

Guidelines for Unified Excellence in Service Training

CULTIVATING SEVEN STAR STANDARDS IN LUXURY SERVICE & HOSPITALITY OPERATIONS
ON-BOARD SUPER YACHTS



Specifications, Learning Outcomes and Assessment
Criteria for:

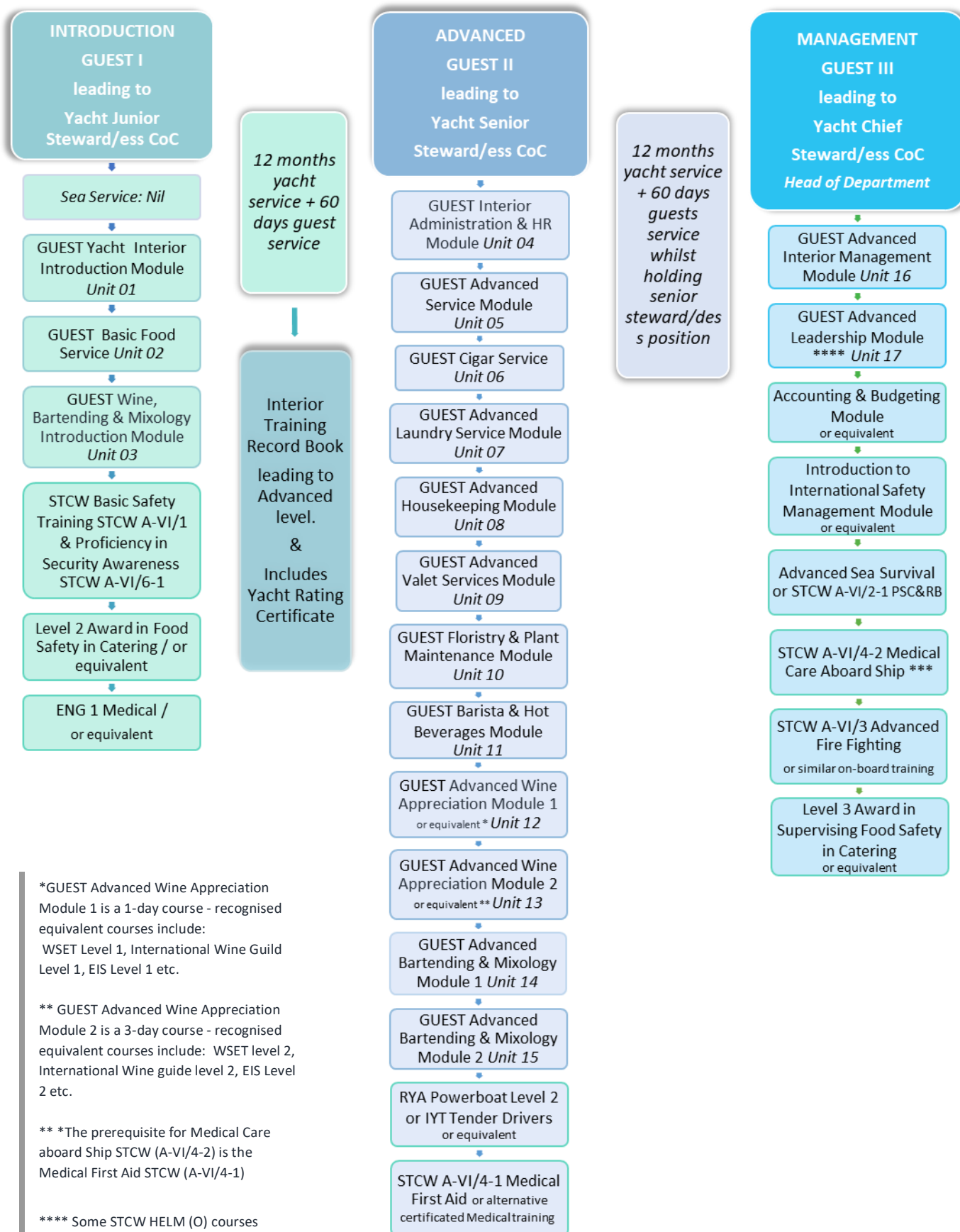
GUEST Advanced Interior Management Module







| Unit 16

Includes:

- G.U.E.S.T Program Progression Chart
- Specifications for GUEST Advanced Interior Management Module
- Qualification Assessment Provision
- Student Assessment Record

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



Unit 16	GUEST Advanced Interior Management Module
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 Administration & Human Resource Module ▶ 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	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>	<p>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>	Fire exits to be identified

