



TÜVRheinland®

DIN CERTCO

Genau. Richtig.



Certification scheme

**Scuba diving service providers
according to DIN EN 14467**

(Recreational diving provider)

(Edition: October 2004)

CONTENT	PAGE
1 Introduction	3
2 Basis of inspection	3
3 Requirements for recreational scuba diving service providers.....	4
3.1 General requirements	4
3.1.1 Personnel qualification	4
3.1.2 Information to be provided.....	5
3.1.3 Risk Assessment.....	6
3.1.4 Obligation of documentation.....	7
3.1.5 Duty to notify	7
3.1.6 Equipment.....	7
3.2 Requirements on education	9
3.2.1 Theory teaching facilities.....	9
3.2.2 Dive sites.....	9
3.3 Requirements for organised and guided diving	9
3.3.1 Provision of services to autonomous groups	9
3.3.2 Organised dive for certified divers	9
3.3.3 Guided dive for certified divers	10
3.3.4 Locations.....	10
4 Certification procedure.....	10
4.1 Application	10
4.2 Admission	11
4.3 Inspector	11
4.4 Inspection	11
4.5 Conformity assessment.....	12
4.6 Resignation.....	12
4.7 Demolition of the certification procedure	12
4.8 Repetition.....	13
5 Use of the mark	13
6 Validity of the certificate.....	13
6.1 General.....	13
6.2 Surveillance procedure	13
6.3 Renewal.....	14
Annex 1: Five star classification – Range of services (5 pages)	15
Annex 2: Five star classification – Qualification of personnel (1 page).....	20

1 Introduction

When looking for diving services, customers usually have to make a choice from a wealth of diving centers with varying degrees of quality. This is also true for a number of companies, e.g. in the tourism industry, who wish to make well-founded recommendations to their customers concerning their leisure activities. In this respect, European standards which are also the basis of this certification scheme, offer useful support.

As an acknowledged certification body, DIN CERTCO Gesellschaft für Konformitätsbewertung mbH carries out certifications and awards the certification **DIN CERTIFIED SERVICE PROVIDER – DIVING CENTER** to interested scuba diving service providers (diving centers, diving clubs, diving resorts). The requirements for diving service providers laid down in this certification scheme were drawn up on the basis of the corresponding standards and they are the basis for the assessments for certification purposes. After having passed the inspection, DIN tested diving service providers receive a certificate which the service provider may use as a quality seal.

This certification allows diving service providers to furnish proof at all times that they offer a professional service with qualified personnel that is correspondingly trained as well as due to their equipment and work organization.

Recreational scuba diving service providers have the possibility to certify the services or parts of services mentioned in the following:

- organised and guided diving for certified divers and autonomous diving groups;
- training and education.

Provided that the renting or the sales of diving equipment is contained in the offered service (education or organised and guided diving) this service is also a part of the certification.

The scope and the quality of other complementary services offered for diving are evaluated and allocated to a system of stars ranging between one and five, similar to the hotel classification scheme. In general, the number of stars awarded depends on how many services the diving center is able to offer. Minimum requirements for any individual star classification can be found in annex 1 (scope of services) and annex 2 (qualifications of personnel).

2 Basis of inspection

Certification of scuba diving service provider is undertaken on the basis of the specifications given in this certification scheme.

The requirements for recreational scuba diving service providers are fixed essential in:

- DIN EN 14467 Recreational diving services
Requirements for recreational scuba diving service providers

and are completed by the following normative references:

- DIN EN 14153-1 Recreational Diving Services - Safety related minimum requirements for the training of recreational scuba divers – Part 1: Level 1;
- DIN EN 14153-2 Recreational Diving Services - Safety related minimum requirement for the training of recreational scuba divers - Part 2: Level 2;

- DIN EN 14153-3 Recreational Diving Services - Safety related minimum requirement for the training of recreational scuba divers - Part 2: Level 3;
- DIN EN 14413-1 Recreational Diving Services - Safety related minimum requirement for the training of scuba instructors - Part 1: Level 1;
- DIN EN 14413-2 Recreational Diving Services - Safety related minimum requirement for the training of scuba instructors - Part 2: Level 2.

