
*This document provides the GUEST Courses
With individual Modules listed in detail.*

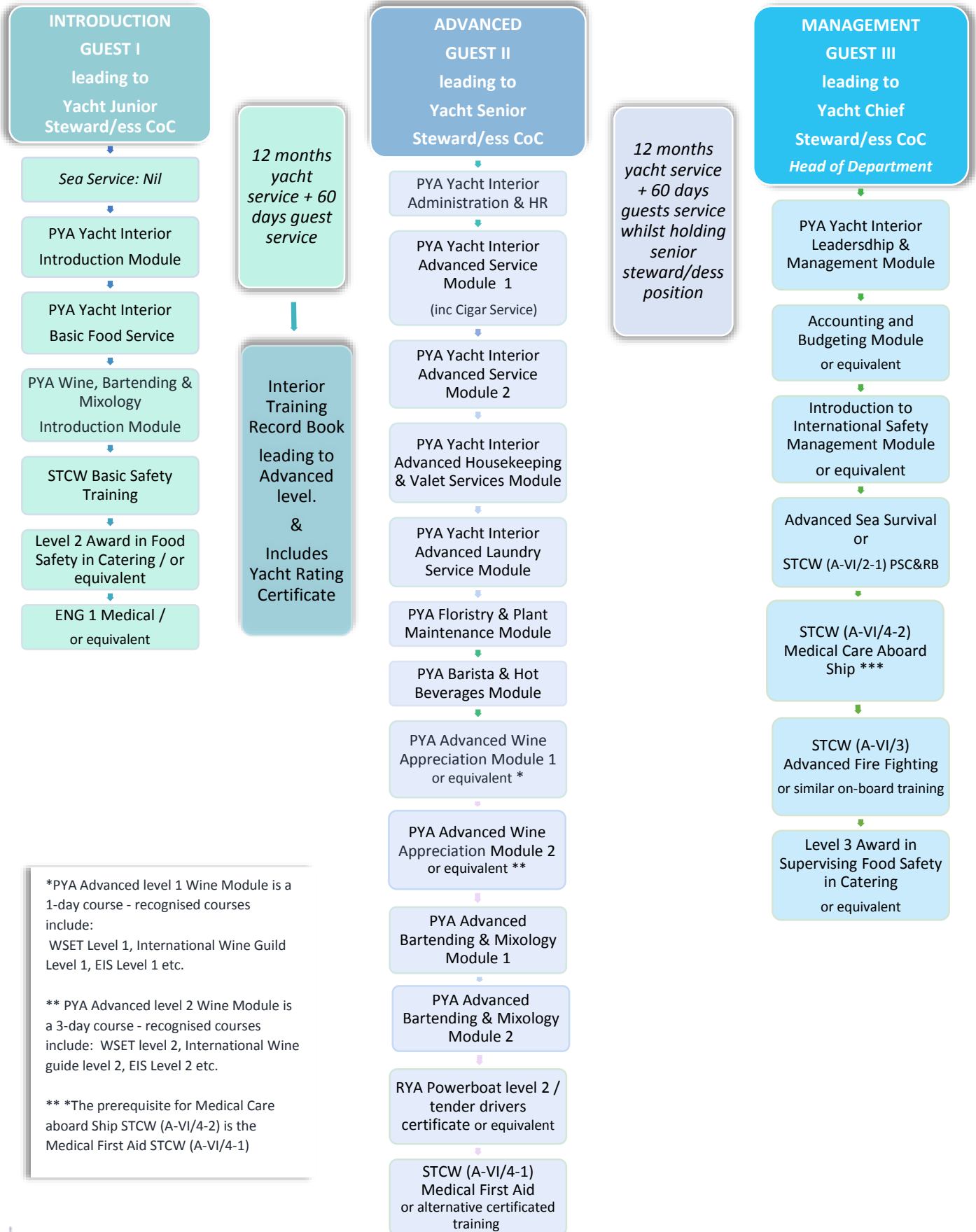
Includes the syllabus for each module, with unit numbers.

