications and endorsements as laid out in the PYA GUEST® Guidelines.

Accreditation is granted subject to the qualified person being listed as the course lecturer. A current CV, qualifications and relevant references must be available and followed up if deemed necessary by the PYA.

All Instructors should normally be present at the accreditation site visit.

CPD:

The PYA will require that all Instructors complete a Train the Trainer update on an annual basis. This update will be provided by the PYA as an online training platform.

All Instructors are expected to have current First Aid training, as well as Food Safety / Hygiene (minimum Level 2) qualifications (if relevant). Please refer to **Trainers Requirements** for full details.

Workgroup:

All approved Instructors will automatically be part of the CPD GUEST working group and expected to contribute at least once a year to regular instructors meetings.

They are responsible for providing feedback on the training offered and recommendations for updates to the GUEST program.

4.
Record Keeping
and
Administration

As a condition of the PYA GUEST® accreditation the training provider will maintain an in date Quality Management System (QMS). It is recommended but not required to have a QMS in accordance with ISO 9001/2008 standards or alternative independently audited systems (for example OFTED in the UK).

The QMS shall be designed to ensure that the following matters are managed and to guarantee that they are reviewed regularly and kept fit for purpose:

QMS

- Initial Course Enquiry: It is the responsibility of the Training Provider to provide relevant and current course information regarding the PYA Approved courses. Including pre-requisites and prior learning for attending the course(s) applying for.

PYA
Administration

- Student Bookings Process: It is the responsibility of the Training Provider to ensure the verification of student ID, contact details & the checking of pre- requisites on booking. The terms and conditions of the Training Provider should not conflict with the PYA GUEST® Conditions of Accreditation, and must be lawful and clearly communicated to the candidates, especially the course cancellation policy.

- Course Materials: It is the responsibility of the Training Provider to supply the PYA with the latest version(s) of all course material; including instructor notes, lesson plans, , student course notes and booklets, handouts and any teaching aids, audio visual presentations and relevant materials and teaching environment.

- **Course Administration:** It is the responsibility of the Training Provider to ensure that the administration processes are being fully adhered to and completed for each course; including instructor selection, methods and records of student assessment, verification of attendance & students feedback records.
- **Course Facilities, Materials & Equipment:** It is the responsibility of the Training Provider to guarantee standards of the approved facilities, materials and equipment as per PYA GUEST© Guidelines. These standards include approved classroom (teaching areas), with adequate facilities for the theoretical parts of the course, including, where appropriate: audio visual apparatus, sufficient space for each student, a writing surface for note taking etc.
- **Risk Assessment:** The Training Provider is required to complete a Risk Assessment for each GUEST approved Course, as part of the Health and Safety QMS. In date First Aid kits should be clearly identified and an accident procedure with a reporting system be in place. The reporting system needs to identify the corrective actions taken.
- **Feedback Records:** It is the responsibility of the Training Provider to issue course critiques/ feedback forms to all students and trainers following each course. The Student Feedback forms and Instructor Feedback forms must record any action taken response to feedback. These forms must be kept on paper or digitally throughout the period in between PYA audits.
- **Complaints Procedures:** The Training Provider is responsible for reporting any complaints to the PYA as a matter of priority. The Training Provider is responsible for recording all complaints and actions taken.
- **Certification & Student Records:** It is the responsibility of the Training Provider to ensure that a permanent record is kept of certificates issued matched with student ID and the PYA Sea ID Token.

The PYA GUEST© Guidelines and PYA GUEST© Training Providers Agreement documents will be updated annually as part of the continuous development and review of the GUEST© program. It is the responsibility of the Training Provider (Namely the Principal) to ensure that all corresponding course materials and notes are updated in line with any changes and amendments.

Instructor Course notes and lesson plans, Student Course Notes and Handouts and all teaching aids and materials used that are part of the accreditation agreement are the proprietary property of the Training Provider / trainer, however the PYA must review the most recent and updated copies; and undertakes to hold this confidential information in a secure location.

PYA QMS:

Under the ISO requirement of the PYA, we are obliged to have continuous monitoring of standards and require the Training Providers to submit the PYA standard forms listed below following each course:

- *Course Daily Registration Form*
- *Completed Assessment paper for each student (to include both Practical assessment and Theory assessment marks, with trainer's evaluation if relevant).*
- *Student course Critique /feedback form*
- *Trainer course Critique/feedback form*
- *Any action taken following feedback or complaints from Students and Trainers.*

Qualification Assessment Process:

- *GUEST qualifications are assessed by a portfolio of evidence, which will need to be internally quality assured by the Training Provider.*
- *Training Providers must refer to the learning outcomes at all times to ensure that the portfolio of evidence fully meets these requirements.*
- **Assessment Guidance - examples of appropriate methods of assessment include:**
 - *Observation of practical activity (Practical assessment)*
 - *Written evidence (GUEST Training Record Book or reference from HoD)*
 - *Professional discussion (with Trainer to ensure underpinning knowledge is sufficient)*
 - *Questions and answer papers (End of course exam)*
- *All evidence must be valid, authentic and sufficient for all the assessment criteria. It must be clearly marked and kept on record as part of the Audit process.*
- *The PYA require **ALL** GUEST Training Providers to provide the student with a **Learner Assessment Record** (LAR) which is a designed for the student to use. The LAR will contain all tracking documents required to complete their portfolio of evidence clearly linked to the assessment criteria.*
- *This needs to include documented evidence of the learning objectives, courses content and assessment criteria (exam expectations) for each module.*

Quality Improvement Plan:

1) The PYA requires an internal verification system of sampling assessment practice from the Training Providers in the form of a **Quality Improvement Plan**.