3 Requirements for recreational scuba diving service providers

3.1 General requirements

3.1.1 Personnel qualification

Responsible manager

The service provider must appoint as responsible manager an experienced scuba instructor with a qualification of training level 2 in accordance with EN 14413-2 as well as proof of experience of at least two years as a scuba instructor in accordance with the standard EN 14413-2. He is responsible for all training activities as well as for all guided and organized dives carried out by the service provider and must be under permanent contract with the applying service provider unless the service provider himself is the responsible manager. He must be familiar with the procedures and work processes used by the service provider and able to carry them out. Furthermore, he must be able to organize all services on offer. The corresponding proof of qualification and experience must be submitted to the certification body on submission of the application.

The responsible manager may be substituted by an internally appointed substitute with at least the same level of qualification. When the responsible manager who had been notified to the certification body is absent for a longer period than two months the certification body must be informed of the name of the substitute. The diving service center is obliged to inform the certification body in writing.

Qualified personnel

Qualified personnel must be able to provide proof of their training as scuba instructors in accordance with EN 14413-1 or in accordance with EN 14413-2 and in accordance with their qualification they may train recreational scuba divers in the following training levels:

- Training level 1 – in accordance with EN 14153-1;
- Training level 2 – in accordance with EN 14153-2;
- Training level 3 – in accordance with EN 14153-3 .

They may also train scuba instructors in training level 1 and 2 in accordance with EN 14413-1 or EN 14413-2.

Training courses which take place under more challenging conditions, e.g. special courses which are not automatically covered by previous training or the experience of a diving instructor may only be carried out by adequately qualified scuba instructors with training level 2 in accordance with EN 14413-2.

Guided or organized dives and related services agreed with the customer have to be rendered by persons with a minimum qualification as dive leader in accordance with EN 14153-3. When a dive requires certain skills and/or abilities which go beyond the qualification of a dive leader, the person guiding the dive must be correspondingly trained or experienced.

The qualified personnel must understand the features and the functioning of diving equipment which is rented to customers and be able to explain how to use it. Furthermore, they must be able to give expert advice to the customer with respect to the right choice, fit and the correct use of diving equipment for specific diving activities. All diving service provider must have qualified personnel who is able to communicate with his target group(s) linguistically (native language) (at least one designated person).

3.1.2 Information to be provided

Regardless of the type and range of the services offered, the provider must prove that he meets the requirements specified in the following:

The service provider is required to enter into a written agreement with the customer (e.g. enlisting for a course) which specifies the type and scope of the service (training or dive). The service provider shall provide the following information to the client depending on the requirements of the respective service:

- beginning, execution, termination of the service;
- prerequisites and any qualification requirements in order to obtain the service (e.g. medical certification, diver certifications);
- equipment requirements;
- costs;
- included or recommended insurance;
- local environmental considerations; (local unusual features e.g. behaviour on the boat)
- diving related legislation and legal requirements concerned with the specific kind of service;
- Reference to information duty of the customer on a current restriction of the diving capability (e.g. physical restrictions, skills/technology).

If the service provided involves training of the customer the following additional information shall be provided:

- limitations of eventual qualification;
- scope of the training course;
- course procedures;
- means and methods for assessment; criteria for the successful conclusion of the education
- the consumer have to be informed that records will be kept of their personal data and these records may be passed on to a training organisation

In the case of guided dives or organised dives the following additional information shall be provided:

- description of the dive site in word or sketch;
- information concerning the dive site in particular hazards which could affect the safety of the dive (e.g. underwater obstructions) and arrangements concerning buddy teams and/or group size;
- depth and/or time limitation of the dive.

Prior to each dive or training session, clients shall have safety provisions identified to them, including:

- the identity and role of staff;
- emergency procedures;
- buddy/group assignments;

3.1.3 Risk Assessment

The service provider shall conduct a risk assessment for all diving sites used for the service. There must be all risk assessments in written form. The following features shall be considered as part of this assessment:

suitability of the site for planned activities;

- restricted zones;
- entry exit methods;
- necessary qualification of the participants ;
- water movement (e.g. current, wave action);
- depth;
- water temperature;
- underwater visibility;
- pollution;
- other dangers (e.g. animals, boat traffic);
- emergency action plan.

