Unit 1 | GUEST Yacht Introduction Module Unit 2 | GUEST Basic Food Service Module

Unit 5 | GUEST Advanced Service Module | GUEST Cigar Service Module



As amended from Rev 17.

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.

Unit 3 | GUEST Introduction Wine, Bartending & Mixology Module

Unit 4 | GUEST Advanced Interior Administration & HR

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.

1. Scope

	- • •	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
	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.
Note:	2)	We have split out the Housekeeping and Valet module. The Valet / Butler Module is deemed to be too
Amendments		specialized for it not to stand alone. This is now a 2 day course. The Housekeeping Module remains a 1
and reviews from	3)	day course. It is now a mandatory requirement to complete the Laundry Service Module (Unit 09) prior to the Valet
G.U.E.S.T©	5)	Service Module (Unit 08).
Guidelines 2017	4)	The 2 day Advanced Service Module 1 and 2 day Advanced Service Module 2 have been combined to be
REV 13	,	run as a 3 day Advanced Service Module . This is due to too much duplication of subjects. The Cigar
completed May		Service module remains a ½ day course and can either be included within this module (optional) or taken
2017:		as a stand-alone module. (I.e.: 3.5 day course = 1 certificate or a 3 day course & ½ day course = 2 certificates).
(as per feedback		
from year 2016)		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

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



- 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).
- APPLICATION REVIEW. The application will be reviewed by the G.U.E.S.T© Administration Department 3. 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.
- ACCREDITATION VISIT. An accreditation visit will be arranged. A representative of the G.U.E.S.T© 4. 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.
- ACCREDITATION CONFIRMED. When contacted by the G.U.E.S.T© Administration Department and in 6. 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)

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

Continuing Professional Development:

The GUEST© Program will require that all Instructors 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 Instructors are expected to have current First Aid training, as well as Food Safety / Hygiene (minimum Level 2) qualifications (if relevant). Please refer to Trainers Requirements for full details.

Workgroup:

All approved Instructors will automatically be part of the CPD 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.



3.

&

Instructor Qualifications

Responsibilities

Application and Accreditation cont....

reviewed regularly and kept fit for purpose:



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

4. Record Keeping and Administration

QMS Administration

4. Record Keeping and Administration

QMS Administration

Cont....

- 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.
 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 candidates, especially the course cancellation policy.
- **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 instructor notes, lesson plans, , student course notes and booklets, handouts and any teaching aids, audio visual presentations and relevant materials and teaching environment.
- **Course Administration:** It is the responsibility of the Training Provider to ensure that the administration processes are being fully adhered to and completed for each course; including instructor selection, methods and records of student assessment, verification of attendance & students feedback records.
- Feedback Forms and Learner Assessment Records: It is the responsibility of the Training Provider to ensure that all student Feedback Forms and LAR'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 Instructor 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.

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.

G.U.E.S.T© Administration

QMS: Please refer to separate Guidance Document. Instructor Course notes and lesson plans, Student Course Notes and Handouts and all teaching aids and materials used that are part of the accreditation agreement are the proprietary property of the Training Provider / trainer, however the 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





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.	The training provider must be legally constituted in whichever national jurisdiction forms its main base of operations and must comply with all relevant legal and fiscal requirements of that jurisdiction.
Legal Status and Responsibility	The person functionally responsible for the operation of the training center will be named as the Principal for the purposes of these terms and will be held accountable for the conduct of training in accordance with the '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 ≤ 1000000 , (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.

PYA



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. <u>These changes must be notified to the G.U.E.S.T[©] Administration Department without delay</u>.

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 From, 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.





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. Costs and fees

> 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.

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 Additional charges for auditors expenses, including travel, accommodation & sustenance.
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.

10.