- A Training Provider with more than one trainer would require periodical assessment between the trainers to ensure that the trainer is actually covering what is in the syllabus during the training, by checking each other's work and monitoring learning outcomes from the written and practical assessments.
- For those Training Providers (Trainers) who work alone, a robust quality assurance system with quality improvement plan and self-assessment will be required for audit by the PYA.

2) Standardisation meetings are also a requirement to ensure the fairness and validity of the centre assessment practice. These meetings will be held twice a year by the GUEST Program and all trainers will be expected to attend one of these meeting per year, to discuss assessment practices.

3) Feedback sheets are part of the Administration and QMS requirements of the accreditation agreement and form part of the Quality Improvement Plan.

- **Student Feedback:** Please either use the automated document facility provided through SEA-ID or ensure PYA have scanned copies of the approved form following each course. The Training Provider will have access to all SEA-ID automated feedback forms.
- **Trainer Feedback:** Will be issued to each Trainer on completion of each course by the Training Provider for monitoring of feedback.

Collation of both feedback platforms form part of the Quality Improvement Plan and in some cases will require Action. There is always improvement for each course!

4) Appeals process to include a dated record of the required action, details about what action can been taken, when and how it has been implemented and the outcome of the appeal.

There should also be an internal corrective action review as part of the Quality Improvement Plan.

Sample of process:

- **Red:** Date the action was identified
- **Amber:** Date the action was planned ready for implementation
- **Green:** Date action is achieved

5. On-board Training

A training provider can apply for PYA GUEST© accreditation where they intend to provide the PYA GUEST© training on board a yacht. In such circumstances there are additional requirements to be met in the specification of the training provider's QMS.

- There should be evidence that the training provider has established in advance that the yacht has all of the materials and equipment required for the practical elements of the course as defined in the PYA GUEST© Guidelines document / Course Description.
- There should be evidence that the training provider had established in advance that there are adequate facilities for the theoretical parts of the course, including, where appropriate: audio visual apparatus, sufficient space for each student, a writing surface for note taking etc.
- There should be evidence that the training provider has made clear to the yacht in advance that the PYA GUEST© Guidelines requires a minimum number of guided learning hours for their courses and that if students are repeatedly removed during the training, to carry out other duties, that they may not be awarded a PYA GUEST© certificate.
- As part of the site audit during an initial accreditation visit, and for those training providers who do not have Shore based facilities to inspect, we will require sitting in on an on-board training course. Therefore all of the above criteria in this section must have been accomplished before the visit. It is the responsibility of the training provider to make available advance notice of any onboard training being planned to the PYA main office; such advance notice should be given as early as possible and should contain the name of the yacht and its location and contact details, and with written permission obtained (email acceptable) that the yacht in question would allow a course inspection visit from a PYA representative. The visit is deemed part of the audit for accreditation and the inspector would be discreet and in keeping with onboard etiquette.

6. The training provider must be legally constituted in whichever national jurisdiction forms its main base of operations and must comply with all relevant legal and fiscal requirements of that jurisdiction.

Legal Status and Responsibility

The person functionally responsible for the operation of the training center will be named as the Principal for the purposes of these terms and will be held accountable for the conduct of training in accordance with the 'PYA GUEST© Guidelines' published by the PYA and for the award of each certificate issued under these conditions. The name of this person will be stated on the PYA GUEST© Certificate of Accreditation.

7. Legal Liability and Insurance

It is the responsibility of the training provider to ensure adequate and relevant insurance. And to ensure compliance with any statutory or common law duty of care owed to trainees by the named training center. The training provider is to undertake that the activities of the establishment will at all times be covered by public liability insurance to a value of at least € 1 000 000, (one million euros).

8. Publicity and Advertising

- The training provider can only use the "PYA Accredited" logo and GUEST Logo (© trademarked) to advertise any activities that have been accredited and approved by the PYA.
- The training provider can only display or use any PYA & GUEST logos after accreditation is confirmed.
- The training provider must undertake not to do anything which will or may damage the image and reputation of the PYA, or which may otherwise bring the PYA into disrepute.
- The training provider must ensure the PYA & GUEST logo is on all accredited certificates issued.
- The training provider is encouraged to use the 3 Face Book pages available - being part of the GUEST community. Including **GUEST Program** (public page) **GUEST Trainers** (Private) **GUEST Students** (Private).

9. Approval of Accreditation

- The PYA may, at its absolute discretion, grant or refuse accreditation.
- If the PYA, in its reasonable opinion, does not have confidence in the principal or management of the training provider to deliver or maintain the approved standards as laid out in the PYA GUEST© Guidelines, it may withdraw the accreditation at any time.
- Non-payment of certificate fees will result in withdrawal of accreditation and action being taken.
- It is the responsibility of the Training Provider to Inform PYA of any changes that relate to the GUEST approved courses viewed at the last accreditation visit; including but not limited to, change of Principal, change of Trainers or additional Trainers, facilities, course material, course notes and handouts. **These changes must be notified to the PYA main office without delay.**

Renewal of Accreditation

Annual renewal of recognition is subject to audits and feedback meeting the requirement laid out in this agreement document.

