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G.U.E.S.T.
PROGRAM



Guidelines for Unified Excellence in Service Training

CULTIVATING SEVEN STAR STANDARDS IN LUXURY SERVICE & HOSPITALITY

Leading to a G.U.E.S.T© Certificate of Competency

Amended REV 13 020217
Amended REV 12.2 211016
Amended REV 12.1 200316
Amended REV 11.1 200315
Amended REV 11 200115
Amended REV 10 010114
Amended REV 9 010113
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G.U.E.S.T Interior Crew Training and Certification Development route (REV 35)

Please be aware that the modules titles have been revised and modified from "PYA" to "GUEST" for the purpose of clarity.

Introduction Units 01 to 03

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

Advanced Units 04 to 15

- ▶ GUEST Interior Administration & Human Resources Module
- ▶ GUEST Advanced Service Module
- ▶ GUEST Cigar Service Module
- ▶ GUEST Advanced Housekeeping Module
- ▶ GUEST Advanced Valet Services Module
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- ▶ GUEST Advanced Interior Management Module

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Foreword

This document describes the complete training and standards under the Guidelines for Unified Excellence in Service Training Program for Accreditation known as the G.U.E.S.T© Program. This Program has been designed for new to current operational crew working in the Hospitality & Service Department on a professional yacht. The Professional Yachting Association (PYA) has produced these course specifications through the G.U.E.S.T© Steering Committee and 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 G.U.E.S.T© Administration at the address shown.

These Guidelines are revised and modified on an annual basis following revisions from feedback. This GUEST© Guidance Notice replaces [REV 13 020217](#)

The Professional Yachting Association owns the intellectual property rights for the 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 all Trainers, staff and students 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.

Quality Assured Qualifications:

We provide quality-assured qualifications that assist interior yacht crew to understand and apply the hospitality and service duties and expectations within the on-board interior department and to develop their skills.

We do this by:

- ▶ Liaising with the yachting community & relevant professionals to set suitable specifications.
- ▶ Approving training providers to offer our qualifications, with continuous monitoring and audits.
- ▶ Apply and evidence practical assessments and examinations through Student Assessment Records.
- ▶ Permitting the Training Provider to issue G.U.E.S.T certificates to successful students following each module.
- ▶ Issuing G.U.E.S.T Certificate of Competence qualifications for students who meet the criteria at each level of the Program.

Specifications for the G.U.E.S.T© Program modules

Scope

This document applies to the full list of G.U.E.S.T Modules which make up part of the G.U.E.S.T© Program provision of training. For each module there is a unit definition document available on request. The Module Specifications are listed in *Annex A*, which will form the basis of the approval inspection for each unit.

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

Approved Training Providers

All G.U.E.S.T© Program interior training modules, including the assessment and examinations must be taken through a G.U.E.S.T© accredited training establishment. A list of Training Providers accredited to run the G.U.E.S.T© Program Modules is available on the G.U.E.S.T© website: www.guest-program.com

Training providers wishing to gain G.U.E.S.T© accreditation to deliver the G.U.E.S.T© Program 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 an assessment by the G.U.E.S.T© Administration to ensure that the required criteria has been met.

The approval procedure is described in detail in the document “**CONDITIONS OF RECOGNITION AGREEMENT | TERMS & CONDITIONS FOR G.U.E.S.T© ACCREDITATION STANDARDS**” 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 G.U.E.S.T© Program entity. 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 GUEST© Program is strictly 18 years 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 students on each course will depend upon the availability of trainers, equipment and facilities. The number should not exceed that which will allow sufficient opportunity for each student to participate in practical exercises and demonstrations. This will be identified during the approval assessment.

Learning Outcomes

All students 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 of standards by the G.U.E.S.T© Administration.

Please refer to the Qualification and Assessment Criteria later in this documents for full details.

Course Duration

The guidelines for course duration, known as “Guided Learning Hours” (GLH) is indicated in **Annex A** for each module.

Conduct of Training

Each centre must design a suitable lesson plan to meet the guided learning hours and training objective described in Annex A of this document. This must be forwarded to the G.U.E.S.T© Administration before the approval inspection and will 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.

NOTE for Wine and Mixology courses: those either underage or unable to consume alcohol, the G.U.E.S.T© Administration 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 students, trainers and staff should be ensured at all times. Training Providers 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 G.U.E.S.T© Administration for further details on how to complete a risk assessment if required)

Trainer Requirements

- ▶ All training and instruction should be given, and assessments carried out by properly qualified personnel. (GUEST Approved Trainer)
- ▶ Trainers engaged on G.U.E.S.T© Program accredited courses will hold the appropriate qualifications and endorsements.
- ▶ Accreditation to the Training Provider is granted subject to a qualified person being G.U.E.S.T approved and listed as the course Trainer.
- ▶ For G.U.E.S.T© Administration to approve an individual Trainer, the Trainer is required to complete the G.U.E.S.T© Program 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 to be contacted and references will be followed up if deemed necessary by the G.U.E.S.T© Administration.
- ▶ All Trainer requirements are at the discretion of the G.U.E.S.T© Administration.
- ▶ All training is to be completed in **English**. All approved trainers must have a good working knowledge of the written and spoken English language.

Trainer Requirements (cont).

The G.U.E.S.T© Administration encourages Trainers to keep up to date with CPD and relevant training. In addition the G.U.E.S.T© Administration will provide (obligatory) annual Train the Trainers sessions as part of the approval and ongoing improvements to the learning outcomes of the G.U.E.S.T© Program.

Note on applying for Trainer Approval: It is essential all relevant parties have read and understood the G.U.E.S.T© 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 G.U.E.S.T© Administration.

For the following modules:

-  **GUEST Basic Food Service Module**
-  **GUEST 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:

-  **GUEST Advanced Service 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.
 - ▶ 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 module:

-  **GUEST 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:

-  **GUEST Floristry & Plant Maintenance Module**
-  **GUEST Cigar Service Module**

All Trainers should:

- ▶ Have 5 years of proven applied experience in the specialized field.
 - ▶ Ideally including 3 years of proven Hospitality or Yacht Experience.
 - ▶ 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.
-

For the following modules:

- ✦ GUEST Interior Administration and Human Resources Module
- ✦ GUEST Advanced Housekeeping Module
- ✦ GUEST Advanced Valet Services Module
- ✦ GUEST Advanced Laundry Service 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.
- ▶ (For Valet Service Module only): including 3 years of proven Hotel or Private Housekeeping Experience or Butler/Valet experience.
- ▶ 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 modules:

- ✦ GUEST Wine Bartending & Mixology Introduction Module
- ✦ GUEST Advanced Bartending & Mixology Module 1
- ✦ GUEST 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:

- ✦ GUEST Advanced Wine Appreciation Module 1 *
- ✦ GUEST 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.

For the following modules:

- GUEST Advanced Interior Management Module

All Trainers should:

- ▶ Have 5 years of proven applied experience in the Management field.
- ▶ 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 and competence to deliver the Management training.

For the following modules:

- ✦ GUEST Advanced Leadership Module

All Trainers should:

Non Yachting background

- ▶ Proven track record of delivering leadership development- facilitation, coaching, training, etc. (minimum 5 years).
- ▶ Coached crew over a period of at least six months or co-delivered yacht based leadership development programmes (minimum of 6)

Yachting background

- ▶ 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)
- ▶ Full working knowledge of the specific learning objectives and competence to deliver the leadership training. (Minimum 1 year further education in leadership) Or Full working knowledge of the specific learning objectives and competence to deliver the leadership training. (Minimum 1 year co-delivering leadership development)

ALL:

- ▶ Hold an appropriate qualification in instructional techniques and knowledge, or has a proven experience of instructing (5 years plus).
- ▶ Full working knowledge of the specific learning objectives and competence to deliver the leadership training

Approved Trainers Credit System & Continuing Professional Development:

Part of ongoing Trainer Approvals. **From July 2017:**

- All GUEST approved trainers are to complete the Trainers approval application form on an annual basis, to include latest CV, CPD Training and certifications and any required supporting docs.
- All trainers offering training for the following modules must hold an in date Food Safety level 2 course (minimum requirement).
 - ✎ Basic Food Service Module
 - ✎ Advanced Service Module
 - ✎ Introduction Wine, Bartending and Mixology Module
 - ✎ Barista and Hot Beverages
 - ✎ Advanced Wine Appreciation Modules 1 & 2
 - ✎ Advanced Bartending and Mixology Modules 1 & 2
- All trainers to complete the provided online CPD Sessions as well as annual Train the Trainer CPD updates and accrue credits per year for continuing approval. (see below table)

CPD to be recorded:

- ✓ Trainers must accrue a MINIMUM of **10 CPD points** per year for continued recognition as a G.U.E.S.T Approved Trainer.
- ✓ Activities accrue points
- ✓ Some Activities are compulsory
- ✓ Trainers must submit their CPD claim every year to the G.U.E.S.T CPD Officer for approval.
- ✓ The records will form part of the center Audit.

This is a quality assurance investment from the G.U.E.S.T Administration to improve the overall teaching and learning outcomes throughout the G.U.E.S.T© Program.

Activity	Enforced	No of CPD Credits	Max Credits Per Year
Attending training activities (CPD): Includes observation exercises & learning new training techniques	No	1 Credit per session attended	Max 10
<ul style="list-style-type: none"> • Attending a G.U.E.S.T meeting (includes Virtual meetings) • Presenting at seminars on behalf of G.U.E.S.T • Volunteering to be part of a G.U.E.S.T Awareness or work shop. • Participating in any G.U.E.S.T events at yacht shows or other. 	No	1 Credit per presentation Or attendance	No Max
Media / Press articles: (noncommercial based) relevant to the G.U.E.S.T Program and Interior training, development & support.	No	1 Credit per article	Max 2
Submission of a Quality Improvement Plan or Feedback Report: All Training Providers must present at year end their QIP's. For independent Trainers, please submit a feedback report. This is for internal feedback to assist with the development of G.U.E.S.T	YES	2 Credits per plan	Max 2
Development of G.U.E.S.T: Includes active role with assisting with syllabus updates, marketing, QMS, Web design, social media etc.	No	2 Credits per annual assistance	Max 2
Attendance of a training course: To upgrade current qualification or learn / refresh skills. Include keeping Food Safety training in date.	No	2 Credits per course attended	No Max
Completion of a G.U.E.S.T Program organized or recognized CPD train the trainer session. 2 CPD sessions will be provided per year. ALL trainers MUST complete the online sessions provided.	YES	2 Credits per session	Min 4

On-Board Training:

A Training Provider may apply for on-board G.U.E.S.T© Accreditation in circumstances where they do not have permanent facilities or premises, but intend to provide and follow the G.U.E.S.T© Program 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 this document (G.U.E.S.T© Guidelines) in the 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 G.U.E.S.T© 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 G.U.E.S.T© 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 might request sitting in on an on-board training course. Therefore all of the above criteria in this section must have been accomplished before the visit. If an on-board visit has been requested, then it is the responsibility of the Training Provider to make available advance notice of any on-board training being planned to the G.U.E.S.T© Administration; 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 an allocated G.U.E.S.T© Auditor. 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 student. Each certificate will have the G.U.E.S.T© approved logo and unique registration number provided by the G.U.E.S.T© Program registration platform (SEA-ID). Each Training Provider will have its own account in the SEA-ID online certificate platform and the recording of students for certificate issue should be done here

Student Feedback and Records:

The Training Provider must report to G.U.E.S.T© Administration all students who attend a training course by means of uploading the Student Feedback Forms and Student Assessment Records following each course. Each Training Provider will be provided its own online folder for uploading this information.