Part of the GUEST Guidelines V 12.

www.guest-program.com

PYA GUEST© Interior Crew Training & Certification Development route

V32 2016



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

** PYA Advanced level 2 Wine Module is a 3-day course - recognised 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)

PYA GUEST I: INTRODUCTION Course.

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

PYA GUEST II: ADVANCED Course.

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

PYA GUEST III: MANAGEMENT Course.

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

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

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

PYA GUEST© INTRODUCTION Courses

Total Credits for this level = 40 Credits

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

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

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

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

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

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

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

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

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

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

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






















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

Unit 10 TBC.






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

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

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

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
















































































PYA Advanced Interior Laundry Service module		Laundry: Unit 13/AHL
Course Duration	<p>The guided learning hours set out to complete this training module must be delivered in at least 8 hours for a minimum duration of 1 day.</p> <p>On successful completion of the required standard of competence the Training Centre will issue a PYA GUEST Course Completion Certificate..</p>	
Entry Standards	<p>Some formal basic training and / or previous on-board training & experience (Minimum 2 seasons).</p> <p>Training Providers will ask for some proof of previous experience. Usually in the form of a CV and references.</p>	
Objectives <i>On completion of the training, participants will have sufficient knowledge and understanding to enable them to:</i>	<ul style="list-style-type: none"> ✳ Demonstrate an understanding of applying and managing professional and efficient laundry services on-board ✳ Demonstrate an understanding of the interpretation of laundry labels ✳ Demonstrate an understanding of machine usage and maintenance plans 	
Materials and Equipment required	<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 <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. ▶ Have proven affinity with on board yachting - minimum 8 seasons. 	
Assessment process	<p>Highlighted elements are to be practically assessed = 50% of marks Written paper on completion of module = 50 % of marks Total pass = 65%</p>	
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	<p>Fire exits to be identified Handling hot iron</p>	<p>Handling Roller irons Use of machines (Dryer / Washing machine)</p>

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

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

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

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

PYA Barista & Hot Beverages module		Barista & Hot Beverages: Unit 15/BHB		
Introduction to Coffee, Tea & Cocoa	<ul style="list-style-type: none">  History of Coffee  History of Tea  History of Cocoa  The grind  Your role as Service Provider  Presentation 	Unit 15/BHB		
How to operate the espresso machine	<ul style="list-style-type: none">  The grinder & the “grind”  The care  The cleaning  The glassware / crockery  The instructions 	Unit 15/BHB		
Different types of coffee beverages including:	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none">  Café American  Café au Lait Crema Latte  Cafe Bombon  Cafe Mocha  Cappuccino  Espress </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none">  Flat white  Frappe  Instant coffee  Liqueur coffees - various  Macchiato  Turkish coffee  Vienna coffee </td> </tr> </table>	<ul style="list-style-type: none">  Café American  Café au Lait Crema Latte  Cafe Bombon  Cafe Mocha  Cappuccino  Espress 	<ul style="list-style-type: none">  Flat white  Frappe  Instant coffee  Liqueur coffees - various  Macchiato  Turkish coffee  Vienna coffee 	Unit 15/BHB
<ul style="list-style-type: none">  Café American  Café au Lait Crema Latte  Cafe Bombon  Cafe Mocha  Cappuccino  Espress 	<ul style="list-style-type: none">  Flat white  Frappe  Instant coffee  Liqueur coffees - various  Macchiato  Turkish coffee  Vienna coffee 			
Perfect espresso Understanding the steps to make a perfect espresso:	<ul style="list-style-type: none">  The machine  The pressure  The water  The beans  The timeline 	Unit 15/BHB		
Perfect froth Understanding of the steps to make a perfect froth:	<ul style="list-style-type: none">  The jug  The positioning  The milk  The technique  The temperature  The timeline 	Unit 15/BHB		
Latte Art Understanding of the steps to create Latte Art:	<ul style="list-style-type: none">  Fundamental techniques  Steaming milk  Latte Art Process: <ul style="list-style-type: none">  <i>The Heart</i>  <i>The Rosetta</i> 	Unit 15/BHB		
Perfect Tea Understand the steps to making a perfect tea.	<ul style="list-style-type: none">  Water and its effect on making proper tea  Different tea types  Making the perfect pot of tea  What to serve with different tea types  Everyday tea service  Afternoon tea service and setup  Iced teas 	Unit 15/BHB		
Hot Chocolate Drinking Chocolate Hot Cocoa	<ul style="list-style-type: none">  Understanding the different types of chocolate drinks  Melted chocolate v cocoa powder  Cultures & variations of Chocolate drinks,: Including South America, North America, Europe.  Making the perfect hot chocolate  Hot Chocolate for kids  Tools and accessories 	Unit 15/BHB		