Withdrawal of Recognition

The audit process and ongoing recognition will be as follows: You will be invoiced accordingly on this basis.

Changes to Accreditation Process

Period	Conditions
Year one initial audit & set up	Audit fee, plus additional module(s) fee. Plus auditors expenses
Year three 3 rd year site audit & visit	Audit fee Plus auditors expenses
Ongoing Annual recognition fee	Annual recognition fee will be due each year. Training Providers to supply the required QM forms following each course as listed in this document. PYA reserves the right to ask for a site audit visit subject to any major changes since the last site audit completed and if deemed necessary. This will be decided on a case by case basis and auditors expenses will be covered by the Training Provider.
Year eight Site audit due	Auditors expenses

The PYA reserves the right to amend the GUEST© Accreditation Guidelines and PYA GUEST© Agreement and Terms and Conditions on annual reviews of the processes and in consultation with the PYA ISO systems.

10.
Costs and fees

As part of the accreditation requirements, the training provider will need to be a PYA **Corporate Member**.

The training provider will be responsible for the auditor's actual costs, including travel, subsistence and accommodation.

The training provider will be responsible for the costs of the initial and ongoing annual recognition fees.

It is part of this agreement that the Training Provider be responsible for collecting the certificate fee from the student, either as part of the course fee or otherwise, and is responsible for paying the certificate fee to PYA by credit card via the Sea ID payment platform.

Payment of certificate fees under the agreement with Sea ID (the payment platform):

- The certificate fee invoice should be paid 30 days from the date of the invoice issue date. Non payment may result in suspension of accreditation from PYA.
- Sea ID only accepts payment by credit card. Payment by credit card can be made as per invoiced amount or with a pre-loaded account to reflect the average payments due.
- If the invoices are not being paid on time then Sea ID will insist that you preload your account.

PYA Corporate membership fee	100€ joining fee 200€ annual membership fee
Audit fee is due on initial application and on the third year of accreditation.	500€ (or currency equivalent) for audit visit, includes one module for accreditation <i>Additional charges for auditors expenses, including travel, accommodation & sustenance.</i>
Additional modules for accreditation	50€ (or currency equivalent) for each additional module
Annual recognition fee from third year. (from 1 st Jan 2017)	Based on number of modules accredited (see diagram below)
Certificate fee	25€ per certificate issued

**Current
Fees 2016**

*(Please note:
fees are subject to
review)*

11.
Certificates issued
by Training Provider
and PYA/Sea ID
Certificate
Registration
Platform

- It is the responsibility of the Training Provider to issue its own Course Completion Certificate to each successful student. This certificate must include the PYA Accredited Logo and PYA GUEST© token (see below for details). The Training Provider **MUST** keep a copy of each certificate issued. **(This is part of the Audit Procedure)**
- All students attending a PYA GUEST© accredited course must have their details uploaded onto the certificate registry; and It is the responsibility of the Training Provider to notify PYA of each certificate they have issued under the PYA GUEST© program by registering it in Sea ID Certificate Register.
- Sea ID manages the digital certificate registry for the PYA GUEST© program (and other, non-PYA certificates). PYA is only registering the certificates issued by the Training Provider in the Sea ID certificate registry
- It is the responsibility of the Training Provider to provide the following information of each student using the tools provided by SEA –ID. **(This information IS required as part of the Audit procedure):**
 - *Course dates*
 - *Full name of student (as it appears in the student passport or ID)*
 - *Name of PYA GUEST© approved instructor who has taught the course*
 - *Email address of student*
 - *Passport or ID number of student*
 - *Year of birth of student*
- The Training Provider will be given its own account (username and password) for the Register app from Sea ID.

- It is the responsibility of the Training Provider to nominate an appropriate responsible person to manage the Sea ID account and enter the student details into the registry.
- The Sea ID Certificate Registry will issue a unique registration number for each student who passes, with details of the course attended, in the form of a “token”.
- The Training Provider will only be charged for each token issued.
- The token can be cut and pasted (drag and drop a .jpeg) onto the Training Providers certificate. The token appearing on a course completion certificate satisfies the Training Providers obligation to register a certificate under this PYA GUEST© agreement.
- The token can be downloaded as a second page (A4 PDF) and issued to the student along with the course completion certificate. (This can also be kept by the Training Provider as a record). Both the token and the PDF registration receipt can be re-downloaded at any time, as long as the TP is part of the GUEST© program and the account with Sea ID is active.
- It is the responsibility of the Training Provider to ask Sea ID for revocation of a certificate registration if they fail the course or do not meet the GLH (guided learning hours) as laid out in the PYA Guidelines or an error is made. The certificate fee will not be charged for any certificates that have been revoked before the end of the billing cycle (by default, this is per calendar month).
- It is the responsibility of the Training Provider to check that all tokens issued are correct before the invoice is issued. For security purposes, the Register is locked after invoicing and records can not be altered.
- It is the responsibility of the Training Providers to ensure that successful students, receiving a course completion certificate, has the PYA logo and Sea ID “token” recorded clearly on the relevant certificate to be issued. Failure to record certificates in this way will mean that the certificate will not be recognized as being approved by PYA and could lead to the Training Providers accreditation being withdrawn.