The service provider is obliged to exclude every customer of the service if this in the interest of the customer and/or a different customers seems advisable as a result of the risk assessments.

3.1.4 Obligation of documentation

Staff

The service provider shall maintain documentation on all individuals delivering services as follows:

- name, date of birth;
- training/certification, experience and medical certification;
- competences of the individual staff member.

The service provider shall have documentary evidence that all staff members hold relevant and current qualifications for their duties. Proof of qualifications shall be made available to the clients upon request.

Clients

The service provider shall maintain documentation on the clients as follows:

- name, date of birth;
- any previous training/certification, experience;
- It training: The progress of the student, the degree of the training

The service provider undertakes to obtain a written informed consent of the customer for the data-storage of personal data.

3.1.5 Duty to notify

The service provider must notify any changes specified in the following in writing to DIN CERTCO immediately after they become known:

- Reductions or expansion of the certified service area
- Resignation and/or limited availability of the responsible manager

3.1.6 Equipment

Diving equipment for scuba instructors

Persons who carry out the diving education in the open waters or dive on behalf of the service provider, must be equipped with the following diving equipment at the execution of the dive.

- fins;
- mask;
- snorkel;
- gas cylinder
- regulator;

- alternative breathing gas source;
- cylinder-support-system and buoyancy control device including (if appropriate) a quick release weight system
- submersible pressure gauge (breathing gas pressure monitor),
- means to measure depth and time and to safely limit exposure to inert gas,
- diving suit (if appropriate).

Additional equipment for specific environments e.g.:

- an underwater navigational aid;
- knife/cutting device;
- means of signal.

Diving equipment for the client

When diving equipment is rented to a customer for a training course or a guided and/or organized dive, the service provider must meet the following requirements:

- The provider must give expert advice to the customer, i.e. the service provider must assist the customer in making his choice as to the correct equipment with a view to the planned diving activities as well as the qualification and the needs of the customer (e.g. correctly fitting taring scales and diving suit). In this respect, the service provider must be able to provide the customer with the different parts of the diving equipment which are also required for scuba instructors.
- Diving equipment which is rented to customers must meet the requirements of European standards (if applicable) and/or correspond to the relevant European laws. The service provider must keep appropriate records in accordance with the recommendations of the manufacturer.
- Diving equipment which is rented to customers must be in good condition and has to be maintained in accordance with legal requirements and/or the specifications of the manufacturer. The service provider has to ensure the usability of all diving equipment which is rented to customers before it is handed out.
- The service provider must inform customers who rent diving equipment that using such equipment requires corresponding training or instructions.

Emergency Equipment

For all locations where diving activities take place the service provider shall ensure the availability of:

- a first aid kit suitable for the planned diving activities;
- an emergency oxygen unit with a capacity of delivering at least 15 litres/min. of pure oxygen for at least 20 min. If it is to expect for a longer transportation time to the next pressure chamber, the oxygen stock has to be calculated appropriately more larger.
- a communication system suitable for alerting emergency services.

Furthermore, at each dive site where diving activities take place a documented emergency plan comprising at least the following information shall be available:

- procedures for casualty recovery, resuscitation and evacuation,;
- use of the emergency oxygen supply,;
- information about the nearest medical resources (including data about the availability of a hyperbaric recompression chamber).

Further equipment

If a further equipment (compressor, breath regulator etc.) is used for the performance of the offered service, this has to be in a regular condition and has to be maintained according to the legal specifications/specifications of the manufacturer.

3.2 Requirements on education

3.2.1 Theory teaching facilities

Service providers who offer the education according to the basic requirements of the standards DIN EN 14153, part 1 to 3, or DIN EN 14413, part 1 to 2, or further requirements shall be conducted in an environment that is free from significant distractions to learning, such as a dedicated classroom. This shall provide clients with sufficient working facilities and training aids (e.g. writing surfaces, reference materials, computer, visual or audio materials) to ensure that clients are able to understand the information being presented.

The localities for the education must be suitable for the planned activities and may not represent danger for the health of the customers.

3.2.2 Dive sites

Service providers who offer the education according to the basic requirements of the standards DIN EN 14153, part 1 to 3, or DIN EN 14413, part 1 to 2, or further requirements shall use training sites for confined water training and/or open water training that are representative of the local environment.