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 center'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 of all the above are described in detail in the document "**CONDITIONS OF RECOGNITION | TERMS & CONDITIONS OF GUEST© STANDARDS ACCREDITATION**" which may be found in *Annex E* of this document and on the G.U.E.S.T© website, www.guest-program.com

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

Qualification Assessment Provision:

The G.U.E.S.T© Program of 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. 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.

Practical assessment must be combined with one other assessment methods from below:

Written Assessment: The Training Provider can opt to cover criteria through written assessment. This can be in the form of a short exam paper/test, a report or assignment.

The Training Provider must ensure:

- Written assessment does not include any of the compulsory practical observations for any module
- Is achieved outside of the guided learning hours for any module
- Can be authenticated as the students own work
- Follows the exam guidance in FAQ
- Must be carried out in English
- A mark scheme must accompany all written assessments

Professional Discussion: With the Trainer to ensure underpinning knowledge is sufficient.

Practical Assessment: Observation of practical activity and all evidence must be valid, authentic and sufficient to meet the assessment criteria. It must be clearly marked and kept on record (Student Assessment Record) as part of the Audit process.

The G.U.E.S.T© Administration require ALL G.U.E.S.T Training Providers to provide the student with a Student Assessment Record (SAR) which is a designed for the student to use. The SAR 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.

Training Providers Certificate issued to Student: Ensure the certificate has the full course title, course dates, full name (as per passport) of the student, with DoB, an in-house certificate number, has the G.U.E.S.T and PYA logos and SEA-ID token. SEA-ID requires details of student: name, DoB and email address, including course dates and Trainer(s) name (s).

Frequently asked questions:

What should I include in my questions? Only criteria that is not covered in the practical assessment. This will be highlighted in the Student Assessment Record (SAR).

Should I produce a mark scheme for each paper? Yes always. This allows for internal verification as part of the quality assurance process. Multiple choice is easy. Written answers are more subjective. It is good practice to get a least one "reviewer" who has subject knowledge to complete the exam and compare to your mark scheme. This reduces the risk of appeal against any questions and answers. Students talk!

What is best practice for exam writing? As part of the QIP centres should sample completed exam papers regularly noting the following:

- Are students getting the same question wrong? If so why and address. Could be a wording issues
- Is one exam paper getting better results than the other? If so it is too easy
- Is one exam paper getting low pass rates? There could be many reason for this

Quality Improvement Plan

1. The G.U.E.S.T© Administration 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 G.U.E.S.T© Administration.
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 G.U.E.S.T© 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.
 - 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!
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

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)
- ▶ HELM Management – Please refer to Training Providers List for approved HELM training to be taken as equivalent to GUEST Advanced Leadership Module.

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 G.U.E.S.T© Administration for recognised training options.

Certificate of Competency:

For those pursuing a career in the Interior department of a Yacht and following the G.U.E.S.T© Program training route.

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 G.U.E.S.T© 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 G.U.E.S.T© CoC
- ▶ Yacht Senior Steward / Stewardess G.U.E.S.T© CoC
- ▶ Yacht Chief steward / Stewardess G.U.E.S.T© CoC

*The G.U.E.S.T© Program application for Certificate of Competence (COC) form can be found in **Annex F** of this document & is also available on the G.U.E.S.T© website.*

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

The G.U.E.S.T© Administration can assess experienced and current Interior Yacht Crew for direct entry to the G.U.E.S.T© 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 G.U.E.S.T© Administration 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>

For References: This application formed part of the Transitional Arrangement for those who had not completed previous equivalent formal training, where after the 1st Jan 2017 the G.U.E.S.T© Administration require formal training be presented as part of the assessment process.

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

Certificate of Competency following the Letter of assessment route

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

Please note that anyone applying for an advanced level G.U.E.S.T© CoC or applying for a CoC through the letter of assessment route is required to have Sea Service verified by the PYA.

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 G.U.E.S.T© Program of training & certification.

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 G.U.E.S.T© 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.

G.U.E.S.T© Program Glossary | terms and definitions:

The G.U.E.S.T© Program 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 G.U.E.S.T© Program for 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 G.U.E.S.T© Glossary:

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

The G.U.E.S.T© Program 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 G.U.E.S.T© recognition. This membership includes the use of the Course Calendar to upload course dates for all members to sight. It also allows for Directory listing and links to the training provider's website.

This part of the document provides the Specifications for the individual modules following the recommended G.U.E.S.T Program of training and certification.

The identified Learning Outcomes and Assessment Criteria, with Student Assessment Record, for each unit is available on request.

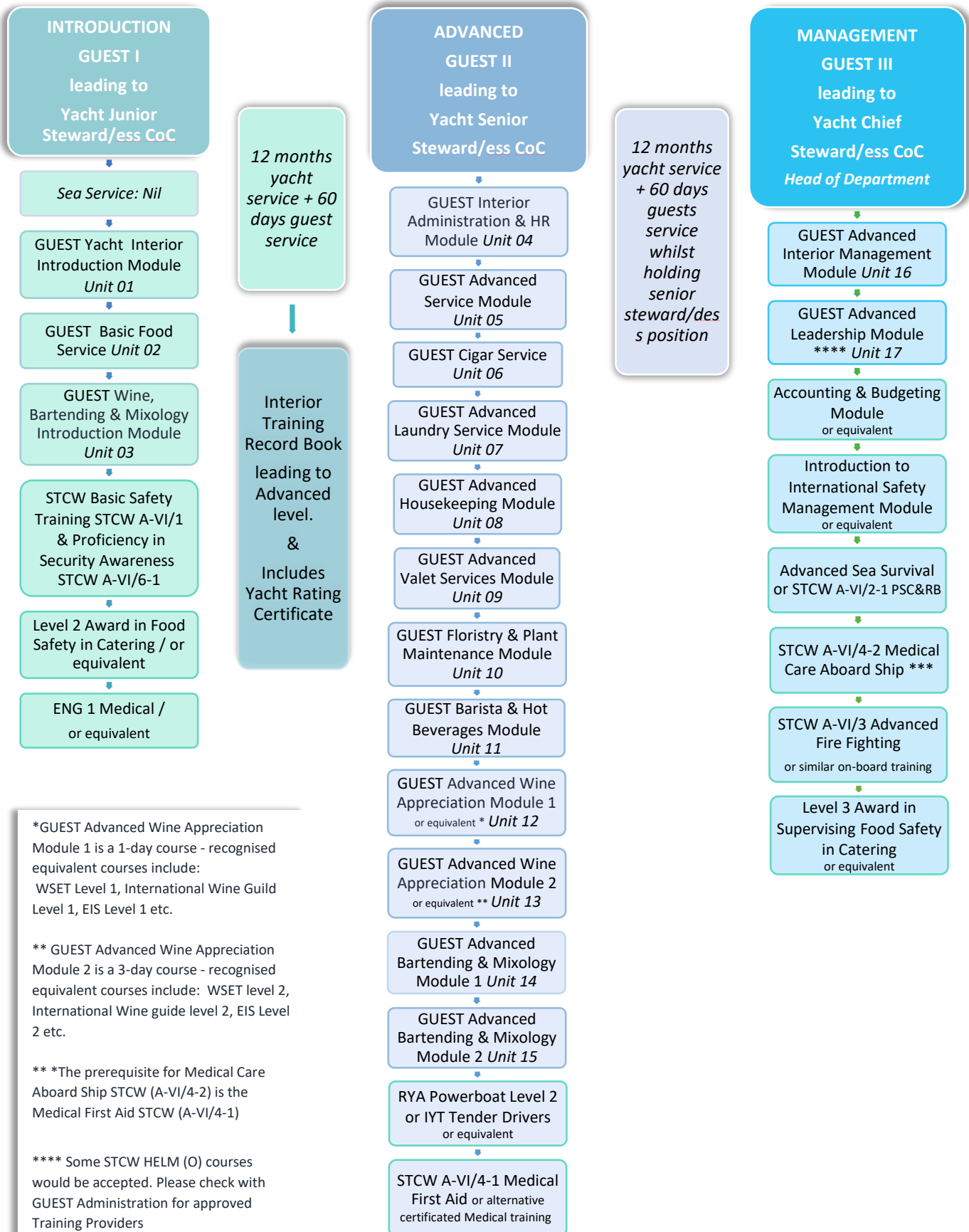
Unit number	G.U.E.S.T Modules	Guided Learning Hours Days	Note
Unit 1	GUEST Yacht Interior Introduction Module	24 glhs 3 days	
Unit 2	GUEST Basic Food Service Module	8 glhs 1 day	
Unit 3	GUEST Introduction Wine, Bartending & Mixology Module	8 glhs 1 day	
Unit 4	GUEST Interior Administration & Human Resources Module	12 glhs 1 ½ days	Recommended Unit for all Advanced Modules *
Unit 5	GUEST Advanced Service Module	24 glhs 3 days	
Unit 6	GUEST Cigar Service Module	4 glhs ½ day	
Unit 7	GUEST Advanced Laundry Service Module	8 glhs 1 day	Unit 7 is a prerequisite for Unit 9 Valet Services
Unit 8	GUEST Advanced Housekeeping Module	8 glhs 1 day	
Unit 9	GUEST Advanced Valet Services Module	16 glhs 2 days	
Unit 10	GUEST Advanced Floristry & Plant Maintenance Module	8 glhs 1 day	
Unit 11	GUEST Barista & Hot Beverage Service Module	8 glhs 1 day	
Unit 12	GUEST Advanced Wine Appreciation Module 1	8 glhs 1 day	
Unit 13	GUEST Advanced Wine Appreciation Module 2	8 glhs 1 day	
Unit 14	GUEST Advanced Bartending & Mixology Module 1	8 glhs 1 day	
Unit 15	GUEST Advanced Bartending & Mixology Module 2	16 glhs 2 days	
Unit 16	GUEST Advanced Interior Management Module	16 glhs 2 days	
Unit 17	GUEST Advanced Leadership Module	24 glhs 3 days	

* Note that some content in the syllabi for Unit 4 Interior Administration sections are required to be covered in Unit 5 Advanced Service Module, Unit 7 Advanced Laundry Module, Unit 8 Advanced Housekeeping Module and Unit 9 Advanced Valet Module. If Unit 4 has not been completed prior to taking these named Advanced Modules, then the Training Provider is required to provide Prior Learning or Assignment Learning, which will be part of the Assessment criteria for each of these named Advanced Modules.