Annual recognition fees from Jan 2017.

We will be invoicing you on an annual basis for continuous recognition for GUEST Accreditation.

This is to assist with the required financial outlay for administrative functions and enable continued operations.

Recognition fee structure is subject to number of approved GUEST modules @ 50€ per module

1 Module = 50€ Annual Recognition Fee	9 Modules = 450€ Annual Recognition Fee
2 Modules = 100€ Annual Recognition Fee	10 Modules = 500€ Annual Recognition Fee
3 Modules = 150€ Annual Recognition Fee	11 Modules = 500€ Annual Recognition Fee
4 Modules = 200€ Annual Recognition Fee	12 Modules = 600€ Annual Recognition Fee
5 Modules = 250€ Annual Recognition Fee	13 Modules = 650€ Annual Recognition Fee
6 Modules = 300€ Annual Recognition Fee	14 Modules = 700€ Annual Recognition Fee
7 Modules = 350€ Annual Recognition Fee	15 Modules = 750€ Annual Recognition Fee
8 Modules = 400€ Annual Recognition Fee	

PYA GUEST© Training Providers

Application form for PYA GUEST© Accreditation / Continued Accreditation

Annex C.

FOR: Initial accreditation application/ Change of details & updates / Continuation of accreditation

PLEASE USE CAPITALS THROUGHOUT

1. Please tick one of the following: Forms that are not signed and dated cannot be processed.		
<input type="checkbox"/> Initial application for accreditation.	<input type="checkbox"/> Change of details for existing accredited course /s or additional courses.	Continuation of accreditation application: year 1 / year 3 / year 8 / year 13/ year 18
2. Full Name of Training Centre		
Address for Correspondence Country Post code	Centre Tel : Centre Fax : Centre Email : Centre Website :	
3. Full Name of Principal:-		
Indicate status of Principal (i.e. whether owner / director / position at center)	Principal's Tel: (home / day / office) Principal's Email	
4. Please indicate which course(s) you wish to have PYA accreditation:	<input type="checkbox"/> PYA Yacht Interior Advanced Laundry Service Module <input type="checkbox"/> PYA Floristry & Plant Maintenance Module <input type="checkbox"/> PYA Barista & Hot Beverages Module <input type="checkbox"/> PYA Advanced Wine Appreciation Module 1 <input type="checkbox"/> PYA Advanced Wine Appreciation Module 2 <input type="checkbox"/> PYA Advanced Bartending & Mixology Module 1 <input type="checkbox"/> PYA Advanced Bartending & Mixology Module 2 <input type="checkbox"/> PYA Yacht Interior Leadership & Management Module	
<input type="checkbox"/> PYA Yacht Interior Introduction Module		
<input type="checkbox"/> PYA Yacht Interior Basic Food Service Module		
<input type="checkbox"/> PYA Wine Bartending & Mixology Introduction Module		
<input type="checkbox"/> PYA Yacht Interior Administration and HR Module		
<input type="checkbox"/> PYA Yacht Interior Advanced Service Module 1		
<input type="checkbox"/> PYA Yacht Interior Advanced Service Module 2		
<input type="checkbox"/> Cigar Service * part of Advanced Service 1		
<input type="checkbox"/> PYA Yacht Interior Advanced Housekeeping & Valet Services Module		
4.1: Do you wish to offer On-board training:	YES/NO	
5. You have read and accept the definitions as indicated in the PYA GUEST© Guidelines REV 12.2: YES / NO		
<i>It is essential that you have read and understood the PYA GUEST Guidelines that regulate the course structure, content and GLH.</i>		
5.1 You have read and accept the terms & conditions as laid out in the Training Providers PYA GUEST© Agreement REV16: YES/ NO		
<i>It is essential that you have read and understood the Training Providers Agreement and the terms and conditions laid out in the agreement between your Training Center and the PYA.</i>		
<input type="checkbox"/> Please indicate that you understand the certification requirements in the Training Providers PYA GUEST© Agreement REV16. YES / NO The training provider is responsible for certificate fees.		
7. We are a PYA Corporate Member and wish to promote our PYA GUEST© accredited courses on the PYA Course Calendar YES / NO		

8. Please supply the supporting documents listed below with this application:-

This section is part of the ISO / QMS so please ensure each document has a Reference or Revision number and Date on each page. Please supply amended forms and CV's when applicable. (Please refer to Training Providers PYA GUEST© Agreement REV15 for details).