3.3 Requirements for organised and guided diving

3.3.1 Provision of services to autonomous groups

A group may include scuba instructors or dive leaders who may take on some or all of the duties of providing proper briefing and supervision of members of the group in accordance with the DIN EN 14467.

Any such arrangement between the service provider and the group shall be agreed in advance of any underwater activities by both parties.

3.3.2 Organised dive for certified divers

The service provider has to conduct a risk assessment and identify operational parameters and has to make ensure an emergency support procedure is available in place. He assign buddies according to qualification and has to make sure that a safety briefing is held.

Organised dives which require specific qualifications, e.g. night diving, wreck diving etc. may only be carried out if each individual client has appropriate qualifications (speciality certifications) or equivalent logged experience.

3.3.3 Guided dive for certified divers

The service provider shall provide a safety briefing, conduct a risk assessment, assign buddies, identify operational parameters and ensure an emergency support procedure is in place.

In order to be entitled to purchase the service of a guided dive each individual client shall be certified at least at level 1 scuba diver according to DIN EN 14153-1. The certification and each client's personal dive log shall be checked by the service provider prior to the dive.

Guided dives which require specific qualification, e.g. night diving, wreck diving etc. may only be carried out if each individual client has appropriate qualifications (speciality certification) or equivalent logged experience.

Guided dives requiring specific qualifications or equivalent experience, for which each individual client cannot provide proof of such qualifications or experience, shall be considered to be training dives and point 3.2 shall apply.

3.3.4 Locations

The service provider shall ensure that the person in charge of the dive has knowledge and understanding of the features and hazards of the intended diving locality. The person in charge shall make every reasonable effort to ensure that the site at which the diving is to be carried out is suitable for the divers and the envisaged activity.

4 Certification procedure

4.1 Application

The certification procedure starts with a formal written application of the Scuba diving service providers at DIN CERTCO with whom the service scope of work has to be indicated for the certification according to the defined star classification.

With the application, the following details have to be done or the following documents have to be submitted, which are considered to be a prerequisite for the introduction to the certification procedure:

- organizational form of the service provider and short description of the business purpose;
- general rules (e.g. guidelines of professional organizations or for training (establishing the procedures in the providing of service)
- description of all offered services;
- description of: facilities, equipment, dive sites including the risk assessment;
- name of the responsible manager with documentation of the corresponding qualification to EN 14413-2 as well as a scuba instructor with a minimum of two years experience

- written documents for the customer (e.g. registration form, price lists, information documents).

The required application documents must be submitted in full to DIN CERTCO at least six weeks before the date of the on-site assessment.

4.2 Admission

The application for certification including the required documents is assessed by DIN CERTCO as to whether it is complete and plausible.

DIN CERTCO notifies the service provider in writing about the result of the assessment of his application. If the assessment is positive, the service provider is admitted to the certification procedure, if necessary, after submission of additional documents.

The applicant will also be informed in writing if the application is rejected, and the reasons for this decision are stated in detail.

The admission to the certification procedure expires if:

- the applicant withdraws the application and notifies DIN CERTCO about this fact in writing;
- in the meantime facts become known due to which, had they been known beforehand, the admission would not have been granted.

The applicant must bear the costs for processing the application documents in both events.

4.3 Inspector

The on-site assessment requires an inspection by an inspector. The inspectors appointed by DIN CERTCO are selected by DIN CERTCO on the basis of an acknowledgement procedure and they dispose of an acknowledgement certificate which they present to the customer upon request.

The applying service provider will be informed about the name of the appointed inspector. The applying service provider may reject an appointed inspector once before the inspection starts, if justified.

4.4 Inspection

After being admitted to the certification procedure, an on-site inspection of the service provider is carried out by an inspector appointed by DIN CERTCO. During this inspection the information given already by the service provider with the application is verified by a spot check. The inspection date is coordinated between the appointed inspector and the service provider. The service provider must ensure that the responsible manager is present on site during the inspection. Furthermore, the service provider must ensure that the DIN CERTCO inspector and the qualified personnel are able to talk about technical issues.