This section includes:

- [G.U.E.S.T Program Progression Chart](#)
- [G.U.E.S.T Module Specifications | Units 1 to 17](#)
- [G.U.E.S.T Qualification Assessment Provision](#)

G.U.E.S.T Program Progression Chart v35



*GUEST Advanced Wine Appreciation Module 1 is a 1-day course - recognised equivalent courses include: WSET Level 1, International Wine Guild Level 1, EIS Level 1 etc.

** GUEST Advanced Wine Appreciation Module 2 is a 3-day course - recognised equivalent courses include: WSET level 2, International Wine guide level 2, EIS Level 2 etc.

** *The prerequisite for Medical Care Aboard Ship STCW (A-VI/4-2) is the Medical First Aid STCW (A-VI/4-1)

**** Some STCW HELM (O) courses would be accepted. Please check with GUEST Administration for approved Training Providers

Unit 01 Specifications	<h2 style="text-align: center;">GUEST Yacht Interior Introduction module</h2>
Course Duration	<p>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.</p> <p>On successful achievement of the desired standard of competence the Training Provider should issue a certificate to the student.</p>
Entry Standards	<ul style="list-style-type: none"> ▶ Age limit for attending the GUEST© Program 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.
Targeted learning aims. <i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes.</i>	<ul style="list-style-type: none"> ✎ Will understand the demographics of the yachting industry ✎ Will understand how to Professionally search for a position within the industry ✎ Will understand life at sea and maintaining health and wellbeing ✎ Will understand the main departments of a yacht and the hierarchy & chain of command ✎ Will understand the standards of personal presentation ✎ Will understand the standards of attention to detail required onboard a yacht ✎ Will understand the importance of communication ✎ Will have a basic understanding of the etiquette of meeting and interacting with guests from different cultures and regions of the world. ✎ Will have basic understanding of the professional presentation and detailing of cabins, bathrooms and other guest areas. ✎ Will have a basic understanding of how to clean and maintain the fabrics, surfaces and finishing's found in a typical luxury yacht. ✎ Will have a basic understanding of professional laundry procedures and how to carry out duties efficiently and professionally. ✎ Will have a basic understanding of the importance of health and safety in the Maritime industry
Assessment process	<p>Assessment Criteria is achieved through the assessment process of practical demonstrations by applying skills, supported by Assessments through either written exam, discussion testing or assignment testing.</p>
Materials and Equipment required <i>Training Providers must have access to sufficient equipment to ensure students the opportunity to cover all the practical activities.</i>	<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>
Trainer 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.
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>Use of Iron / heat and wires</p> <p>Use of cleaning products / chemicals</p> <p>Bed-making area clear of all hazards</p>

Unit 02 Specifications	<h2 style="text-align: center;">GUEST Basic Food Service module</h2>
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 days.</p> <p>On successful achievement of the desired standard of competence the Training Provider should issue a certificate to the student.</p>
Entry Standards	<ul style="list-style-type: none"> ▶ Age limit for attending the GUEST© Program 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.
Targeted learning aims. <i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes.</i>	<ul style="list-style-type: none"> ➤ Will understand the principles of guest service ➤ Will understand high standards of presentation and etiquette expected ➤ Will understand how to provide different food service techniques ➤ Will learn the basics of how to carry out food and beverage service on board a yacht ➤ Will learn the a basics of how to prepare mise en place for the service areas onboard ➤ Will understand practices promoting Food Safety ➤ Will understand and recognise special Dietary Requirements ➤ Will learn the principles of Flower arranging and basic plant care.
Assessment process	<p>Assessment Criteria is achieved through the assessment process of practical demonstrations by applying skills, supported by Assessments through either written exam, discussion testing or assignment testing.</p>
Materials and Equipment required <i>Training Providers must have access to sufficient equipment to ensure students the opportunity to cover all the practical activities.</i>	<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 ➤ Samples of real food ➤ 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
Trainer 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
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 03 Specifications	<h2 style="color: #00A68F;">GUEST Introduction Wine, Bartending & Mixology module</h2>
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 days.</p> <p>On successful achievement of the desired standard of competence the Training Provider should issue a certificate to the student.</p>
Entry Standards	<ul style="list-style-type: none"> ▶ Age limit for attending the GUEST© Program 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.
Targeted learning aims. <i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes.</i>	<ul style="list-style-type: none"> ✘ Will learn factual knowledge of the basics of the world of wine ✘ Will understand the basics of regions and grapes of the world relevant to the yachting industry ✘ Will understand the basic principles of professional wine service ✘ Will understands correct wine storage on-board a yacht ✘ Will have a basic understanding of how to identify the main spirits and recognize the classic service for spirits ✘ Will learn a basic understanding of how to recognise and use the required tools for cocktail making ✘ Will learn a basic understanding of how to the methods used to prepare cocktails
Assessment process:	<p>Assessment Criteria is achieved through the assessment process of practical demonstrations by applying skills, supported by Assessments through either written exam, discussion testing or assignment testing.</p>
Materials and Equipment required <i>Training Providers must have access to sufficient equipment to ensure students the opportunity to cover all the practical activities.</i>	<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. ✘ Fruit Juices / Fruits / Mint leaves / relevant accompaniments such as soda / syrups / bitters etc. ✘ Cocktail tools: <p><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>
Trainer 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
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>

<p>Unit 04 Specifications</p>	<h2 style="text-align: center;">GUEST Interior Administration & Human Resources</h2> <p style="text-align: center;">This is the Mandatory Core Unit to be completed prior to all other GUEST Advanced units.</p>
<p>Course Duration & Certificate issue</p>	<p>The agreed guided learning hours (GLH) set out for this unit must be delivered as a full time course of at least 12 hours or 1.5 days. On successful achievement of the Learning Outcomes and Assessment Standards of competence, the Training Provider should issue a “PASS” certificate to the student.</p> <p>Note to Trainers: This mandatory core unit can involve elements of set pre-course reading or assignment contributing to no more than 6 GLH.</p>
<p>Entry Standards Prerequisites & prior Assessment</p>	<ul style="list-style-type: none"> ▶ Age limit for attending the GUEST© Program 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. ▶ The prerequisites for this module require the candidate to provide evidence of a minimum of two onboard yachting seasons AND to hold some relevant prior learning (either formal or on-board). This evidence is to be provided by the candidate and checked by the Training Provider. Proof of previous sea service should be in the form of a PYA Service Record Book (or similar) and prior experience should be in the form of certificates held, a current CV, references and /or GUEST Training Record Book. <p>Training Providers MUST provide Pre-Course Assignment prior to commencement of the course.</p>
<p>Targeted learning aims.</p> <p><i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes.</i></p>	<ul style="list-style-type: none"> ☒ Will understand how to manage the operational running of a professional Interior Administration onboard a yacht ☒ Will learn to have a good working knowledge and understanding of how to operate the Interior Information Management System ☒ Will learn to have a good working knowledge and understanding of how to implement Standard Operating Procedures for each Interior sub-department ☒ Will learn how to implement and manage Human Resources procedures
<p>Assessment process</p>	<p>NOTE: Pre-Course Assessment and required Assignment is included in this document.</p> <p>Assessment Criteria is achieved through the assessment process of practical demonstrations by applying skills, supported by Assessments through either written exam, discussion testing or assignment testing.</p>
<p>Materials and Equipment required</p> <p><i>Training Providers must have access to sufficient equipment to ensure students the opportunity to cover all the practical activities.</i></p>	<p>Whiteboard or Flipchart & markers Pen and paper TV/screen/projector Sample inventories Sample checklist Sample SoPs relevant to each sub department</p>
<p>Trainer qualifications</p>	<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.

Risk Assessment

It is the responsibility of the TP to provide a risk assessment specific for each course.

Fire exits to be identified

Unit 05 Specifications	<h2 style="text-align: center;">GUEST Advanced Service Module</h2> <p style="text-align: center;">Includes Events and Destination Services.</p>
<p>Course Duration</p>	<p>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 day. (NOTE: ½ day Cigar Service can either be a stand-alone module or and can be complete as part of the Interior Service Unit over 3.5 days) On successful achievement of the Learning Outcomes and Assessment Standards of competence, the Training Provider should issue a “PASS” certificate to the student. (NOTE: If you are completing both units then the certificate must say “<i>includes Cigar Service</i>”.) If completing this module in separate Units, then the Training Providers will issue a Unit specific certificate.</p>
<p>Entry Standards</p>	<ul style="list-style-type: none"> ▶ Age limit for attending the GUEST© Program 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. ▶ Recommended: Completion of Unit 4 Interior Administration and Human Resources. ▶ Some formal basic training and / or previous on-board training & experience (minimum 1 season). Training Providers can provide an entry level assessment prior to booking. As well as ask for some proof of previous experience. Usually in the form of a CV and references.
<p>Targeted learning aims.</p> <p><i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes.</i></p>	<ul style="list-style-type: none"> • Will understand how to apply different service styles onboard a yacht efficiently • Will understand guests preferences • Will understand how to implement a Service Recovery Model • Will understand how to implement & manage all Food & Beverage (F&B) standard operating procedures (SOP)’s onboard a yacht outside of the galley department • Will understand how to develop and manage events & destination experiences proficiently • Will understand how to develop and implement contingency plans for food & beverage service operations • Will understand how to develop supervisory skills and organisation for guest service • Will understand how to plan Guest onward journey and additional travel arrangements • Will have a good knowledge of French terminology • Will have a good knowledge of luxury menu items condiments, accompaniments and confectionery
<p>Assessment process</p>	<p>Assessment Criteria is achieved through the assessment process of practical demonstrations by applying skills, supported by Assessments through either written exam, discussion testing or assignment testing.</p>
<p>Materials and Equipment required</p> <p><i>Training Providers must have access to sufficient equipment to ensure students the opportunity to cover all the practical activities.</i></p>	<p>Whiteboard or Flipchart & markers Pen and paper TV/screen/projector Sample inventories Sample checklist</p> <p>F&B Service:</p> <p>Table /chairs Relevant Tableware including: Plates / Cutlery / Service Crockery / Platters / Gueridon / side table Room service tray / buffet / chaffing dishes Sample sets for mise en place Caviar set (optional – good photos will be sufficient) BBQ (optional – good photos will be sufficient) Food samples: For Guerdon and afternoon tea service</p>
<p>Trainer qualifications</p>	<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
<p>Risk Assessment</p> <p><i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i></p>	<p>Fire exits to be identified Handling sharp knives Hot Water – Beverage Service Handling Glassware Handling lighters / Flames (Flambé)</p>