- Instructors qualifications, current CV with photo and references
- Instructors Course Notes and Lesson Plans
- Student Course Notes and Hand outs
- A list of all teaching aids and materials to be used for each course
- Risk Assessment for each course
- Evidence of a Quality Management System
- Training Center Booking / Registration Form
- Booking procedure including Terms and Conditions of Booking
- Course Attendance Form
- Student Feedback Form
- Trainer Feedback and Follow up Process
- Evidence of Insurance Cover (in date)
- Evidence of being a legally Registered Company

Initial PYA GUEST© accreditation fee must accompany this application form. (please indicate which payment is due)

<p>9. Payment</p> <p><input type="checkbox"/> Initial accreditation fee</p> <p><input type="checkbox"/> 3rd Year accreditation fee</p> <p>NOTE this fee is due prior to a site audit and facility visit.</p>	<p><i>I enclose a cheque /credit card details for 500 euro's for the inspection indicated. Please add a further 50euros per additional course X(number of courses)</i></p> <p><i>Total payment =Euros</i></p> <p><i>I understand that it is a condition of recognition that the inspection fee is payable to the PYA on receipt of the invoice prior to the inspection.</i></p> <p><i>Date</i> <i>Signed:</i></p>
---	---

<p>9. Payment</p> <p><input type="checkbox"/> Continuous annual recognition fee due after the 3rd year.</p>	<p>Continuous annual recognition fee is due per year and will be invoiced by the PYA after the 3rd year of continuous recognition.</p> <p><i>Date</i> <i>Signed:</i></p>
---	---

Credit card details	<table style="width: 100%; border: none;"> <tr> <td style="border: none;">Card type:</td> <td style="border: none;">Name on card:</td> </tr> <tr> <td style="border: none;">Card number:</td> <td style="border: none;"></td> </tr> <tr> <td style="border: none;">Expiry Date:</td> <td style="border: none;">Security code:</td> </tr> </table>	Card type:	Name on card:	Card number:		Expiry Date:	Security code:
Card type:	Name on card:						
Card number:							
Expiry Date:	Security code:						

10. All applications to complete:	<p><i>I apply for recognition of the above named courses, having read the Training Providers PYA GUEST© Agreement REV16 as set out by the PYA.</i></p> <p><i>Date</i> <i>Signed:</i></p> <p><i>Name: (Principal)</i></p>
-----------------------------------	--

Office use:-	Approved by	Date:	Sign:
--------------	-------------	-------	-------

Yacht Interior Crew TESTIMONIAL COMMERCIAL AND PRIVATELY OPERATED YACHTS

Part 1.	<i>This is to certify that this seafarer has serviced in capacity of:</i>	
Service:	Junior Steward/ess / Senior Steward/ess / Chief Steward/ess	
Full Name of Seafarer		
Date of Birth: / /	National I.D number:	
Motor Yacht / Sailing Yacht * Delete as appropriate	Name of vessel:	
IMO/Official Number:	FLAG:	
Length (m):-	Gross Tons (gt):-	
(Employment dates) Yacht Service From/...../..... To/...../.....	= Total Yacht Servicemthsdays	
Guest Service: Actual Days with guests onboard	=days <i>(Note: A "guest day" is any day that the yacht is set up to receive guests and there is some "service" element involved)</i>	
Duties and tasks carried out:	List tasks:-	
Leave of absence was granted as follows:	Fro.....to.....	
Part 2 Official endorsement	Name of Owner / Manager */ Responsible person *(Including Captain and Chief Steward/ess): <i>(Please print name)</i>	
If Master then CoC No.:	Issuing Administration:	
Name and address of owning /managing company*	Position in company / onboard:	
Yacht / Company Stamp:	Sign:	Date:
<p>ANY FALSE INFORMATION SUBMITTED COULD LEAD TO THE WITHDRAWAL OF THE SIGNING OFFICER'S CoC</p>		

PYA GUEST© CoC Application Form

Application form for issue of a GUEST Certificate of Competence

Professional Yachting Association Certificate of Competency Application is subject to the requirements of Qualifications and Sea Service, as laid out in the PYA GUEST© Guidelines.

IMPORTANT – BEFORE completing this form, please ensure you have read the guidance notes and instructions on page 4 of this form. Please provide an email address in block capitals in order for us to inform you of the receipt of your application. We do not offer a counter service for this application.

Forename(s) in full :

Surname / Family name:

Title Mr/Mrs/Miss/Ms	Date of Birth	Nationality:
Male/ Female:	Country of Birth:	Passport number:
PYA Membership number:		
Full Home Address:		Address for return of documents (if different from home address)
District:		
Town / City:		
County/State:		
Post Code/Zip:		
Country :		
Email (block capitals):		

Applying for:

- Junior Yacht Stewardess / Steward CoC (previous Sea Service not required)
- Senior Yacht Stewardess / Steward CoC
- Chief Yacht Stewardess / Steward CoC

Required documents for all applications:

- 1 x Jpg photo (emailed) training@pya.org
- Copy of Passport (attested)
- Copy of Valid ENG1 (attested)
- Latest CV (with photo)
- Food Hygiene level 2 in Catering or Food Safety level 2 in Catering module (or equivalent)
- STCW'95 basic training modules
- Sea Service Testimonials, with Yacht Service and Guest days indicated (if relevant)
- Service Record Book / Log Book or Discharge book / papers (if relevant)
- Previous Certificate of Competence - if held (All levels except Junior Level)

Please note that anyone applying for a PYA GUEST© CoC or a CoC through the transitional route is required to be a GUEST Interior PYA Member or a Community Member (which is free). Please join on line: www.pya.org before submitting application form.