The inspection report which the inspector draws up summarizes the results of the on-site inspection.

Any information given in the context of the inspection and certification procedure shall be treated confidentially by the certification body and the persons appointed by it.

4.5 Conformity assessment

DIN CERTCO carries out the conformity assessment on the basis of the inspection reports drawn up by the inspector in which the results of the inspection are summarized. In this respect, the results of the submitted report will be compared with the minimum requirements laid down in the certification scheme. The following results are possible:

- The diving service provider meets the necessary minimum requirements of the certification scheme in all areas.

Award of the certificate.

- The diving service provider shows "minor defects". The service provider receives a list with the defects which need to be eliminated. The service provider has to confirm to DIN CERTCO in writing that he has eliminated the defects.

Award of the certificate.

- "Gross defects" are found at the diving service provider's. The service provider is required to eliminate the defects and this will subsequently be verified on-site. Any subsequent inspection for control purposes will be charged separately to the applicant in accordance with the currently valid schedule of fees.

Award of the certificate after consisted verification inspections

4.6 Resignation

The service provider may prematurely terminate the certification procedure for good reason. The withdrawal must be received by DIN CERTCO in writing by registered post.

The applicant shall bear the costs arising for DIN CERTCO from the application for certification according to the certification scheme in accordance with the currently valid schedule of fees.

Furthermore, if the applicant withdraws the application he shall bear any costs which have already arisen because of an order already given to an inspector in the context of the inspection of the service provider.

4.7 Demolition of the certification procedure

The certification procedure may be immediately interrupted by DIN CERTCO, if

- it becomes clear that DIN CERTCO has not registered the responsible manager;
- such gross defects are found which cannot be expected to be eliminated within a reasonable time and with reasonable effort;
- the situation on site differs significantly from the submitted documents.

Any costs incurred before interruption of the procedure shall be borne by the service provider.

4.8 Repetition

When an inspection reveals that the service provider does not meet the requirements specified in the certification scheme, the applicant is given the opportunity to make improvements and another inspection is carried out.

Any repeated inspection which is not included in the monitoring procedure will be charged separately to the applicant in accordance with the currently valid schedule of fees.

The provisions for a first inspection also apply analogously to the evaluation of repeated assessments.

On principle, inspections may be repeated without any restriction.

5 Use of the mark

In connection with the assigned certificate the certificate holder is entitled to use the title **DIN CERTIFIED SERVICE PROVIDER - DIVING CENTER** and the following mark depending on size of the assigned stars:



6 Validity of the certificate

6.1 General

The certificate is valid for six years.

6.2 Surveillance procedure

In order to maintain the certificate for six years, the service provider is required to submit a record of changes every second year. This documentation includes notification of changes about:

- General rules (e.g. guidelines of professional organizations or for training) establishing the procedures in the provision of services;
- Declaration by the organization/association itself about the standard conformity of its guidelines in all points relating to EN 14153-1 to -3 and EN 14413-1 and -2;
- Description of the business purpose / description of all services offered;
- Description of installations, equipments and diving locations including a risk assessment;
- Samples of all documents used for customers in daily business (e.g. registration form, price lists, any other literature);

- Proof of the qualification of the responsible management.

6.3 Renewal

The validity of the certificate can be prolonged by another six years on application of the service provider after expiry of six years. An extension of the certification is possible if a corresponding application was made to DIN CERTCO.

On renewal, the service provider must provide for another on-site inspection which is similar to the inspection for the first certification. In order to be able to process the renewal of a certificate it is required to submit up-to-date proof in relation to the business (see submission of an application).

If the conditions concerning the maintenance of the certificate are fulfilled, the validity of the certificate is extended by DIN CERTCO for another six years. The company receives a written assignment about this. The extended certificate is subject to the same conditions of the supervision as the first certificate.