Unit 06 Specifications	GUEST Cigar Service Module
Course Duration	<p>The guided learning hours set out to complete this training module must be delivered in at least 4 hours for a minimum duration of 1/2 day. (NOTE: ½ day Cigar Service can either be a stand-alone module or and can be complete as part of the Advanced Service Unit 05 over 3.5 days) On successful achievement of the Learning Outcomes and Assessment Standards of competence, the Training Provider should issue a “PASS” certificate to the student. (NOTE: If you are completing both units then the certificate must say “GUEST Advanced Service Module - includes <i>Cigar Service</i>”). If completing this module in separate Units, then the Training Providers will issue a Unit specific certificate.</p>
Entry Standards	<ul style="list-style-type: none"> ▶ Age limit for attending the GUEST© Program 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.
Targeted learning aims. <i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes.</i>	<ul style="list-style-type: none"> • Will understand how to serve, store and handle cigars • Will understand how to proficiently provide cigar service
Assessment process	<p>Assessment Criteria is achieved through the assessment process of practical demonstrations by applying skills, supported by Assessments through either written exam, discussion testing or assignment testing.</p>
Materials and Equipment required	<p>Whiteboard or Flipchart & markers Pen and paper TV/screen/projector Sample inventories Sample checklist</p> <p>Cigar Service: Cigars / humidor / cutter (<i>Guillotine/punch cut/ v-notch cutter</i>) / butane lighter / spills / ashtray.</p>
Trainer 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.
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 Handling Cigar Cutters</p>

Unit 07 Specifications	<h2 style="text-align: center;">GUEST Advanced Laundry Service Module</h2>
Course Duration & Certificate issue	<p>The agreed guided learning hours (GLH) set out for this module must be delivered as a full time course of at least 8 hours or 1 day.</p> <p>On successful achievement of the Learning Outcomes and Assessment Standards of competence, the Training Provider should issue a "PASS" certificate to the student.</p>
Entry Standards Prerequisites & prior Assessment	<ul style="list-style-type: none"> ▶ Age limit for attending the GUEST© Program 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. ▶ Recommended: Completion of Unit 4 Interior Administration and Human Resources. ▶ Some formal basic training and / or previous on-board training & experience (minimum 1 season). Training Providers can provide an entry level assessment prior to booking, as well as ask for some proof of previous experience. Usually in the form of a CV and references.
Targeted learning aims. <i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes.</i>	<ul style="list-style-type: none"> 📄 Will understand how to manage professional and efficient laundry services on-board 📄 Will understand how to read and apply laundry labels and washing machine & dryer instructions. 📄 Will learn about machine usage and maintenance plans 📄 Will understand how to apply health and safety practices in the laundry 📄 Will understand how to apply treatment and care of various fabrics and fabric stain removal 📄 Will learn how to correctly iron and press various items and garments
Assessment process	<p>Assessment Criteria is achieved through the assessment process of practical demonstrations by applying skills, supported by Assessments through either written exam, discussion testing or assignment testing.</p>
Materials and Equipment required <i>Training Providers must have access to sufficient equipment to ensure students the opportunity to cover all the practical activities.</i>	<p>Whiteboard or Flipchart & markers Pen and paper TV/screen/projector Sample inventories Sample checklist</p> <ul style="list-style-type: none"> 📄 Label samples 📄 Iron / ironing board 📄 Roller Iron; optional <p>Ideally these items are available for training – good quality videos would be accepted:</p> <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.
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 hot iron Handling Roller irons Use of machines (Dryer / Washing machine)</p>

Unit 08 Specifications	<h2 style="color: #0070C0;">GUEST Advanced Housekeeping Module</h2>
Course Duration & Certificate issue	<p>The agreed guided learning hours (GLH) set out for this module must be delivered as a full time course of at least 8 hours or 1 days.</p> <p>On successful achievement of the Learning Outcomes and Assessment Standards of competence, the Training Provider should issue a “PASS” certificate to the student.</p>
Entry Standards Prerequisites & prior Assessment	<ul style="list-style-type: none"> ▶ Age limit for attending the GUEST© Program 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. ▶ Recommended: Completion of Unit 4 Interior Administration and Human Resources. ▶ Some formal basic training and / or previous on-board training & experience (minimum 1 season). Training Providers can provide an entry level assessment prior to booking, as well as ask for some proof of previous experience. Usually in the form of a CV and references.
Targeted learning aims. <i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes.</i>	<ul style="list-style-type: none"> • Will understand how to apply professional and efficient Housekeeping Services • Will understand how to apply professional fabric care and maintenance • Will understand how to apply professional cleaning and maintenance of surfaces. • Will learn how to organize and perform correct cleaning techniques and understand correct use of chemicals and equipment • Will understand daily, weekly and monthly cleaning and maintenance procedures and schedules • Will learn how to apply, provide and manage the detailing of guest and crew areas, including pre-guest arrival and guests-on services using the procedures and schedules • Will learn how to apply and maintain health, hygiene and safety practices in the housekeeping department
Assessment process	<p>Assessment Criteria is achieved through the assessment process of practical demonstrations by applying skills, supported by Assessments through either written exam, discussion testing or assignment testing.</p>
Materials and Equipment required <i>Training Providers must have access to sufficient equipment to ensure students the opportunity to cover all the practical activities.</i>	<p>Whiteboard or Flipchart & markers Pen and paper TV/screen/projector Sample inventories Sample checklist Sample SoP’s relevant to each sub department</p> <p>Housekeeping Service: Relevant sample room for practical training (this can be in a room in a nominated hotel) Bed / bed linens Caddy / bag with cleaning materials Relevant cleaning materials</p> <p>Sample of: Linens / suede / leather /silks / cotton / wool / polyester / mixed / curtain materials/ pieces of carpet/ wood finishes/ marble finishes /ceramics / polished materials</p>
Trainer 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.
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 cleaning products and chemicals</p>

Unit 9 Specifications	<h2 style="text-align: center;">GUEST Advanced Valet Services Module</h2>
Course Duration & Certificate issue	<p>The agreed guided learning hours (GLH) set out for this module must be delivered as a full time course of at least 16 hours or over 2 days.</p> <p>On successful achievement of the Learning Outcomes and Assessment Standards of competence, the Training Provider should issue a “PASS” certificate to the student.</p>
Entry Standards Prerequisites & prior Assessment	<ul style="list-style-type: none"> ▶ Age limit for attending the GUEST© Program is strictly 18 years 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. ▶ Mandatory prerequisites: Completion of Unit 07 Advanced Laundry. ▶ Recommended: Completion of Unit 4 Interior Administration and Human Resources. ▶ Some formal basic training and / or previous on-board training & experience (minimum 1 season). Training Providers can provide an entry level assessment prior to booking. As well as ask for some proof of previous experience. Usually in the form of relevant certification, a CV and references.
Targeted learning aims. <i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes.</i>	<ul style="list-style-type: none"> 👉 Will understand of the importance of the relationship between the employer / guest and valet. 👉 Will learn the importance of upholding the utmost discretion and confidentiality. 👉 Will understand how to apply professional & efficient valet services and able to anticipate the employer needs without having to be told. 👉 Will understand the duties of a valet, including acting as a Butler, house person, secretary & chauffeur. 👉 Will understand the principles of professional Valet service, its use for present and future roles within the yachting profession and beyond 👉 Will learn how to apply high standards of handling guests clothes and accessories 👉 Will understand how to provide a range of different suitcase packing techniques including a full luxury suitcase packing 👉 Will learn how to carry out packing a guest's suitcase efficiently and effectively to the guest's satisfaction 👉 Will learn how to carry out the cleaning of a range of different styles and types of shoes 👉 Will learn how to tie a bow tie and gentlemen's tie professionally, for events 👉 Will learn how to iron and press different items of guest's clothes including starching of appropriate items and the handling and packing of delicate items. <i>(Part of Unit 07)</i> 👉 Will learn how to prepare and plan personal valet services for pre-guest arrival
Assessment process	<p>Assessment Criteria is achieved through the assessment process of practical demonstrations by applying skills, supported by Assessments through either written exam, discussion testing or assignment testing.</p>
Materials and Equipment required <i>Training Providers must have access to sufficient equipment to ensure students the opportunity to cover all the practical activities.</i>	<p>Whiteboard or Flipchart & markers Pen & paper TV/screen/projector Large Tables / Chairs Steam Iron Ironing Board, Pressing cloths Garment steamer A complete set Shoe cleaning items and cleaning products Gentleman's ties and Bow ties & tape measures Appropriate suitcases and carry-on bags Tissue paper Selection of suitable Ladies and Gents clothes and other items for folding and packing, including sundry items such as toiletries bags, shoes, small items etc. Selection of the different hangers, such as suit, jacket, dress, skirt, and padded Hanging rail for wardrobe practice Powder starch, bowl, plastic spoon, large towel</p>
Trainer 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.
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 cleaning products and chemicals Use of Steam Iron Use of Garment Steamer</p>

Unit 10 Specifications	<h2 style="text-align: center;">GUEST Floristry & Plant Maintenance Module</h2>
Course Duration & Certificate issue	<p>The agreed guided learning hours (GLH) set out for this module must be delivered as a full time course of at least 8 hours or 1 day.</p> <p>On successful achievement of the Learning Outcomes and Assessment Standards of competence, the Training Provider should issue a “PASS” certificate to the student.</p>
Entry Standards Prerequisites & prior Assessment	<ul style="list-style-type: none"> ▶ Age limit for attending the GUEST© Program 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. ▶ Check for any (pollen) allergies. ▶ Mandatory unit 4 Human resource & Administration ▶ Some formal basic training and / or previous on-board training & experience (minimum 1 season). Training Providers can ask for some proof of previous experience. Usually in the form of a CV and references.
Targeted learning aims. <i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes.</i>	<ul style="list-style-type: none"> ✦ Will understand how to recognise and implement the Elements and Principals of floral design ✦ Will understand the fundamental principals on storing, conditioning, handling and maintaining fresh flowers and plants. ✦ Will understand how to order and source local and seasonal florae in the varied and popular cruising areas ✦ Will learn how to create a variety of floral display types for the relevant locations throughout yacht. ✦ Will understand the fundamentals of colour schemes, placements and dimensions of arrangements ✦ Will understand how to care and maintain popular plants onboard
Assessment process	<p>Assessment Criteria is achieved through the assessment process of practical demonstrations by applying skills, supported by Assessments through either written exam, discussion testing or assignment testing.</p>
Materials and Equipment required <i>Training Providers must have access to sufficient equipment to ensure students the opportunity to cover all the practical activities.</i>	<p>Whiteboard or Flipchart & markers Pen and paper TV/screen/projector Sample inventories Sample checklist Flowers and foliage Equipment for the creation of floral displays (scissors/secateurs/oasis/floristry wire/decorative accessories/ Vases, containers and flower trays etc.) You will need access to water (sink or tap)</p>
Trainer 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.
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 of sharp Knives Handling glassware Handling of flower cutters Handling of wire</p>