Certificates and Documents required for CoC:

Level	Auxiliary Course	PYA GUEST approved Course
Application for: Junior Steward/Stewardess CoC	<input type="checkbox"/> STCW'95 training courses x 5 <input type="checkbox"/> Food Hygiene module in Catering (level 2) or equivalent <input type="checkbox"/> ENG 1 or equivalent	<input type="checkbox"/> PYA Yacht Interior Introduction Module <input type="checkbox"/> PYA Yacht Interior Basic Food Service Module <input type="checkbox"/> PYA Wine Bartending & Mixology Introduction Module
Application for: Advanced Senior Steward/Stewardess CoC	<input type="checkbox"/> STCW (A-VI/4-1) MEDICAL FIRST AID <input type="checkbox"/> RYA POWERBOAT LEVEL 2 / TENDER DRIVER LICENSE or equivalent <input type="checkbox"/> Training Record Book	<input type="checkbox"/> PYA Yacht Interior Administration and HR Module <input type="checkbox"/> PYA Yacht Interior Advanced Service Module 1 <input type="checkbox"/> Cigar Service <i>*part of PYA Advanced Service 1</i> <input type="checkbox"/> PYA Yacht Interior Advanced Service Module 2 <input type="checkbox"/> PYA Yacht Interior Advanced Housekeeping & Valet Services Module <input type="checkbox"/> PYA Yacht Interior Advanced Laundry Service Module <input type="checkbox"/> PYA Floristry & Plant Maintenance Module <input type="checkbox"/> PYA Barista & Hot Beverages Module <input type="checkbox"/> PYA Advanced Wine Appreciation Module1 <input type="checkbox"/> PYA Advanced Wine Appreciation Module 2 <input type="checkbox"/> PYA Advanced Bartending & Mixology Module 1 <input type="checkbox"/> PYA Advanced Bartending & Mixology Module 2
Application for: Management Head of Department) Chief Steward/Stewardess CoC	<input type="checkbox"/> STCW (A-VI/4-2) MEDICAL CARE COURSE <input type="checkbox"/> STCW (A-VI/3)ADVANCED FIRE FIGHTING <input type="checkbox"/> ADVANCED SEA SURVIVAL or PSC&RB <input type="checkbox"/> STCW (A-VI/2-1) <input type="checkbox"/> Level 3 Supervision OF FOOD SAFETY IN CATERING or equivalent <input type="checkbox"/> Training Record Book	<input type="checkbox"/> PYA Yacht Interior Leadership & Management Module <input type="checkbox"/> ACCOUNTING & BUDGET COURSE or equivalent <input type="checkbox"/> INTRODUCTION TO INTERNATIONAL SAFETY MANAGEMENT COURSE or equivalent

Sea Service: (must be backed up by testimonials)

Yacht name	Yacht Service Dates	Yacht Service Mths / days	GUEST DAYS	No. of Crew	Size of Vessel	Position held (signed on)
	to					
	to					
	to					
	to					
	to					
	to					
	to					
	TOTAL					

Please use separate page for further sea service details.

Guidance Notes for completing this form:

Assessment:

The PYA will make an assessment for a Certificate of Competence based on the correct documentation & sea service being presented on application. Your application will be delayed if you have not sent us the correct or complete documentation.

Documents:

Do not send original documents. Please send attested copies only by email or by post to the PYA HQ
PYA, 23 Rue du General d'Andreosy, 06600 Antibes, France. Tel + 33 (0) 4 93 34 91 16 /email training@pya.org

Please have the documents attested by a PYA Regional Officer or PYA staff, a Captain or Training provider. The person certifying should write "I certify this to be a true copy of the original" and their name, signature, contact details & the date.

Advice on PYA Regional Offices worldwide please visit the website www.pya.org

Payment:

The application will not be processed without the fee being paid in full.

Photos:

Please provide jpg photo by email.

Information on Sea Service:

All Sea Service to be verified, needs to be in a PYA recognised Log Book / Discharge Book or Service Record Book and backed up with Testimonials.

We accept:

PYA Service Record Book

PYA Crew Work Book

RYA Log Book

IYT Log Book

All administrations Seaman's Discharge Books

Required Sea Service:

YACHT JUNIOR STEWARD/ESS = Nil

YACHT SENIOR STEWARD/ESS = Sea Service Testimonials, with 12 MONTHS Yacht Service and 60 DAYS Guest Service indicated Service Record Book / Log Book or Discharge book AND Service Record Book / Log Book or Discharge book.

YACHT CHIEF STEWARD/ESS Head of Department (HoD) = Sea Service Testimonials, with 12 MONTHS Yacht Service and 60 DAYS Guest Service indicated. Half the required Management entry level Yacht Service & Guest Service will be on vessels over 500tg. WHILST HOLDING SENIOR STEWARD/ESS POSITION AND Service Record Book / Log Book or Discharge book.

Application form

Leading to the Professional Yachting Association GUEST© Certificate of Competence.

The PYA will make an assessment based on the correct documentation being presented on application. Do not send original documents.

Please send attested copies only, either by email or post to the PYA HQ:

Tel + 33 (0) 4 93 34 91 16 /email training@pya.org / PYA, 23 Rue du General d'Andreossi Antibes, 06600, France.