Annex 1: Five star classification – Range of services (5 pages)

★	<p>Diving</p> <p><i>Variety of options</i></p> <ul style="list-style-type: none"> - guided dives for autonomous groups - organized dives for autonomous groups <p><i>Experience and knowledge of the location by the qualified personnel</i></p> <ul style="list-style-type: none"> - e.g. number of dives <u>at diving location site</u> <p>Diving locations</p> <p><i>Diving location of an appropriate degree of difficulty</i></p> <ul style="list-style-type: none"> - for novice divers after finishing a course - for experienced divers <p><i>Entry and exit facilities at diving location</i></p> <ul style="list-style-type: none"> - secured / unsecured - first stretch for snorkeling <p><i>Transfer to diving locations</i></p> <ul style="list-style-type: none"> - transfer time (the shorter, the better) - means of transportation (the more comfortable, the better) <p>Center facilities</p> <p><i>Sink / cleaning facilities for diving equipment</i></p> <p>Qualified personnel</p> <p><i>All diving service provider must have qualified personnel who is able to communicate with his target group(s) linguistically (native language) (at least one designated person)</i></p> <p>Opening times / Information / Reservations / Payments</p> <p><i>Opening times</i></p> <ul style="list-style-type: none"> - occasional / on demand <p><i>Reservations</i></p> <ul style="list-style-type: none"> - per telephone <p>Protection of nature and environment</p> <p><i>All certified diving service providers shall protect the environment. He insures sustainability of his services by:</i></p> <ul style="list-style-type: none"> - taking appropriate steps and following or giving instructions in order to avoid major or sustainable damage to the habitat <p><u>Waters:</u></p> <p>e.g. instructions about how to behave at the diving location and with the boat; coastal waters: IMO/MARPOL - lakes/ rivers: according to local requirements</p> <p><u>Shore area:</u></p> <ul style="list-style-type: none"> ▶ Choice of how to get into the water ▶ Behavior of diving groups ▶ Appropriate storage of objects before/after dive <p><u>Over water / at the center</u></p> <ul style="list-style-type: none"> - Responsibility for others, e.g. by conveying the concept of environmental protection, being a good example oneself, corresponding requirements for personnel, etc. <p><i>Training which emphasizes special aspects of environment protection, e.g. correct taring, local and/or seasonal restrictions and diving bans</i></p>
---	---



All items and services under ★ plus

Diving

Experience and knowledge of the location by the qualified personnel

- qualification as scuba instructor
 - ▶ License to hold exams (e.g. organizations, diving level, special courses, ...)

Training

Training according to a recognized organization (e.g. CMAS, RSTC, CMAS & RSTC, ...)

Training and courses

- level 1-3
- two special courses

Classroom

- equipment
 - ▶ Type of seating and facilities for writing
 - ▶ Room temperature / climate
 - ▶ Closed room without disturbance
 - ▶ Type of building (e.g. tent, room, hut, conference room, ...)
- media
 - ▶ Appropriate media mix / ways of display

Diving locations

Appropriate diving location for (beginner's) training

Appropriate diving locations for advanced divers

Entry and exit facilities at diving location

Transfer to diving locations

- means of transportation (the more comfortable, the better)
 - ▶ Possibility to change

Swimming pool / pool for training

- pool or confined water

Other services for divers

Rental of diving equipment

- together with reserved diving options

Opening times / Information / Reservation / Payments

Reservation

- per facsimile or e-mail


All items and services under ★★ plus
Diving

Variety of options

- "Discover scuba diving"

Adapted to experience and knowledge of the site of the qualified personnel

Training

Training and courses

Two special courses

Diving locations

Transfer to diving locations

- means of transportation (the more comfortable, the better)

▸ Sanitary facilities

Other services for divers

Customer attention

- workshop for minor repairs

Air supply

- own filling plant

- availability (opening times on agreement)

- speed on agreement

▸ Air/liter capacity of the plant

▸ Personnel trained for filling available

Center facilities

Drying and storage room for diving equipment

Food and service (e.g. drinks, food, snacks)

- in the vicinity

Medical care in the vicinity

Other services

Accommodation adequate according to center standard

- standard (quality) of recommended business partners / hotels

- single rooms / double rooms / accommodation for groups / holiday flats / bungalows

- distance hotel - dive center

Opening times / Information / Reservations / Payments

Opening times

- seasonal, regular opening times (more than three, less than six months)

Facilities for customer information beforehand

- internet presentation

Payments

- by bank transfer

- by direct debit



All items and services under **★★★ plus**

Diving

Variety of options
- diving for children

Training

According to at least two recognized organizations of EUR, CMAS or RSTC

Training and instruction courses

- two special courses
- training for scuba instructors (instructor level 1)

