

## **Module 8: ISO AUDIT & CERTIFICATION PROCEDURES**

Dive Centers and Safari Boats, provide the diving service to their clients either by training, guided or organized dives and/or snorkeling & introductory dives. As mentioned before we audit according to international standards.

The audit procedures are as follows:

- The service provider has knowledge of the standards we will be auditing according to the service it is providing either by revising the standards published in the CDWS website, has attended the meetings they were invited to in order to answer any questions they might have or has been certified in the past and is abiding by the standards
- The service provider then sends documents required by the CDWS via mail ([rs.audit@cdws.travel](mailto:rs.audit@cdws.travel) or [ss.audit@cdws.travel](mailto:ss.audit@cdws.travel))
- After checking the documents, the service provider is allowed to submit an audit request
- CDWS calls the member to schedule an appointment
- An auditor moves to the location of the member and starts an audit according to the following audit report  
**[PLEASE REVIEW AUDIT REPORT 24803 ENV21 LINK:](#)**
- After completing the audit without remarks the service provider is allowed to pay the membership fees which includes the fee for issuing the ISO certificate which will be printed and the service provider will receive it as soon as it arrives to the office; the service provider will also receive a membership letter which is a document required to renew the Ministry of Tourism license.

## **REGULAR SPOT CHECKS**

The audits requested by our members (service provider) are scheduled visits; both the member and CDWS know the date of the visit, so the service provider will be **PREPARED** for it.

As for spot checks, they are visits to either the dive center or boat (daily or safari), without a previous appointment, to check if the service provider is actually operating according to standards and local rules & regulations.

## **AUDIT PROTOCOL OVERVIEW AND DIFFERENT STEPS**

PLEASE REVIEW AUDIT PROTOCOL LINK:

<https://files.constantcontact.com/2096ed6c001/b8d36b77-21e6-4dcf-89a4-9a84054c4923.pdf>