Please have the documents attested by a PYA Regional Officer or PYA staff, a Captain or Training provider.

"I certify this to be a true copy of the original" "name, contact details & date"

(For advice on PYA Regional Offices worldwide, please contact PYA Head office).

Mr/Mrs/Miss/Ms	Full Name:	PYA membership number:
DoB	Nationality	Passport number
Email	Address	
Mobile		

CoC Applying for: PYA GUEST©

- Junior Yacht Stewardess / Steward CoC
- Senior Yacht Stewardess / Steward CoC
- Chief Yacht Stewardess / Steward CoC

Required Documents for all applications:

- Photo by email (JPG) training@pya.org
- Copy of Passport (attested)
- ENG1 (valid)
- Current CV (with photo)
- Food Hygiene or Food Safety module (Catering level 2 minimum)
- STCW'95 basic training modules
- Sea Service Testimonials, with Yacht Service and Guest days indicated (not required for Junior level application)
- Service Record Book / Log Book or Discharge book / papers (if relevant)

Supporting Documents required as part of the application to be assessed:

- Declaration from Captain or Owner stating relevant experience & onboard department mentoring and training given /received.
- Certificates from non PYA GUEST© relevant interior training courses attended. Including syllabus of the course attended & details of the Training Provider.
- Other specialist Yacht Training courses
- Relevant Certificates of academic achievement from previous training or employment – (non Yacht)
- Declaration from previous employers stating relevant experience – (non Yacht)
- Relevant auxiliary training subject to the level applying for. (Advanced STCW / Tender Driving etc)

Administration fee

= 65€ PYA Community member
 = 30€ PYA GUEST Interior member
 Cheque / Cash /online /credit card

Name on Card:	Expiry date:
Credit Card Number	3 digit security number :

Office use:

PYA membership for GUEST Interior.

SPECIAL OFFER:

Special rate of 20€ to join the PYA.

20€ fee is the initial joining fee under the “special offer rate” through your Training Provider once you have completed a GUEST approved course. This rate will be raised to 50€ per year *normal rate* on annual renewal. Please complete the PYA application form, and hand write “special rate” membership fee on the application form with evidence of your course completion certificate.

Benefits for Interior Crew to Join the PYA.

Representation:

- ✓ The PYA represent the yachting community as a whole (all departments) at administration level.
To date this has mainly been focused on regulations that pertain to the Deck and Engineering department, however under the MLC ALL crew / "seafarers" including the Interior department, are now under the regulatory umbrella.
-

GUEST:

- ✓ PYA offer support and advice on the career path for interior Crew and the training and certification requirements leading to the issue of a GUEST CoC.
 - ✓ PYA offer members rates for application for CoC (member fee = 30€ | non-member fee = 65€)
 - ✓ PYA offer members rates for those who want to apply for the assessment route (Letter of assessment) (member fee = 30€ | non-member fee = 65€)
 - ✓ As a member you will have a members log in to access the GUEST Alumni Intranet and GUEST FB pages.....a discussion and support platform.
 - ✓ As a member YOU will have the chance to be part of the Workgroup for GUEST.
 - ✓ The PYA will send you invitations to of all PYA (general) and GUEST events.
-

Workbook:

- ✓ Interior Crew membership includes the PYA Crew Workbook – to record Sea Service (testimonials) and enter qualifications gained. This is a CV booklet designed to show progressive CPD and yacht service.

This is not the full sea going Service Record Book that is used to verify Sea Service on behalf of the MCA, however if you would like to upgrade your membership, PYA will transfer all the details from the Crew Workbook to your Service Record Book. You can upgrade at any time for the full membership fee of 120€ per year and we would waiver the joining fee of 80€ if you are already an Interior PYA Member.

Yacht Rating Certificates

- ✓ As part of the GUEST Training Record Book, we have the Yacht Rating section for interior crew.
- ✓ PYA can issue Yacht Rating Certificates *on behalf of MCA*. The fee for members is 40€ and non-members 80€.
- ✓ These are extremely useful for those working on commercial yachts as they help satisfy the ship's Safe Manning Document.

Full details of the qualifying requirements can be found in the GUEST website www.guest-program.com and MCA's MGN 270(M). This service is available to all crew. All applications are treated as a matter of priority

General advice:

- ✓ We offer support and guidance to all members with regards to conflicts of interest on board and crew welfare issues.
 - ✓ We can advise on crew contracts and Seafarers Employment Agreements (SEA's)
-

Member's benefits:

- ✓ There are some discounts on courses and benefits listed on the PYA website.
-

Learner ASSESSMENT RECORD SHEET			
Programme	GUEST	Learner name	Jane Smith
Course Title	PYA GUEST Basic Food Service	Approved Trainer name	(approved GUEST Trainer)
Targeted learning aims	<ul style="list-style-type: none"> • Understand guest service in general • Understand how to provide different food service techniques • Understand how to carry out food and beverage service on board a yacht • Demonstrate an understanding of how to prepare mise en place for the service area's onboard the yacht • Demonstrate an understanding of menus 		
Course GLH	The guided learning hours set out for this training must be delivered as a full time course of at least 8 hours, over a minimum of 1 day	Course start and end date	From to
Targeted criteria (Practical)	Criteria achieved? (Yes / No)	Assessment comments	
Plated Service = American Service			
Silver Service = English Service			
Russian Service			
Mise en place			
Table setting & decoration			
Beverage Service			
Working with menus			
Hors d'oeuvres / Canapés / Appetizer			
General comments			
Theory marks and comments			
Assessor signature	Date	Learner signature	Date
Learner comments			
Resubmission authorisation by Lead Trainer	All resubmissions must be authorised by the Lead Trainer . Only one resubmission is possible per assessment providing the trainer considers that the learner will be able to provide improved evidence without further guidance.		