Unit 11 Specifications	<h2 style="text-align: center;">GUEST Barista and Hot Beverages Module</h2>
Course Duration & Certificate issue	<p>The agreed guided learning hours (GLH) set out for this module must be delivered as a full time course of at least 8 hours or 1 days.</p> <p>On successful achievement of the Learning Outcomes and Assessment Standards of competence, the Training Provider should issue a “PASS” certificate to the student.</p>
Entry Standards Prerequisites & prior Assessment	<ul style="list-style-type: none"> ▶ Age limit for attending the GUEST© Program 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.
Targeted learning aims. <i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes:</i>	<ul style="list-style-type: none"> ☞ Will understand Health & Safety and Hygienic practices during service, maintenance and operations. ☞ Will learn about the History Coffee & Tea ☞ Will learn how to make the perfect Espresso ☞ Will learn how to create the perfect Froth ☞ Will learn how to create Latte Art ☞ Will learn how to create Tea Service & Infusions Techniques ☞ Will learn the correct methods of Coffee Service Techniques ☞ Will understand how to operate, maintain and care for the Espresso Machine
Assessment process	<p>Assessment Criteria is achieved through the assessment process of practical demonstrations by applying skills, supported by Assessments through either written exam, discussion testing or assignment testing.</p>
Materials and Equipment required <i>Training Providers must have access to sufficient equipment to ensure students the opportunity to cover all the practical activities.</i>	<p>Whiteboard or Flipchart & markers Pen and paper TV/screen/projector Sample inventories Sample checklist Sample SoP's</p> <p>Varieties of appropriate:</p> <ul style="list-style-type: none"> ☞ Cups / Saucers / Teaspoons / Trays / Tea Set / Tea Tray ☞ Grinder ☞ Espresso Machine – Not the pod ☞ Milk / Cream ☞ Sugar & Sugar Tongs ☞ Beans ☞ Cacao ☞ Tea Kettle ☞ Tea Strainers ☞ Varieties of Teas & Infusions ☞ Varieties of Coffee
Trainer 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.
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 cleaning products and chemicals Handling hot water / tea pot Handling machines: Coffee, grinder etc).</p>






Unit 12 Specifications	<h2 style="color: #4F81BD;">GUEST Advanced Wine Appreciation Module 1</h2>	
Course Duration	<p>The agreed guided learning hours (GLH) set out for this module must be delivered as a full time course of at least 8 hours or 1 days. On successful achievement of the Learning Outcomes and Assessment Standards of competence, the Training Provider should issue a “PASS” certificate to the student.</p>	
Entry Standards	<ul style="list-style-type: none"> ▶ Age limit for attending the GUEST© Program is strictly 18years old. ▶ The student must be of legal drinking age in the country where you are attending the course to participate in any alcohol tasting. NB: <i>For those students who are either underage or unable to consume alcohol, the program gives the TP the flexibility to allow the students to smell the wines and spirits rather than taste them.</i> ▶ All courses will be taught in the International Maritime language, English; therefore all students MUST have a good knowledge of verbal and written English. ▶ Some formal basic training and / or previous on-board training & experience (minimum 1 season). Training Providers can ask for some proof of previous experience. Usually in the form of a CV and references. The Training Provider might require a pre-course assessment being completed. 	
Targeted learning aims. <i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes.</i>	<ul style="list-style-type: none"> ☞ Will understand the main types and styles of the world of wine ☞ Will understand how to effectively communicate and assist guests with fundamental wine choices at a basic level ☞ Will understand the main principles of Viticulture and Vinification + Climate ☞ Will understand basic food & wine matching principals ☞ Will understand the importance and effects of climatic conditions on the final product ☞ Will understand how to provide correct and proper wine service ☞ Will understand wine culture and religious influences 	
Assessment process	<p>Assessment Criteria is achieved through the assessment process of practical demonstrations by applying skills, supported by Assessments through either written exam, discussion testing or assignment testing.</p>	
Materials and Equipment required <i>Training Providers must have access to sufficient equipment to ensure students the opportunity to cover all the practical activities.</i>	<p>Whiteboard or Flipchart & markers Pen and paper TV/screen/projector Suitable Glassware</p> <p>Food of choice for matching activity – <i>food can be simple olives / cheeses etc.</i> Water</p>	<p><i>Minimum wines listed; expanding the samples and using the Optional ones are also acceptable.</i></p> <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 ☞ 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
Trainer 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. 	
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 glassware Handling corkscrew Handling cutter</p>	

Unit 13 Specifications	<h2 style="text-align: center;">GUEST Advanced Wine Appreciation Module 2</h2>	
Course Duration	<p>The agreed guided learning hours (GLH) set out for this module must be delivered as a full time course of at least 8 hours or 1 days.</p> <p>On successful achievement of the Learning Outcomes and Assessment Standards of competence, the Training Provider should issue a “PASS” certificate to the student.</p>	
Entry Standards	<ul style="list-style-type: none"> ▶ Age limit for attending the GUEST© Program is strictly 18years old or over. ▶ The student must be of legal drinking age in the country where you are attending the course to participate in any alcohol tasting. NB: <i>For those students who are either underage or unable to consume alcohol, the program gives the TP the flexibility to allow the students to smell the wines and spirits rather than taste them.</i> ▶ All courses will be taught in the International Maritime language, English; therefore all students MUST have a good knowledge of verbal and written English. ▶ Some formal training – either GUEST Wine Appreciation Module 1 or WSET Level 1, International Wine Guild Level 1, EIS Level 1 etc. or similar. Training Providers can ask for some proof of previous experience. Usually in the form of a CV and references. The Training Provider might require a pre-course assessment being completed. 	
Targeted learning aims. <i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes.</i>	<ul style="list-style-type: none"> • Will understand the broader world of wine • Will understand how to offer practical & professional Sommelier service skills • Will understand how to guide guests through a wine list and discuss key grape varieties, styles and climatic influence clearly and concisely • Will understand the importance of terroir and how to communicate this effectively to guests • Will understand how to make educated food & wine matching recommendations • Will learn an in depth understanding of wine storage and proper stock rotation • Will understands wine list construction • Will understand how to read labels and pronounce wines and their regions correctly • Will understand how to create and implement standard operating procedures for wine and champagne service 	
Assessment process	<p>Assessment Criteria is achieved through the assessment process of practical demonstrations by applying skills, supported by Assessments through either written exam, discussion testing or assignment testing.</p>	
Materials and Equipment required <i>Training Providers must have access to sufficient equipment to ensure students the opportunity to cover all the practical activities.</i>	<p>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</p> <p>30 wines are a bare minimum requirement: <i>Note: WSET equivalent level recommends a minimum of 40 wines.</i></p> <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 	<ul style="list-style-type: none"> ☒ Cru Classe Bordeaux ☒ Burgundy red and white (Village Level min) ☒ Sancerre/ Pouilly Fume ☒ Alsace (PG or Riesling) ☒ Full tannic red (NW cab) ☒ 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 Beume de Venise
Trainer 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 2 qualification or similar level qualification). ☒ Fully understand the specific objectives of the training. ☒ Hold a Food Safety / Hygiene level 2 certificate. 	
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 ☒ Handling glassware ☒ Handling corkscrew ☒ Handling cutter 	

Unit 14 Specifications	GUEST Advanced Bartending & Mixology Module 1	
Course Duration	The agreed guided learning hours (GLH) set out for this module must be delivered as a full time course of at least 8 hours or 1 days . On successful achievement of the Learning Outcomes and Assessment Standards of competence, the Training Provider should issue a "PASS" certificate to the student.	
Entry Standards	<ul style="list-style-type: none"> ▶ Age limit for attending the GUEST© Program 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. ▶ Some formal basic training and / or previous on-board training & experience (minimum 1 season). Training Providers can ask for some proof of previous experience. Usually in the form of a CV and references. ▶ For those students who are either underage or unable to consume alcohol, the GUEST Program gives the Training Provider the flexibility to allow the students to smell the spirits rather than taste them. 	
Targeted learning aims. <i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes.</i>	<ul style="list-style-type: none"> ✔ Will understand how to apply the uses of cocktail making equipment and tools ✔ Will understand the fundamental principles of correct cocktail making techniques ✔ Will learn how to create seven basic cocktails following recipes ✔ Will learn factual knowledge of cocktail specifications ✔ Will learn factual knowledge of spirits on the following: Vodka, Gin, Rum, Tequila and Whisky ✔ Will understand how to prepare the bar areas and deliver service ✔ Will learn how to read and follow cocktail recipes ✔ Will understand how to adapt techniques and skills to a Yacht environment 	
Assessment process	Assessment Criteria is achieved through the assessment process of practical demonstrations by applying skills, supported by Assessments through either written exam, discussion testing or assignment testing.	
Materials and Equipment required <i>Training Providers must have access to sufficient equipment to ensure students the opportunity to cover all the practical activities.</i>	<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 ✔ Napkins ✔ Decoration: straws / decorative sticks/ swizzle sticks etc ✔ Chopping board <p><i>Note: The Alcohol Basics do not need to be expensive brands.</i></p>	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> Alcohol: Basics being Vodka / Gin / Rum / Tequila & Whiskey <ul style="list-style-type: none"> ✔ Bitters ✔ Sodas ✔ Syrups ✔ Fruit juice and relevant accompaniments
Trainer 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 2 qualification or similar level qualification). ✔ Fully understand the specific objectives of the training. ✔ Hold a Food Safety / Hygiene level 2 certificate. 	
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 15 Specifications	GUEST Advanced Bartending & Mixology Module 2	
Course Duration	The agreed guided learning hours (GLH) set out for this module must be delivered as a full time course of at least 16 hours or 2 days. On successful achievement of the Learning Outcomes and Assessment Standards of competence, the Training Provider should issue a "PASS" certificate to the student.	
Entry Standards	<ul style="list-style-type: none"> ▶ Age limit for attending the GUEST© Program 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. ▶ Some formal basic training and / or previous on-board training & experience (minimum 2 season). Training Providers can ask for some proof of previous experience. Usually in the form of a CV and references. ▶ For those students who are either underage or unable to consume alcohol, the GUEST Program gives the Training Providers the flexibility to allow the students to smell the spirits rather than taste them. 	
Targeted learning aims. <i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes:</i>	<ul style="list-style-type: none"> ▶ Will understand how to select and use equipment correctly ▶ Will understand how to apply correct cocktail making techniques ▶ Will understand how to create sixteen cocktails and variations following recipes ▶ Will learn factual knowledge of cocktail specifications ▶ Will understand and have good factual knowledge of the concept of mixology ▶ Will understand how to be creative with ingredients ▶ Will understand how to create cocktail menus ▶ Will understand the need for speed and efficiency ▶ Will understand and have a good factual knowledge of Vodka, Gin, Rum, Tequila, Whisky and Cognac ▶ Will understand how to conduct a tasting ▶ Will understand the concept of a balanced drink 	
Assessment process	Assessment Criteria is achieved through the assessment process of practical demonstrations by applying skills, supported by Assessments through either written exam, discussion testing or assignment testing.	
Materials and Equipment required <i>Training Providers must have access to sufficient equipment to ensure students the opportunity to cover all the practical activities.</i>	<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 style="text-align: center;"><i>Note: The Alcohol Basics do not need to be expensive brands.</i></p>	<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 / Cognac</p> <ul style="list-style-type: none"> ▶ Bitters ▶ Sodas ▶ Syrups ▶ Fruit juice and relevant accompaniments
Trainer 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. 	
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 Specifications	<h2 style="color: #4F81BD;">GUEST Advanced Interior Management Module</h2>
Course Duration	<p>The agreed guided learning hours (GLH) set out for this module must be delivered as a full time course of at least 16 hours or 2 days.</p> <p>On successful achievement of the Learning Outcomes and Assessment Standards of competence, the Training Provider should issue a “PASS” certificate to the student.</p>
Entry Standards	<ul style="list-style-type: none"> ▶ Age limit for attending the GUEST© Program is strictly 18 years 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. ▶ Mandatory Unit 04 Human Resource & Administration ▶ Some formal basic training and / or previous on-board training & experience up to an Operational Level (minimum 2 season). Training Providers can provide an entry level assessment prior to booking, as well as ask for some proof of previous experience. Usually in the form of a CV and references.
Targeted learning aims. <i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes.</i>	<ul style="list-style-type: none"> Will understand how to plan, implement, monitor and evaluate the Interior Yacht Operation effectively Will understand how to plan and implement Event Production and Event Management Will understand how to plan, implement and manage Destination Management and Itineraries proficiently Will understand how to plan, implement, monitor and review Professional Administration and Information Management Systems Will understand how to implement and manage a Financial Planning Systems. Will understand how to work and communicate effectively with outside agencies for corporate events, refits and planned work, with proficiency in planning, implementation and reviews.
Assessment process	<p>Assessment Criteria is achieved through the assessment process of practical demonstrations by applying skills, supported by Assessments through either written exam, discussion testing or assignment testing.</p>
Materials and Equipment required <i>Training Providers must have access to sufficient equipment to ensure students the opportunity to cover all the practical activities.</i>	<p style="text-align: center;">Whiteboard or Flipchart and markers (optional) Pen and paper TV/screen/projector (optional) Post it notes</p> <p>Interior Administration: Sample checklists and rosters Computer – for management systems / record keeping / forms etc.</p>
Trainer qualifications	<ul style="list-style-type: none"> ▶ Have 5 years of proven applied experience in the Management field. ▶ 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 and competence to deliver the Management training.
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>

