

**Recreational Diving Operator
Technical Manager Basic Training**

INDEX

MODULE 1

(I) General Information	Page #	
The nature of the recreational diving business.	1	
Use of natural resources.	2	
Importance of the human resource factor.	2	
Use of modern technology and the way it affect the business.	4	
The Egyptian Red Sea vs. other worldwide destinations.	5	
Why the ISO	7	
(II) Technical Manager Duties:		
Recruiting.	8	
Personnel training, evaluation and corrective measures application when needed.	9	
Job assigning and delegation.	11	
Equipment acquiring, inventory and proper maintenance.	15	
Sales & Marketing involvement.	16	
Reservation and transportation of clients.	19	
Health & Safety of clients & employees.	21	
Quality control.	22	
Profitability.	23	
Owner – Technical manager relationship.	24	

MODULE 2

ISO & Local Rules.	Page #	
Quality		
ISO for service provider. (Recreational Diving Provider 24803)	26	
ISO for snorkeling excursion.13289	28	
ISO for introductory programs to scuba diver. 11121	38	
ISO for supervised diver. 24801 - 1	45	
ISO for autonomous diver. 24801 -2	46	
ISO for dive leader. 24801 - 3	47	
ISO for scuba instructor level 1 (24802-1)	48	
ISO for scuba instructor level 2 (24802-2)		
Local rules (no gloves – no knives, 12 to 1 snorkeling ratio, dive within training limits, open water introductory dives, ...)	49	
Introductory dive in Open water		

MODULE 3:

Hospitality & Professionalism	Page #	
Cleanliness.	57	
Uniform & Appearance.	57	
Timing & Punctuality.	57	
Greeting clients.	58	
Problem solving.	58	
Meeting clients' needs.	58	
Info board.	58	
Price list.	58	
Clients' satisfaction form & complaint box.	59	
Code of conduct with, and in front of clients.	59	
Sexual harassment, the different ways and its impact	59	

**Recreational Diving Operator
Technical Manager Basic Training**

INDEX

MODULE 4:

Environmental Protection & Conservation and related laws	Page #	
The different marine ecosystems.	61	
The impact of tourism on the ecosystem due to bad practices.	61	
The different types of boat waste and best way of disposal.	62	
Fishing and overfishing.	62	
Mooring issues.	63	
The concept of ecotourism and sustained development.	64	
The concept of reef carrying capacity.	64	
The concept of zoning.	65	
Law 4 of 1994 and overview of the main concerning articles.	65	

MODULE 5:

Necessary Paperwork: (workshop)	Page #	
Human resource documentation.	67	
Equipment inventory.	68	
BCD maintenance log.	69	
Regulator maintenance log.	70	
High-pressure cylinders maintenance log and inspection/test documentation.	71	
Compressor maintenance log.	72	
Clients' check-in form.	72	
Beginners vs. certified divers.	73	
Minors & persons with special needs.	74	
Medical history statement.	75	
Liability release for different activities.	76	
Courses student record file.	77	
Participants boat list or shore activities list.	78	
Dive log sheet.	80	
Emergency plan.	81	
Incident/Accident report.	82	

MODULE 6:

Safety & Emergency planning. (workshop)	Page #	
Risk management.	85	
Safety necessary equipment and use.	90	
Rescue, CPR and first aid skills periodic training.	91	
Emergency plan information and procedures.	92	

MODULE 7:

Penalty list and common violations	Page #	
Penalty list overview.	95	
2017 & 2018 violations statistics.	112	
2017 & 2018 accidents statistics.	113	
The clear relation between violations and accidents occurrence.	114	
Impact of accidents on the business.	116	
The need of more severe penalties related to certain violations, to decrease the probability of accidents occurrence.	116	
The importance of training to decrease the probability of accidents occurrence	116	

**Recreational Diving Operator
Technical Manager Basic Training**

INDEX

MODULE 8:

Audit & Protocol	Page #	
ISO audit and certification procedures.	117	
Regular spot checks – (Review the Booklet)	118	
Audit protocol overview and different steps detailed description – (Review the Booklet)	118	

MODULE 9:

Incident/Accident Management & Reports	Page #	
Incident and accident definition.	119	
Incident/accident management procedures.	119	
Samples of incident/accident.	122	
Incident/accident report filling	123	

Attachments	
AuditReport-ISO24803-ENV21 New	
Audit Protocol (Arabic)	
Audit Protocol (English)	
ISO13289 Snorkelling Excursions	
ISO11121 IntroDive_2017-03	
ISO24803 DiveCentres 2017-03	