Quality Improvement Plan (QIP) Template

Note 1 Improvements from both the facilitator and the candidates must be noted per course delivered							
Note 2 Actions should have an intended date to be addressed. The RAG (red, amber, green) status indicates progress toward quality improvement.							
Date of Course	Course Title & Trainer	Nos of Students	Venue	Quality Improvement based on feedback	Action required and completion date	RAG Status	Additional comments
				<p>Note 1: here improvements based on both Facilitator feedback and Delegate feedback. Report by exception Examples below</p>	<p>Note 1: Make your actions to improve based on feedback SMART. Be realistic when you can achieve this. Who needs to be involved if necessary....</p>	<p>Note 2: Red: Date the action was identified Amber: Date the action was planned ready for implementation Green: Date action as achieved Example below</p>	<p>Use this section to make any additional comments of necessary: e.g. 1. Why the date of completion goes beyond the intended date 2. Did the improvement address the problem? Explain what the issue and create another action in the QIP 3 Was it successful if so why?</p>
<p>EXAMPLES 10/01/2016</p>	<p>Guest Introduction Basic Food Service Trainer: Lisa Jones</p>	8	Centre Address	<p>Facilitator: (LC) The practical demonstration of cover change ran over by 30 mins. The menus used where over complicated for the first session This caused a knock on effect for the timings</p>	<p>Address the menus for this first session for simpler dishes avoiding French terminology. For next course</p> <p>16/02/2016</p>	<p>10/01/2016 21/01/2016 25/03/2016</p>	<p>New menus implemented for next course/ Delayed due to the intended course being cancelled. The menus allowed greater understanding of menus for the first session.</p>
<p>EXAMPLES 01/01/2017</p>	<p>GUEST Introduction Wine and Cocktail Trainer: James Smith</p>	5	Centre Address	<p>Delegate Feedback: would like to make more of a variety of cocktails.</p>	<p>The course covers all the outcomes. However if time permits the facilitator can include additional activities on cocktails if they wish</p>	<p>10/01/2016</p>	<p>Ensure that all facilitators are aware of this and that additional cocktail ingredients are available to add to courses where appropriate and if time allows.</p>

PYA GUEST© For reference: Old Levels and Courses / Updated Modules

Old Courses	Old Levels	Updates GUEST Modules V12.1 2016 /17	Updated Levels
same	Intro level	PYA Yacht Interior Intro Module	Introductory level
same	Intro level	PYA Yacht Interior Basic Food Service Module	Introductory level
Formerly Wine and Cocktail Intro' Course	Intro level	PYA Wine Bartending & Mixology Intro Module	Introductory level
Formerly part of Yacht interior Management course	Management Level	PYA Yacht Interior Admin and HR Module	Advanced level
Formerly part of Yacht Interior Intermediate	Intermediate level	PYA Yacht Interior Advanced Service Module 1	Advanced level
Formerly part of Yacht interior Management course	Management Level	PYA Yacht Interior Advanced Service Module 2	Advanced level
Formerly part of Yacht Interior Intermediate	Intermediate level	PYA Yacht Interior Advanced Housekeeping & Valet Services	Advanced level
Formerly part of Yacht Interior Intermediate	Intermediate level	PYA Yacht Interior Advanced Laundry Service Module	Advanced level
Formerly part of Yacht Interior Intermediate	Intermediate level	PYA Floristry & Plant Module	Advanced level
same	Intermediate level	PYA Barista & Hot Beverages Module	Advanced level
Formerly Wine Intermediate course	Intermediate level	PYA Advanced Wine Module 1	Advanced level
Unchanged	Management Level	PYA Advanced Wine Module 2	Advanced level
Formerly Cocktail & Spirit Intermediate Course	Intermediate level	PYA Advanced Bartending & Mixology Module 1	Advanced level
Formerly Cocktail & Spirit Advanced Course	Management Level	PYA Advanced Bartending & Mixology Module 2	Advanced level
Formerly part of Yacht interior Management course	Management Level	PYA Yacht Interior Leadership & Management Module	Head of Department level

The P.Y.A aims to achieve and maintain the highest standards for Professional Yacht Crew and to promote awareness and understanding in the safe and seaman like conduct of its members.

Professional Yachting Association

23 Rue du General d'Andreosy, 06600 Antibes, France

Tel : 00 33 (0)4 93 34 91 16 Mob: 00 33 (6) 15 27 0 236

E-mail : info@pya.org | Web : www.pya.org | Web: www.guest-program.com

TVA No FR 62 400 712 675 – SIRET 400 712 675 00016

A non-profit organisation registered In France under the law of 1st July 1901