Unit 17 Specifications	<h2 style="text-align: center;">GUEST Advanced Leadership Module</h2>
Course Duration	<p>The agreed guided learning hours (GLH) set out for this module must be delivered as a full time course of at least 21 hours or 3 days. On successful achievement of the Learning Outcomes and Assessment Standards of competence, the Training Provider should issue a “PASS” certificate to the student..</p>
Entry Standards	<ul style="list-style-type: none"> ▶ Age limit for attending the GUEST© Program 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. ▶ Some formal basic leadership training and / or previous on-board training & experience up to an Operational Level (minimum 2 seasons). ▶ Training Providers can provide an entry level assessment prior to booking, as well as ask for some proof of previous experience. Usually in the form of a CV and references.
Targeted learning aims. <i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes.</i>	<ul style="list-style-type: none">  Will understand the impact a leader has on individuals’ and team performance aboard and the need to be flexible and adaptable.  Will understand how to develop, mentor and motivate crew members towards a common goal  Will understand how to effectively communicate with and lead teams and individuals.  Will understand how to apply resource management principals and effective goal setting  Will understand how to manage conflict situations to a positive resolution
Assessment process	<p>Assessment Criteria is achieved through the assessment process of practical demonstrations by applying skills, supported by Assessments through either written exam, discussion testing or assignment testing.</p>
Materials and Equipment required	<p style="text-align: center;">Classroom</p> <p style="text-align: center;">Whiteboard or Flipchart and markers (optional) Pen and paper TV/screen/projector (optional) Post it notes</p>
Trainer qualifications	<p>Non Yachting background</p> <ul style="list-style-type: none"> ▶ Proven track record of delivering leadership development- facilitation, coaching, training, etc. (minimum 5 years). ▶ Coached crew over a period of at least six months or co-delivered yacht based leadership development programmes (minimum of 6) <p>Yachting background</p> <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) ➢ Full working knowledge of the specific learning objectives and competence to deliver the leadership training. (Minimum 1 year further education in leadership) Or Full working knowledge of the specific learning objectives and competence to deliver the leadership training. (Minimum 1 year co-delivering leadership development) <p>ALL:</p> <ul style="list-style-type: none"> ➢ Hold an appropriate qualification in instructional techniques and knowledge, or has a proven experience of instructing (5 years plus). ▶ Full working knowledge of the specific learning objectives and competence to deliver the leadership training
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>

As amended from Rev 17.

Annex B

The G.U.E.S.T© Administration has established the following document to set out the conditions that will apply for recognition to run a G.U.E.S.T© Program accredited training with the issue of a G.U.E.S.T© Program Accreditation certificate.

This document will describe the relationship between the G.U.E.S.T© Administration and a Training Provider.

This is part of the accreditation agreement and should be read in conjunction with the G.U.E.S.T© Guidelines and the G.U.E.S.T© Program Accreditation Application form.

1. Scope

This document applies to the G.U.E.S.T© Program modules listed below. For each component there is a Unit definition in the **G.U.E.S.T© Program** document published by the G.U.E.S.T© Administration, which will form the basis of the approval inspection for each one.

- ▶ Unit 1 | GUEST Yacht Introduction Module
- ▶ Unit 2 | GUEST Basic Food Service Module
- ▶ Unit 3 | GUEST Introduction Wine, Bartending & Mixology Module
- ▶ Unit 4 | GUEST Advanced Interior Administration & HR
- ▶ Unit 5 | GUEST Advanced Service Module
- ▶ Unit 6 | GUEST Cigar Service Module
- ▶ Unit 7 | GUEST Advanced Laundry Service Module
- ▶ Unit 8 | GUEST Advanced Housekeeping Module
- ▶ Unit 9 | GUEST Advanced Valet Services Module
- ▶ Unit 10 | GUEST Advanced Floristry & Plant Maintenance Module
- ▶ Unit 11 | GUEST Barista & Hot Beverage Service Module
- ▶ Unit 12 | GUEST Advanced Wine Appreciation Module 1
- ▶ Unit 13 | GUEST Advanced Wine Appreciation Module 2
- ▶ Unit 14 | GUEST Advanced Bartending & Mixology Module 1
- ▶ Unit 15 | GUEST Advanced Bartending & Mixology Module 2
- ▶ Unit 16 | GUEST Advanced Interior Management Module
- ▶ Unit 17 | GUEST Advanced Leadership Module

Note:
Amendments reviews from G.U.E.S.T© Guidelines 2017 REV 13 completed May 2017:

(as per feedback from year 2016)

- 1) It is now a mandatory requirement to complete the Administration and Human Resources Module (Unit 04) prior to the Advanced Service, Laundry, Valet Services and Housekeeping Modules.
- 2) We have split out the Housekeeping and Valet module. The Valet / Butler Module is deemed to be too specialized for it not to stand alone. This is now a 2 day course. The Housekeeping Module remains a 1 day course.
- 3) It is now a mandatory requirement to complete the Laundry Service Module (Unit 09) prior to the Valet Service Module (Unit 08).
- 4) The 2 day Advanced Service Module 1 and 2 day Advanced Service Module 2 have been combined to be run as a **3 day Advanced Service Module**. This is due to too much duplication of subjects. The Cigar Service module remains a ½ day course and can either be included within this module (optional) or taken as a stand-alone module. (I.e.: 3.5 day course = 1 certificate or a 3 day course & ½ day course = 2 certificates).

Additional amendments to this agreement include:

- Qualifications Assessment Process (point 4)
- Student Assessment Record and Student Feedback Forms for Monitoring (point 4)

An application form is available for download from the G.U.E.S.T© website, along with these Conditions of Accreditation and the Course Description documents. The steps for accreditation are as follows:

2. Application and Accreditation

1. **PREPARATION.** The training provider is responsible for reviewing all of the relevant G.U.E.S.T© Program, Guidelines, Program documents and application process and ensure that their establishment is likely to meet the criteria described.

2. Application and Accreditation cont....

2. **APPLICATION.** The application form is completed; enclosing the required supporting documentation as described in this documents below, with payment terms met, and an email alert sent to the GUEST© Administration Department for initial review. The G.U.E.S.T© Administration Department will set up a Drop Box folder to be shared between G.U.E.S.T© Administration Department and Training Provider only. (Note: an NDA can be signed if required).
3. **APPLICATION REVIEW.** The application will be reviewed by the G.U.E.S.T© Administration Department through the Drop Box Folder only 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 G.U.E.S.T© Administration Department will visit the premises of the training provider to verify that required materials, equipment and personnel are in accordance with the course descriptions. For Training Providers only offering onboard training the visit will verify that the requirements for onboard training described in these Conditions of Accreditation have been met. The G.U.E.S.T© Auditor will normally need to meet all instructors, where this is not possible alternative arrangements can be made at the discretion of the G.U.E.S.T© Administration. After the visit the representative will send a report and action plan to the G.U.E.S.T© Administration and a copy to the Training Provider.
5. **FINAL REVIEW.** The G.U.E.S.T© Administration Department 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 G.U.E.S.T© Administration Department and in receipt of the *G.U.E.S.T© Certificate of Accreditation* the training provider may advertise and run the course provided that these G.U.E.S.T© Conditions of Accreditation are adhered to at all times. Accreditation will run for three calendar years from the date on the accreditation certificate. (Please see details of continued recognition)

3. Trainers Qualifications & Responsibilities

Trainers engaged on any G.U.E.S.T© Program accredited training courses will hold the appropriate qualifications and endorsements as laid out in the G.U.E.S.T© Program Guidelines.

Accreditation is granted subject to the qualified person being listed as the course Trainer. A current CV, qualifications and relevant references must be available and followed up if deemed necessary by the G.U.E.S.T© Administration Department.

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

Continuing Professional Development:

The GUEST© Program will require that all Trainers complete some form of CPD training and update on an annual basis. This update will be provided by the G.U.E.S.T© CPD Department as an online training platform.

Trainers will be required to submit a minimum of 10 Credits per year for continued recognition.