Unit 16	GUEST Advanced Interior Management Module	All Highlighted criteria must be practically assessed as competent
Learning Outcomes	Assessment Criteria	Assessment Criteria
1. Understands how to plan and implement Event Production and Event Management	<p>State the processes and procedures for the following key on-board Event Productions :</p> <p>1.1 Guest Experience's</p> <p>1.2 Corporate Events</p> <p>1.3 Boat & Charter Shows</p>	<p>State how to Manage the following criteria's:</p> <p>1.4 Event planning to meet objectives</p> <p>1.5 Resourcing & negotiating with suppliers</p> <p>1.6 Budgeting control</p> <p>1.7 Communications</p> <p>1.8 Timings</p> <p>1.9 Contingency planning</p>
2. Understands how to plan, implement and manage Destination Management	<p>2.1 State how to research and provide effective destination management and risk assessment for a range of guest expectations: Minimum Coverage Criteria:</p> <ul style="list-style-type: none"> • Children's activities • Activities, Sports, Adventures • Art & Culture • Dining • Music & Entertainment 	<p>2.2 Create and plan an itinerary that excites and delights your guests!</p>
3. Understands how to plan, implement and manage Interior financial planning systems Accounting & Budgeting	<p>3.1 State how to create, implement and manage the overall Budget Planning for all interior departments</p> <p>3.2 State how to create, implement and manage the Bookkeeping and accounts / balance sheets</p> <p>3.3 State how to create, implement and manage the Accruing and Budget development</p>	<p>3.2 State how to create, implement and manage Budgets for:</p> <ul style="list-style-type: none"> • Maintenance planning • Events • APR <p>3.3 State how to create, implement and manage Forecasting Budget Plans</p> <p>3.4 State how to manage dealing with suppliers and contracts</p>
4. Understands how to implement and manage a Professional Administration and Interior Information Management Systems (Forms) and Standing Operating Systems	<p>State how to implement, manage and review effectively the following:</p> <p>4.1 Contacts Professionals Suppliers Outside agencies Internal Departments Management</p> <p>4.2 Seafarers Employment Agreements Contracts Agreements</p> <p>4.3 Records & Department Logs current and historical</p>	<p>4.4 Assets & Effects Certificates & documentation Insurance Art Dealers Representatives</p> <p>4.5 Schedules Rosters Calendars Timetables</p> <p>4.6 Standards of MLC Flag regulation Certification Yacht Standing Orders Performance Management Regulators Risk Assessments</p> <p>4.7 Specifications Preference Sheets Events Maintenance Planning</p>
5. Understands how to plan, implement and manage Communication and planning for planned works and refits	<p>State how to implement the planning, with interior Heads of Department, for scheduled work to ensure co-ordination and control of:</p>	<p>5.1 Interior area</p> <p>5.2 Artworks</p> <p>5.3 Artifacts</p>

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 Interior
Management Module| Unit 14

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

Student Learning Outcomes: Students will be able to: <i>Please tick when the student has achieved this learning outcome:</i>	<input type="checkbox"/>	Demonstrate knowledge on how to plan, implement, monitor and evaluate the Interior Yacht Operation effectively
	<input type="checkbox"/>	Demonstrate knowledge on how to plan and implement Event Production and Event Management
	<input type="checkbox"/>	Demonstrate knowledge on how to plan, implement and manage Destination Management and Itineraries proficiently
	<input type="checkbox"/>	Demonstrate knowledge on how to plan, implement, monitor and review Professional Administration and Information Management Systems
	<input type="checkbox"/>	Demonstrate knowledge on how to implement and manage a Financial Planning Systems.
	<input type="checkbox"/>	Demonstrate knowledge on how to work and communicate effectively with outside agencies for corporate events, refits and planned work, with proficiency in planning, implementation and reviews.

Course GLH	The guided learning hours set out for this training must be delivered as a full time course of at least 16 hours, over a minimum of 2 days.	Course start / end date:	From: To:
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Mandatory Practical Learning Outcomes <i>Applying skills: demonstrate, implement, perform</i>		Subject Guideline Reference	Standard achieved? (Yes / No)	Assessment comments (if required)
2. Ability to plan, implement and manage Destination Management		2.2		
Learning Outcome / Criteria <i>(This is in the form of either a Written Exam (WE), Discussion Testing (DT) or Assignment Testing (AT)).</i>	Method (WE, DT, AT)	Subject Guideline Reference	Standard achieved? (Yes / No)	Assessment comments (if required)
1. Understands how to plan and implement Event Production and Event Management		1.1 - 1.9		
2. Understands how to plan, implement and manage Destination Management		2.1		
3. Understands how to plan, implement and manage Interior financial planning systems		3.1 – 3.6		
4. Understands how to implement and manage a Professional Administration and Interior Information Management Systems		4.1 – 4.7		
5. Understands how to plan, implement and manage Communication and planning for planned works and refits		5.1 – 5.3		

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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