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

Current Fees 2017/ 2018

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

- 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 administrational 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 2 Modules = 120 € Annual Recognition Fee 3 Modules = 180 € Annual Recognition Fee 4 Modules = 240 € Annual Recognition Fee 5 Modules = 300 € Annual Recognition Fee 6 Modules = 360 € Annual Recognition Fee 7 Modules = 400 € Annual Recognition Fee 8 Modules = 460 € Annual Recognition Fee	9 Modules = 540€ Annual Recognition Fee 10 Modules = 600€ Annual Recognition Fee 11 Modules = 660€ Annual Recognition Fee 12 Modules = 720€ Annual Recognition Fee 13 Modules = 780€ Annual Recognition Fee 14 Modules = 840€ Annual Recognition Fee 15 Modules = 960€ Annual Recognition Fee
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Application form for G.U.E.S.T[©] Program Accreditation / Continued Accreditation

FOR: Initial accreditation application/ Change of details & updates / Continuation of accreditation PLEASE USE CAPITALS THROUGHOUT				
1. Please tick one of the following: Forms the	nat are not signed and d	ated cannot be process	sed.	
 Initial application for accreditation. 		etails for existing ourse /s or additional	Continuation of accreditation application: Year 1 / Year 3 / Ongoing / year 8 / year 13/ year 18 /	
2. Full Name of Training Centre				
Address for Correspondence		Centre Tel : Centre Fax :		
Country Post code		Centre Email : Centre Website :		
3. Full Name of Principal:-				
Indicate status of Principal (i.e. whether owr at center)	ner / director / position	Principal's Tel: (hom Principal's Email	ne / day / office)	
 4. Please indicate which course(s) you wish accreditation: GUEST Yacht Introduction Module GUEST Basic Food Service Module GUEST Wine Bartending & Mixology I GUEST Interior Administration and HF GUEST Advanced Service Module GUEST Cigar Service Module GUEST Advanced Housekeeping Mod GUEST Advanced Valet Services Module 4.1: Do you wish to offer On-board training 5. You have read and accept the definitions It is essential that you have read and unders 5.1 You have read and accept the terms & comparison 	ntroduction Module R Module dule ule : : : : : : : : : :	GUEST Flori GUEST Baris GUEST Adva GUEST Adva GUEST Adva GUEST Adva GUEST Adva GUEST Adva GUEST Adva	course structure, content and GLH.	
It is essential that you have read and unders between your Training Center and the PYA.	tood the Training Provid	ers Agreement and the	terms and conditions laid out in the agreement	
 Please indicate that you understand the certification requirements in the Training Providers G.U.E.S.T© Agreement REV18. <u>The training provider is responsible for certificate fees.</u> 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

PYA

G.U.E.S.T© Program | Training Providers





8. Please supply the	supporting documents	listed below with this applica	tion: Training Providers will be given a GUEST Drop Box for use.		
	ection is part of the ISO / QMS so please ensure each document has a Reference or Revision number and Date on each page. e supply amended forms and CV's when applicable. (Please refer to Training Providers GUEST© Agreement REV 18 for details).				
🔲 Instructors qu	ualifications, current C\	/ with photo and references			
Instructors Co	ourse Notes and Lesson	Plans			
Student Cour	se Notes and Hand out	s als to be used for each course			
A list of all te	aching aids and materia				
Risk Assessm	ent for each course				
Evidence of a	Quality Management				
Training Cent	er Booking / Registration				
Booking proc	edure including Terms	and Conditions of Booking			
Course Atten	-	-			
Student Feed	back Form				
Trainer Feedb	back and Follow up Pro	cess			
_	nsurance Cover (in da				
_					
	L 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)				
			on form. (piedse indicate which payment is due)		
9. Payment			ard details for 600 euro's for the inspection indicated. os per additional course X(number of courses)		
 Initial accreditation fee 3rd Year accreditation fee NOTE this fee is due prior to a site audit and facility visit. 		Total payment =	Euros		
		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.			
		Date	Signed:		
 9. Payment Continuous annual recognition fee due after the 3rd year. 			tion fee is due per year and will be invoiced by the G.U.E.S.T after the 3 rd year of continuous recognition.		
		Date	Signed:		
Credit card details	Card type: Card number:	Name on card:			
	Expiry Date:		Security code:		
10 All applications to	I apply for recognitior 18 as set out by the G	-	having read the Training Providers G.U.E.S.T© Agreement REV		
10. All applications to complete:	Date	Signed:			
	Name: (Principal)				
Office use:-	Approved	by	Date: Sign:		