All Trainers 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 G.U.E.S.T 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 G.U.E.S.T Program.

4.
Record Keeping
and
Administration

As a condition of the G.U.E.S.T© 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
Administration

- **Initial Course Enquiry:** It is the responsibility of the Training Provider to provide relevant and current course information regarding the G.U.E.S.T© Program Approved courses. Including pre-requisites and prior learning for attending the course(s) applying for.

4.
Record Keeping
and
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 G.U.E.S.T© Conditions of Accreditation, and must be lawful and clearly communicated to the students, especially the course cancellation policy.

QMS
Administration

- **Course Materials:** It is the responsibility of the Training Provider to supply the G.U.E.S.T© Administration Department through the shared Drop Box Folder all the latest version(s) of all course material; including trainer notes, lesson plans, student course notes and booklets, handouts and any teaching aids, audio visual presentations and relevant materials and teaching environment.

Cont....

- **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 trainer selection, methods and records of student assessment, verification of attendance & students feedback records.

- **Feedback Forms and Student Assessment Records:** It is the responsibility of the Training Provider to ensure that all student Feedback Forms and SAR's are scanned and uploaded to the Drop Box Folder for continuous monitoring. This is part of the ongoing review to ensure standards are being met. Failure to comply will result in an annual site Audit at the expense of the Training Provider.

- **Course Facilities, Materials & Equipment:** It is the responsibility of the Training Provider to guarantee standards of the approved facilities, materials and equipment as per G.U.E.S.T© 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 G.U.E.S.T 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 Trainer Feedback forms must form part of the Quality Improvement Plan and record any action taken response to feedback. The completed QIP's must be kept in the shared drop box folder for audit purposes.

- **Complaints Procedures:** The Training Provider is responsible for reporting any complaints to the GUEST© Administration Department as a matter of priority. The Training Provider is responsible for recording all complaints and actions taken in the QIP.

- **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 Sea ID Token.

**G.U.E.S.T©
Administration**

**QMS: Please refer
to separate
Guidance
Document.**

The G.U.E.S.T© Guidelines and G.U.E.S.T© Approved Training Providers Agreement documents will be updated annually as part of the continuous development and review of the G.U.E.S.T© 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. All updates from the G.U.E.S.T© Administration Department will be available to the Training Provider in the Shared Drop Box Folders.

Trainer 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 G.U.E.S.T© Administration Department must review the most recent and updated copies; and undertakes to hold this confidential information in a secure location on the Shared Drop Box Folders.

5. On-board Training

A Training Provider can apply for G.U.E.S.T© accreditation where they intend to provide and follow the G.U.E.S.T© Program 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 GUEST© Standards Guidelines document and 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 GUEST© Standards 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 G.U.E.S.T© Program 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 might require sitting in on an on-board training course, if this is the case, then all of the above criteria in this section must have been accomplished before the visit. If an on-board visit is deemed necessary, then it is the responsibility of the Training Provider to make available advance notice of any onboard training being planned to the G.U.E.S.T© Administration Department, and such notice 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 nominated G.U.E.S.T© representative. The visit is deemed part of the audit for accreditation and the inspector would be discreet and in keeping with onboard etiquette.

6. Legal Status and Responsibility

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.

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 'G.U.E.S.T© Guidelines' published by the G.U.E.S.T© Administration Department and for the award of each certificate issued under these conditions. The name of this person will be stated on the G.U.E.S.T© Program 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 "G.U.E.S.T Accredited" Logo (© trademarked) to advertise any activities that have been accredited and approved through the G.U.E.S.T© Standards.
- The Training Provider can only display or use any PYA & G.U.E.S.T 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 & G.U.E.S.T logo is on all accredited certificates issued.
- The Training Provider must ensure that the G.U.E.S.T© Program Module **titles** are identified as they appear in the G.U.E.S.T© Guidelines and NOT change the names of the Course titles in any way. This includes the marketing, website and on the certificates issued.
- The Training Provider is encouraged to use the 3 Face Book pages available - being part of the G.U.E.S.T community. Including **G.U.E.S.T Program** (public page) **G.U.E.S.T Trainers** (Private) **G.U.E.S.T Students** (Private).

- 9. Approval of Accreditation
 - Renewal of Accreditation
 - Withdrawal of Recognition
 - Changes to Accreditation Process
- The G.U.E.S.T© Administration Department may, at its absolute discretion, grant or refuse accreditation.
 - If the G.U.E.S.T© Administration Department 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 G.U.E.S.T© 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 the G.U.E.S.T© Administration of any changes that relate to the G.U.E.S.T 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 G.U.E.S.T© Administration Department without delay.**

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

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

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. It is the responsibility of the Training Provider to supply the required QM forms following each course as listed in this document. (namely the Student Feedback Form, LAR's and QIM) GUEST© Standards reserves the right to ask for a site audit visit should the above not be forthcoming or 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 the Audit fee and auditor's expenses will be covered by the Training Provider.
Year eight Site audit due	Auditors expenses

The G.U.E.S.T© Administration Department reserves the right to amend the G.U.E.S.T© Program, The Accreditation Guidelines, 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**.
www.pya.org To be applied for directly with PYA.

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 the chosen Certification Platform (Currently this is SEA-ID).

SEA-ID require certificate fees to be paid 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. Nonpayment may result in suspension of your GUEST Program accreditation from G.U.E.S.T© Administration Department.
- 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.

**Current
Fees 2017/
2018**

*(Please note:
fees are subject to
review in 2018)*

PYA Corporate membership fee	Please contact the PYA office for details of Corporate Membership.
Audit fee is due on initial application and on the third year of accreditation.	600€ (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	60€ (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 chart below)
Certificate fee	25€ per certificate issued

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 G.U.E.S.T© Accreditation Logo as well as the SEA-ID 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 GUEST© Program accredited course must have their details uploaded onto the certificate registry; and It is the responsibility of the Training Provider to notify SEA-ID of each certificate they have issued on completion of one of the G.U.E.S.T© program modules by registering it in Sea ID Certificate Register.
- Sea ID manages the digital certificate registry for the G.U.E.S.T© Program. The SEA-ID token is used on each certificate as a security measure against fraud. Any Captain, Employer or Agent can easily track the Certificate issued through the Token to ensure validity of the candidate's attendance, and reputation of the Training Provider.
- 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 G.U.E.S.T© 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 G.U.E.S.T 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 cannot be altered.
- It is the responsibility of the Training Providers to ensure that successful students, receiving a course completion certificate, has the 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 the G.U.E.S.T© Administration Department and could lead to the Training Providers accreditation being withdrawn.

Annual recognition fees from Jan 2018.

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 @ 60€ per module

1 Module = 60€ Annual Recognition Fee	9 Modules = 540€ Annual Recognition Fee
2 Modules = 120€ Annual Recognition Fee	10 Modules = 600€ Annual Recognition Fee
3 Modules = 180€ Annual Recognition Fee	11 Modules = 660€ Annual Recognition Fee
4 Modules = 240€ Annual Recognition Fee	12 Modules = 720€ Annual Recognition Fee
5 Modules = 300€ Annual Recognition Fee	13 Modules = 780€ Annual Recognition Fee
6 Modules = 360€ Annual Recognition Fee	14 Modules = 840€ Annual Recognition Fee
7 Modules = 400€ Annual Recognition Fee	15 Modules = 960€ Annual Recognition Fee
8 Modules = 460€ Annual Recognition Fee	

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"/> GUEST Yacht Introduction Module <input type="checkbox"/> GUEST Basic Food Service Module <input type="checkbox"/> GUEST Wine Bartending & Mixology Introduction Module <input type="checkbox"/> GUEST Interior Administration and HR Module <input type="checkbox"/> GUEST Advanced Service Module <input type="checkbox"/> GUEST Cigar Service Module <input type="checkbox"/> GUEST Advanced Laundry Service Module <input type="checkbox"/> GUEST Advanced Housekeeping Module		<input type="checkbox"/> GUEST Advanced Valet Services Module <input type="checkbox"/> GUEST Floristry & Plant Maintenance Module <input type="checkbox"/> GUEST Barista & Hot Beverages Module <input type="checkbox"/> GUEST Advanced Wine Appreciation Level 1 Module <input type="checkbox"/> GUEST Advanced Wine Appreciation Level 2 Module <input type="checkbox"/> GUEST Advanced Bartending & Mixology Level 1 Module <input type="checkbox"/> GUEST Advanced Bartending & Mixology Level 1 Module <input type="checkbox"/> GUEST Advanced Leadership Module <input type="checkbox"/> GUEST Advanced Interior Management 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 G.U.E.S.T© Guidelines REV 14: <i>It is essential that you have read and understood the G.U.E.S.T Guidelines that regulate the course structure, content and GLH.</i>		YES / NO
5.1 You have read and accept the terms & conditions as laid out in the Training Providers G.U.E.S.T© Agreement REV17: <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>		YES/ NO
<input type="checkbox"/> Please indicate that you understand the certification requirements in the Training Providers G.U.E.S.T© Agreement REV17. The training provider is responsible for certificate fees.		YES / NO
7. We are a PYA Corporate Member and wish to promote our G.U.E.S.T© 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 GUEST© Agreement REV17 for details).

