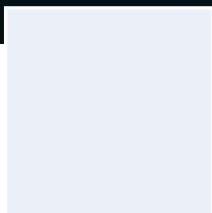
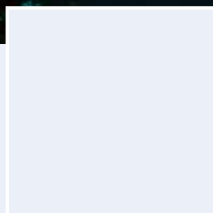
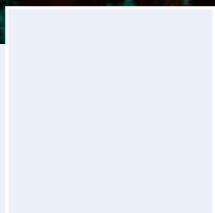


Certification of scuba diving service providers (diving centers, diving clubs, diving resorts)



Never be out of your depth.

Certification of scuba diving service providers

(diving centers, diving resorts, diving clubs)



Given the abundance of different services on the market, it is no easy task for recreational scuba divers to choose the right service provider. Statements that are trustworthy because endorsed by certification can thus assist potential clients in making their choice. A certificate for the service offered increases confidence in its provider and enhances its market viability.

DIN CERTCO, the certification subsidiary of DIN German Institute for Standardization, now provides certification and classification of scuba diving service providers and awards the corresponding certification mark: **DIN CERTIFIED SERVICE PROVIDER – DIVING CENTER**, that can be issued with up to five stars, depending on the range of services offered.

This certification gives recreational scuba divers, tour operators and holiday companies a reliable yardstick for judging the quality and range of the services provided.

Basis of certification

The certification scheme was drawn up on the basis of the European Standard *EN 14467 Recreational diving services – Requirements for recreational scuba diving service providers (draft)* and of the training standards referenced there

for recreational scuba divers
(EN 14153-1, -2, -3; draft)

and for scuba instructors
(EN 14413-1, -2; draft).

The certification process involves an evaluation of the quality and range of the services according to a five star classification system specified in the certification scheme.