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

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

PYA Advanced Wine Appreciation module 2		Advanced Wine module 2: Unit 17/AW2	
Course Duration	<p>The guided learning hours set out to complete this training module must be delivered in at least 8 hours for a minimum duration of 1 day.</p> <p>On successful completion of the required standard of competence the Training Centre will issue a PYA GUEST Course Completion Certificate.</p>		Unit 17/AW2
Entry Standards	Some formal training – either PYA Intermediate or to WSET Level 1, International Wine Guild Level 1, EIS Level 1 etc. or similar		Unit 17/AW2
Objectives <i>On completion of the training, participants will have sufficient knowledge and understanding to enable them to:</i>	<ul style="list-style-type: none"> ☒ Have a great understanding of the broader world of wine ☒ Have practical & professional Sommelier service skills ☒ Be able to guide guests through a wine list and discuss key grape varieties, styles and climatic influence clearly and concisely ☒ Understand the importance of terroir and how to communicate this effectively to guests ☒ Make educated food & wine matching recommendations ☒ Have an in depth understanding of wine storage and proper stock rotation ☒ Have an understanding about wine list construction ☒ Be able to read labels and pronounce wines and their regions correctly <p><i>For those students who are either underage or unable to consume alcohol, the PYA gives the TP the flexibility to allow the students to smell the wines and spirits rather than taste them</i></p>		Unit 17/AW2
Materials and Equipment required	<p>Whiteboard or Flipchart & markers</p> <p>Pen and paper</p> <p>TV/screen/projector</p> <p>Suitable Glassware</p> <p>Tasting notes</p> <p>Decanter</p> <p>Candle</p> <p>Food of choice for matching activity – <i>food can be simple olives / cheeses etc.</i></p> <p>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 ☒ Cru Classe Bordeaux ☒ Burgundy red and white (Village Level min) ☒ Sancerre/ Pouilly Fume ☒ Alsace (PG or Riesling) ☒ Full tannic red (NW cab) 	<ul style="list-style-type: none"> ☒ Châteauneuf du Pape ☒ Champagne ☒ Cava Super Tuscan type ☒ Chianti Classico ☒ Amarone ☒ Pinot Grigio ☒ Rioja ☒ German Riesling ☒ Australian Cab or Shiraz ☒ Australian Chardonnay ☒ NZ Sauv Blanc ☒ Chile Cab ☒ Argentina Malbec ☒ Port ☒ Sherry (Fino) ☒ Sherry (any cream style) ☒ Sauternes or Tokai or Beaume de Venise
Instructor qualifications	<ul style="list-style-type: none"> ☒ Hold an appropriate qualification in instructional techniques or knowledge and proven experience of instructing. ☒ Have training qualifications higher than the level being taught. (WSET qualification or similar level qualification). ☒ Fully understand the specific objectives of the training. ☒ Hold a Food Safety / Hygiene level 2 certificate. 		Unit 17/AW2
Assessment process	<p>Highlighted elements are to be practically assessed. 50% of marks</p> <p>Written paper on completion of module. 50 % of marks</p> <p>Total pass = 65%</p>		Unit 17/AW2
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	Fire exits to be identified	<p>Handling glassware</p> <p>Handling corkscrew</p> <p>Handling cutter</p>	Unit 17/AW2

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

















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

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













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

























PYA GUEST© ADVANCED Courses








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

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

PYA GUEST® MANAGEMENT Courses

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

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

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

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