- Trainer qualifications, current CV with photo and references
- Trainer 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 G.U.E.S.T© Program 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 600 euro's for the inspection indicated. Please add a further 60 euros 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>Date _____ Signed: _____</p>
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<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 G.U.E.S.T Administration Department after the 3rd year of continuous recognition.</p> <p>Date _____ Signed: _____</p>
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Credit card details	Card type:	Name on card:	Card number:	Expiry Date:	Security code:
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10. All applications to complete:	<p><i>I apply for recognition of the above named courses, having read the Training Providers G.U.E.S.T© Agreement REV17 as set out by the G.U.E.S.T Guidelines.</i></p> <p>Date _____ Signed: _____</p> <p>Name: (Principal) _____</p>				
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Office use:-	Approved by	Date:	Sign:
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Please tick one of the following: Forms that are not signed and dated cannot be processed.			
<input type="checkbox"/> Application to become an independent G.U.E.S.T Approved Trainer		<input type="checkbox"/> Application to become G.U.E.S.T Approved Trainer under an approved Training Provider.	
Full name:			
Full Name of approved Training Centre (if applicable)		Full Name of Principal (if applicable):-	
Trainer Details Address for Correspondence Country Post code		Trainer Tel: (home / day / office) Trainer: Email Website: Skype:	
Please indicate which course(s) you wish to have PYA accreditation: <input type="checkbox"/> GUEST Yacht Interior Introduction Module <input type="checkbox"/> GUEST Basic Food Service Module <input type="checkbox"/> GUEST Wine Bartending & Mixology Introduction Module <input type="checkbox"/> GUEST Interior Administration and HR Module <input type="checkbox"/> GUEST Advanced Service Module <input type="checkbox"/> GUEST Cigar Service Module <input type="checkbox"/> GUEST Advanced Laundry Service Module <input type="checkbox"/> GUEST Advanced Housekeeping Module <input type="checkbox"/> GUEST Advanced Valet Services Module <input type="checkbox"/> GUEST Floristry & Plant Maintenance Module <input type="checkbox"/> GUEST Barista & Hot Beverages Module <input type="checkbox"/> GUEST Advanced Wine Appreciation Module 1 <input type="checkbox"/> GUEST Advanced Wine Appreciation Module 2 <input type="checkbox"/> GUEST Advanced Bartending & Mixology Module 1 <input type="checkbox"/> GUEST Advanced Bartending & Mixology Module 2 <input type="checkbox"/> GUEST Advanced Interior Management Module <input type="checkbox"/> GUEST Advanced Leadership Module		Please indicate which of these required qualifications you hold: <input type="checkbox"/> Food Safety / Hygiene level 2 <input type="checkbox"/> Supervising Food Safety / Hygiene level 3 <input type="checkbox"/> Trainer Qualifications: Please State: <input type="checkbox"/> Other relevant qualifications or awards relevant to the subjects applying to teach: Please State:	
Do you wish to offer On-board training YES/NO:			
<input type="checkbox"/> You have read and accept the definitions as indicated in the G.U.E.S.T© Guidelines Rev14 <input type="checkbox"/> You have read and accept the terms & conditions as laid out in the Training Providers G.U.E.S.T© Agreement Rev 17			
6. You or your Training Center are a PYA Member (Corporate membership is required for Training Providers) Individual Trainers can sign up an Interior Members. YES / NO <i>Training Providers under the Corporate Membership may promote G.U.E.S.T© accredited courses on the PYA Course Calendar</i>			
7 Trainers are required to supply the following documents listed below with this application: <i>This section is part of the ISO / QMS so please ensure each document has a Reference or Revision number and Date on each page.</i>			
<input type="checkbox"/> Trainers Qualifications <input type="checkbox"/> Teaching qualification <input type="checkbox"/> Current CV with Photo <input type="checkbox"/> References <input type="checkbox"/> Trainers Course Notes and Lesson Plans <input type="checkbox"/> Student Course Notes and Hand outs <input type="checkbox"/> A list of all teaching aids and materials to be used for each course			
8. All applications to complete:		I apply for recognition of the above named courses, having read the Training Providers G.U.E.S.T© Agreement REV17 as set out by the G.U.E.S.T Administration.	
		Date	Signed:
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:		From.....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:	
ANY FALSE INFORMATION SUBMITTED COULD LEAD TO THE WITHDRAWAL OF THE SIGNING OFFICER'S CoC			

G.U.E.S.T Program Certificate of Competency Application is subject to the requirements of Qualifications and Sea Service, as laid out in the G.U.E.S.T© 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)

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"/> GUEST Yacht Interior Introduction Module <input type="checkbox"/> GUEST Basic Food Service Module <input type="checkbox"/> GUEST 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"/> GUEST Interior Administration and HR Module <input type="checkbox"/> GUEST Advanced Service Module <input type="checkbox"/> GUEST Cigar Service Module <input type="checkbox"/> GUEST Advanced Laundry Service Module <input type="checkbox"/> GUEST Advanced Housekeeping Module <input type="checkbox"/> GUEST Advanced Valet Services Module <input type="checkbox"/> GUEST Floristry & Plant Maintenance Module <input type="checkbox"/> GUEST Barista & Hot Beverages Module <input type="checkbox"/> GUEST Advanced Wine Appreciation Module 1 <input type="checkbox"/> GUEST Advanced Wine Appreciation Module 2 <input type="checkbox"/> GUEST Advanced Bartending & Mixology Module 1 <input type="checkbox"/> GUEST 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 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"/> GUEST Advanced Interior Management Module <input type="checkbox"/> GUEST Advanced Leadership 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.

Self-Declaration:

I declare that the data contained in this application is, to the best of my knowledge, true and complete. I also declare that the documents are genuine, given and signed by the persons whose names appear on them. I consent to any processing of the data contained in this application by the PYA (including any processing necessary to establish the authenticity and validity of the issued certificate).

Please sign this form:
 Date.....

FAILURE TO COMPLY WITH THIS INSTRUCTION WILL INVALIDATE THE APPLICATION

PAYMENT: DO NOT SEND CASH BY POST.

The fees for application for a G.U.E.S.T© CoC:
 If you are a PYA member the fee is reduced to = 35€
 For non PYA members the fee is = 75€

This fee includes administration, the PYA GUEST© CoC and postage (If you want courier postage this will be an additional fee).

Tick for Courier postage – please email to enquire about cost of courier (subject to location).

Payment should be made in Euros either by cash, credit card or bank transfer. Cheque must be drawn on a French bank and made payable to Professional Yachting Association.

Bank Transfer: kindly instruct your bank to transfer the full amount to the PYA, and debit any bank charges to yourselves, to the following account: -“Professional Yachting Association” and mark subject matter.

To: Barclays Bank, 11 bd Albert 1er, 06600 ANTIBES, France. - Tel. +33 (0)4 92 90 40 00.
 IBAN: FR76 2459 9610 5079 2542 6010 248
 SWIFT/BIC: PRIVFRPP

Credit Card:

Please tick the appropriate box below to indicate your chosen method of payment.

- Amex
- Visa
- MasterCard

Credit Card Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Expiry date: digit security code

Amount to be debited				Name of card holder															
Signature				Date:															

The Security Code is the last three digits of the numbers on the reverse of the card, near the signature strip

Receipt: If you would like a receipt tick the box below and confirm the email address you would like it sent to:

Email address: _____

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 officially verified, needs to be in a PYA recognised Service Record Book and backed up with Testimonials.

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.

G.U.E.S.T© Program | Letter of Assessment

Application form for issue of a G.U.E.S.T Certificate of Competence

Annex G.

Application form

Leading to the G.U.E.S.T© Program Certificate of Competence. The G.U.E.S.T Administration Department 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: **Attention: G.U.E.S.T Administration c/o PYA, 23 Rue du General d'Andreossi Antibes, 06600, 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. "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: G.U.E.S.T©

- 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 G.U.E.S.T© 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

Non PYA Members = 75€
 PYA Member = 35€
 Cheque / Cash /online /credit card

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

Office use:

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.
-

Interior Committee:

- ✓ 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.
-



STUDENT ASSESSMENT RECORD SHEET *Learning Outcomes Statements provide the measurable evidence of the expected knowledge, understanding, application, competencies and attitudes of the subjects the students have covered specific to the GUEST Program level.*

Programme:
GUEST Advanced Level II

Students name
(FULL name of the student)

Course Title:
**GUEST Advanced Service Module
| Unit 05**

Approved Trainer (s) name
(All trainer (s) teaching this unit)

Student Learning Outcomes: Students will be able to: Please tick when the student has achieved this learning outcome:	<input type="checkbox"/> Understand applying different service styles onboard a yacht efficiently
	<input type="checkbox"/> Understand guests preferences <input type="checkbox"/> Understand how to implement a Service Recovery Model <input type="checkbox"/> Understand how to implement & manage all Food & Beverage (F&B) standard operating procedures (SOP)'s onboard a yacht outside of the galley department <input type="checkbox"/> Understand how to develop and manage events & destination experiences proficiently <input type="checkbox"/> Understand how to develop and implement contingency plans for food & beverage service operations <input type="checkbox"/> Understand how to develop supervisory skills and organisation for guest service <input type="checkbox"/> Understand how to plan Guest onward journey and additional travel arrangements <input type="checkbox"/> Apply a good knowledge of French terminology <input type="checkbox"/> Apply a good knowledge of luxury menu items, condiments, accompaniments and confectionery

Course GLH	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.	Course start / end date:	From: To:
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Mandatory Practical Learning Outcomes Applying skills: demonstrate, implement, perform	Subject Guideline Reference	Standard achieved? (Yes / No)	Assessment comments (if required)
1. Table Service Styles	1.3, 1.4, 1.5, 1.7, 1.8		
2. Manage and Direct types of Service	2.1, 2.2, 2.3, 2.5, 2.7, 2.8, 2.9, 2.10, 2.11		

Learning Outcome / Criteria (This is in the form of either a Written Exam (WE), Discussion Testing (DT) or Assignment Testing (AT)).	Method (WE, DT, AT)	Subject Guideline Reference	Standard achieved? (Yes / No)	Assessment comments (if required)
1. Understands how to manage different Table Service Styles		1.1, 1.2, 1.6, 1.9		
2. Understanding how to manage and direct Service		2.4, 2.6		
3. Implement and manage all Food and Beverage SOPs		3.1 – 3.4		
4. Understands how to provide and manage Event Services		4.1 – 4.4		
5. Understands how to provide and manage Destination Services		5.1 – 5.5		

Trainer Feedback on Assessment:

Student Feedback on Assessment:

Trainers signature:	Date:	Student signature:	Date:
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Re-assessment authorisation by Lead Trainer: Yes/ No	For any Student that does not meet the above requirements, a re-assessment can be completed if authorised by the Lead Trainer. Only one resubmission is possible per assessment providing the trainer considers that the Student will be able to provide improved evidence without further guidance. This will need to be determined at the time of the assessment.
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Quality Improvement Plan (QIP) Template

Note 1 Improvements from both the Training Provider and the students 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 it. 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>
EXAMPLES 10/01/2016	Guest Introduction Basic Food Service Trainer: Lisa Jones	8	Centre Address	Trainer: The practical demonstration of cover change ran over by 30 mins. The menus used were over complicated for the first session This caused a knock on effect for the timings	Review menus for this first session for simpler dishes avoid French terminology. For next course 16/02/2016		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.
EXAMPLES 01/01/2017	GUEST Introduction Wine and Cocktail Trainer: James Smith	5	Centre Address	Student Feedback: would like to see a variety of cocktails.	The course covers all the outcomes. However if time permits the trainer can include additional activities on cocktails if they wish		Ensure that all Trainers are aware of this and that additional cocktail ingredients are available to add to courses where appropriate and if time allows.

SAMPLE

**G.U.E.S.T© For reference only:
Old Levels 2012 – 2014. Updated in 2015 - 2017. Now expired.**

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

G.U.E.S.T Mission Statement:

“G.U.E.S.T is the internationally acknowledged training program designed to cultivate and promote Excellence of Service in Luxury Hospitality Industries.

The mission of the GUEST program is to provide assured standards of exceptional quality training in luxury hospitality services worldwide, meeting both maritime regulatory requirements and being fully recognised in related industries ashore.

The accredited GUEST training offers on-going support and is instrumental in creating confident, highly effective and fully engaged professionals, resulting in increased job satisfaction for individuals and reduction in costs and risks to employers, benefiting from a higher return of investment in their staff.”

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