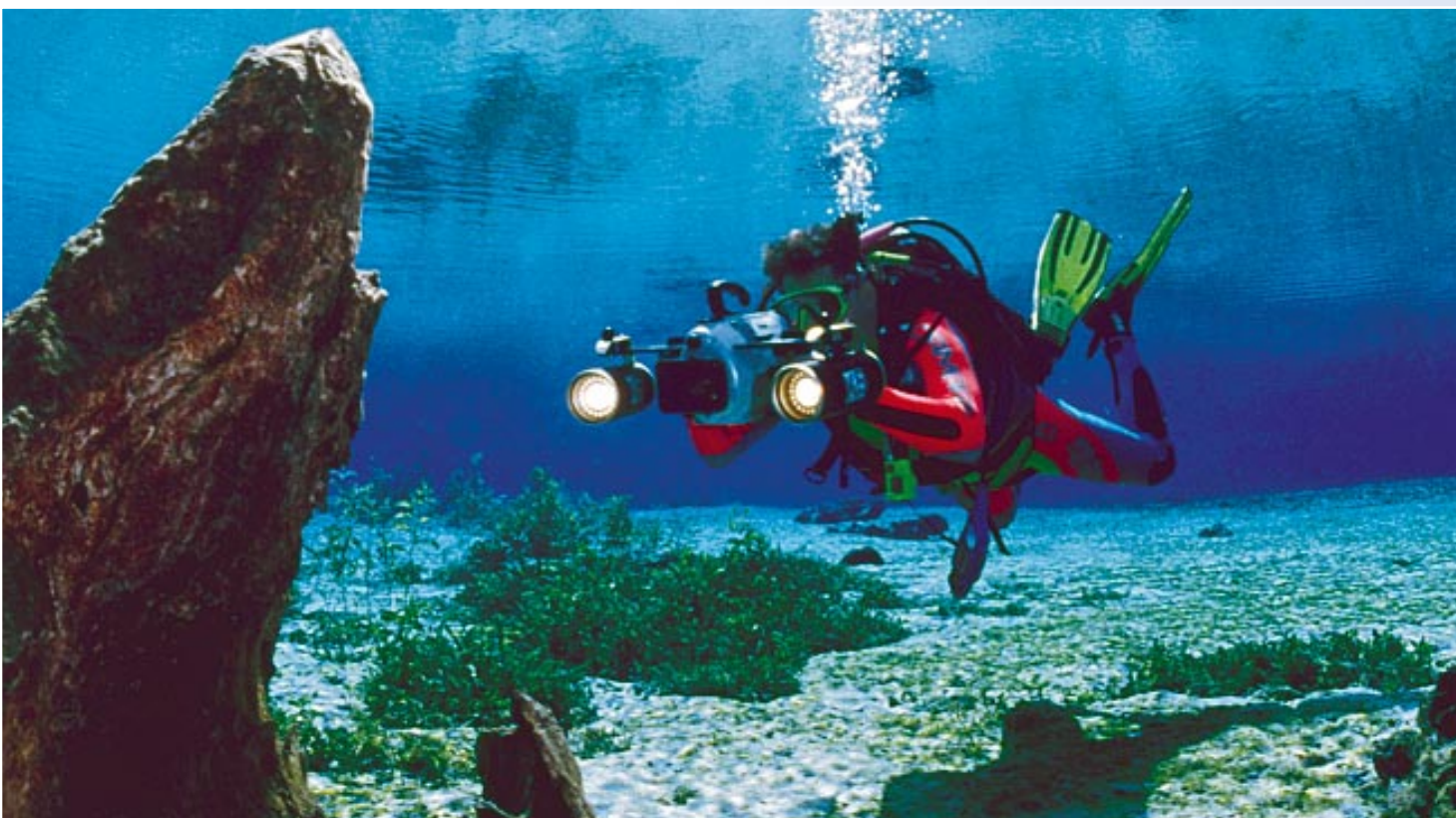


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Procedure

Inspection comprises two parts and is carried out by an inspector recognized by DIN CERTCO:

- **Document review**

On submission of the application for certification, the applicant must provide specified information and documents (e.g. description of services offered, proof of required qualification of personnel). These are used to check whether they meet the requirements for the classification applied for and justify an on-site assessment.

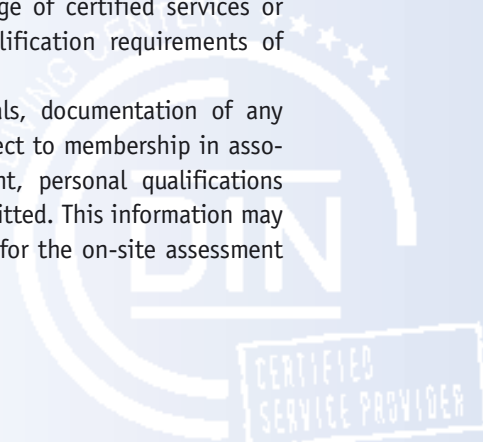
- **On-site assessment:**

- Audit meeting with the responsible manager and any qualified personnel
- Evaluation of facilities, equipment, dive sites etc.
- Verification of the information given by the service provider
- Inspection of documents and records

DIN CERTCO assesses on the basis of the report submitted by the inspector whether the applicant has met all specified requirements. When the result of this assessment is positive, a certificate is awarded and the licence to use the quality mark is granted.

Certified scuba diving service providers are monitored by DIN CERTCO during the period of validity of the certificate, i.e. a routine check is made whether the certificate holder continues to meet specified requirements. In order to maintain the validity of the certificate, the certificate holder is further required to notify any changes that reduce or extend the range of certified services or relate to the qualification requirements of personnel.

At defined intervals, documentation of any changes with respect to membership in associations, equipment, personal qualifications etc., is to be submitted. This information may make it necessary for the on-site assessment to be repeated.



The DIN CERTCO five star classification in brief*

– Excerpt from the certification scheme –

-
- ★ ... Guided and organized dives, autonomous diving groups
 - ... Dive sites of an appropriate degree of difficulty for novice/experienced divers
 - ... Reasonable transfer time and means of transportation to the dive sites, adequate entrance and exit facilities at dive site
 - ... Occasional, but specified opening times (period), telephone reservations possible
 - ... Commitment to environmental conservation (sustainability)

★★ All items under ★ plus:

- ... At least one diver training course in accordance with the EN standards
- ... At least training in two designated specialities
- ... Dive sites for training and areas for advanced divers
- ... Rental of diving equipment to course students/diving clients
- ... Reservations by fax or e-mail possible

★★★ All items under ★★ plus:

- ... Various types of dive sites, e.g. wreck, currents/drift diving, caves
- ... At least four designated specialities and offer of “discover scuba diving”
- ... Workshop, own filling plant, air supply by agreement
- ... Seasonal, regular opening times (more than three months)
- ... Payment possible by bank transfer or direct debit

★★★★ All items under ★★★ plus:

- ... At least two training course systems in accordance with the EN standards
- ... Scuba instructor training in accordance with EN 14413-1
- ... At least training in six designated specialities
- ... Variety and different sorts of dive sites within different depths
- ... Rental of diving equipment to “non-clients”, as well, maintenance and inspection of apparatus, sale of basic equipment
- ... Seasonal, regular opening times (more than six months), reservation via Internet and through travel agencies possible
- ... Payment also possible with major credit cards

★★★★★ All items under ★★★★ plus:

- ... At least eight designated specialities
- ... Wide variety of dive sites
- ... Scuba instructor training in accordance with EN 14413-2
- ... Own swimming-pool, well-equipped classroom
- ... Rental of extra/special equipment such as cameras, scooters
- ... Sale of diving equipment, accessories, air supply
- ... Special offers for families, child care facilities
- ... Open all year round (more than ten months)



*The personnel qualifications required in each case are to be found in the certification scheme that is obtainable from DIN CERTCO.