Diving locations

Transfer to diving locations

- means of transportation (the more comfortable, the better)
 - Speed / service on board / equipment in general

Swimming pool / training pool

- available in the proximity

Alternative to the pool: Confined water with the following minimum requirements:

- marked with buoys
- protected with ropes and nets against intrusion by boats if necessary
- Safer shore entrance which borders on a nonswimmer area
- swimming area not deeper than 5 meters.
- no waves and no flow
- equipped with the necessary rescue equipment like a pool
- adequate water temperature with good view conditions
- the adequate representation of the pool alternative in the information material of the provider

Sanitary facilities at diving location

Other services for divers

Rental of diving equipment

- independent of the center's offers

Sale of products for diving

- ABC equipment and small items

Customer attention

- maintenance, revisions

Air supply

- availability
 - opening times during certain specified times
 - also for "non-customers"
- speed (waiting time during filling - max. 30 minutes)
 - air/liter capacity of the plant
 - personnel trained for filling available

Center facilities

Indicated reception desk/area

Charging facilities for underwater lamps, rechargeable batteries, cameras, etc.

Food and service in the immediate vicinity (max. 100 m distance)

Customer parking

Accommodation supply adequate in relation to center standard

- standard (quality) of co-operating business partners / hotels
- single rooms / double rooms / accommodation for groups / holiday flats / bungalows
- distance hotel - dive center

Opening times/Information/Reservations/Payments

Opening times

- seasonal, regular opening times (more than six months)

Reservation

- via internet
- travel agencies or reservation platforms (for centers abroad)

Payments

- by credit card



All items and services under ★★★★★ plus

Diving

Variety of options

- trips of several days possible

Training

Number of associations / organizations

Training and courses

- courses for alternative breathing gases, e.g. Rebreather, NITROX
- two special courses
- training for scuba instructors (Instructor Level 2)

Diving locations

Transfer to diving locations

- means of transportation (the more comfortable, the better)
 - Equipment in general (sunbathing cushions, etc.)

Swimming pool / training pool

- in the proximity (no transfer), absolutely available at any time
- Alternative to the pool: Confined water with the following minimum requirements:
 - Water must border directly on the basis and must be usable at any time

Other services for divers

Rental of diving equipment

- additional / special equipment, e.g. scooter, camera, Rebreather

Sales of diving products

- diving equipment and accessories

Air supply

- availability
 - Opening times: Daily during normal business hours
- alternative breathing gases (Nitrox / breathing chalk for Rebreather)

Center facilities

Food and services

- at the center

Other services

Additional offers

- families
- child care facilities
- transfer service (hotel, airport)

Accommodation adequate in relation to center standard

- standard (quality) of co-operating business partners / hotels
- single rooms / double rooms / accommodation for groups / holiday flats / bungalows
- distance hotel - dive center

Opening times / Information / Reservations / Payments

Opening times

- contact possible all year round / center permanently attended during general business hours
- all year round (more than ten months)

Annex 2: Five star classification – Qualification of personnel (1 page)

Stars	Minimum requirements for responsible manager at the center	Minimum requirements for qualified personnel
★	Scuba diving instructor in accordance with EN 14413-2	<i>On demand</i> organized diving in accordance with EN 14153-3
★★	Scuba diving instructor in accordance with EN 14413-2 Qualification for training in at least two special courses	<i>With support for</i> organized diving: in accordance with EN 14153-3 Training : EN 14413 -1
★★★	As center ★★ Qualification for training in at least four special courses	As center ★★
★★★★	Scuba diving instructor in accordance with EN 14413-2 with additional qualification for training of scuba diving instructors (e.g. Instructor Trainer/ Course Director according to the guidelines of CMAS and/ or RSTC) Qualification for training in at least six special courses	As center ★★★ <u>and</u> contracted instructor
★★★★★	As center ★★★ Qualification for training in at least eight special courses	As center ★★★★ <u>and</u> Instructor with fixed contract: At least one other scuba diving instructor in accordance with EN 14413-2 At least one instructor for Nitrox or Rebreather Sales assistant for diving products