

	<b>Certification Scheme S08</b> <b>Dive Centres</b>	<b>S-07.408</b> <b>Version 2.1</b> <b>2018-05-20</b>
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### Audit Report

#### Client

<b>Number of certificate</b>	
<b>Name of client</b>	

#### Standards

	<input type="checkbox"/> ISO 24803:2017-03 <input type="checkbox"/> ISO 13289:2011-12 <input type="checkbox"/> ISO 11121:2017-04
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#### Type of audit

	<input type="checkbox"/> Initial certification audit
	<input type="checkbox"/> Surveillance audit
	<input type="checkbox"/> Recertification audit
	<input type="checkbox"/> other type of audit
<b>Remarks:</b>	

#### Conclusions

<b>The issue of the certificate / the maintenance of the certificate is recommended</b>	<input type="checkbox"/> <b>YES</b>	<input type="checkbox"/> <b>NO</b>
<b>Audit follow-up: Corrective actions have been documented by the auditee and found to be satisfactory.</b>	<input type="checkbox"/> <b>YES</b>	<input type="checkbox"/> <b>NO</b>
<b>Audit follow-up: The implementation of corrective actions needs to be checked by a follow-up audit.</b>	<input type="checkbox"/> <b>YES</b>	Preliminary date for follow-up audit:
<b>Date of reporting</b>		
<b>Name of Lead Auditor</b>		
<b>Signature of Lead Auditor</b>		
<b>Signature of representative of auditee</b> The signing representative confirms with his signature that he has understood and agrees to comply with the findings of the audit.		

**Scope and purpose of the audit**

<b>Date(s) of the audit</b>	
A detailed agenda of the audit shall be supplied as an annex to this report.	
<b>Auditor(s)</b>	
<b>Lead Auditor</b>	
<b>Co-Auditor</b>	
<b>Sites, organisational units audited</b>	
<b>Site 1</b>	
<b>Site 2</b>	
<b>Site 3</b>	
<b>...</b>	

**General staff interviewed in the course of the audit**

Selection criteria: 1) General staff to be interviewed shall include: The manager of the dive centre, other members of management, Administrative staff, staff in charge of equipment maintenance

Name of the person	Function within the organisation
1.	
2.	
3.	
4.	

**Scuba instructor, dive leaders and related staff interviewed in the course of the audit**

Selection criteria: 1) Scuba instructors shall be selected from different levels of experience  
2) Dive leaders, dive masters

Name of the instructor, dive leader	Name of the instructor, dive leader
1.	
2.	
3.	
4.	
5.	
6.	

**Customers, students, interviewed in the course of the audit**

Selection criteria: 1) Random

Name of customer, student	Type of activity
1.	
2.	
3.	
4.	
5.	

<b>Activities observed in the course of the audit</b>	
<b>Type of activity:</b>	
<b>Inspections of facilities and equipment</b>	
1. Technical equipment, compressor etc:	Observations:
2. Scuba equipment:	Observations:
3. Teaching facilities (class rooms etc.) (if applicable):	Observations:
4. Dive boats and vessels:	Observations:

<b>Documents, records checked</b>	
<b>Type of documentation to be checked</b>	<b>Evidence available and checked</b>
<input type="checkbox"/> Informational material, (brochures, leaflets, internet etc.) which is provided to clients	
<input type="checkbox"/> internal documentation, forms, safety briefings etc. used by the service provider	
<input type="checkbox"/> documentation of dive sites and related risk assessments	
<input type="checkbox"/> list of diving equipment available to staff and clients	
<input type="checkbox"/> maintenance documentation for diving equipment and other equipment relevant for the safe conduction of diving activities	
<input type="checkbox"/> emergency plans	
<input type="checkbox"/> documentation on scuba instructors, dive leaders and dive shop personnel	
<input type="checkbox"/> training records of scuba diver/scuba instructor training courses conducted	
<input type="checkbox"/> documentation of guided and/or organised dives conducted	
<input type="checkbox"/>	

## Audit findings

	<b>ISO 24803 Criteria</b>	<b>Evaluation</b>			
		Con	miD	maD	Rec
	<b>ISO 24803 Clause 4 Common requirements</b>				
<b>4.01</b>	The service provider has implemented policies and procedures designed to provide reasonable protection and precautions for minors or vulnerable persons against abuse occurring during the service provider's activities. Documented parental or legal guardian consent is obtained when the client is a minor (the age of minor is defined by local legislation)				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
<b>4.02</b>	<p>The service provider provides the locally relevant information to the client:</p> <p><b>4.2.1 Introductory information</b></p> <p>a) conditions regarding the responsibilities of each party related to commencement, delivery and termination of the service;</p> <p>b) the consequences for the service provider and the client if either party should choose to cancel the service;</p> <p>c) prerequisites and any qualification requirements in order to obtain the service (e.g. medical certification, diver qualifications);</p> <p>d) equipment requirements;</p> <p>e) costs;</p> <p>f) insurance requirements;</p> <p>g) environmental considerations including recommendations to divers for minimizing their impact on it;</p> <p>h) diving-related legislation and legal requirements relevant to the specific kind of service.</p> <p><b>If the service provided involves training, the following additional information is provided:</b></p> <p>— limitations of eventual qualification;</p> <p>— scope of the training course;</p> <p>— course procedures;</p> <p>— means and methods for assessment and criteria for successful completion;</p> <p>— that records of their personal data will be kept and may be passed on to a training organisation.</p> <p><b>In the case of guided dives or organized dives the following additional information is provided:</b></p> <p>— information concerning the dive site, hazards in particular which could affect the safety of the dive (e.g. underwater obstructions);</p> <p>— arrangements concerning buddy teams and/or group size; — depth and/or time limitations.</p> <p><b>4.2.2 Information during service provision</b></p> <p>Prior to each diving, snorkelling or practical training session, clients shall have safety provisions identified to them, including:</p> <p>a) the identity and role of staff;</p> <p>b) emergency procedures;</p> <p>c) buddy/group assignments;</p> <p>d) the conduct required of clients.</p>				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
<b>4.03</b>	<p>The service provider ensures that a risk assessment is conducted before each in-water activity and has adopted procedures to ensure that all risks are controlled as far as is reasonably possible. The following factors shall be considered as part of this assessment taking into account the capability of participants and available equipment:</p> <p>a) water movement (e.g. current, wave action); b) depth; c) underwater visibility; d) temperature;</p> <p>e) pollution;</p> <p>f) entry/exit methods</p> <p>g) restricted zones;</p> <p>h) suitability of the site for planned activities including hazardous fauna and flora;</p> <p>i) emergency action plan.</p>				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
<b>4.04</b>	The service provider ensures that each person (client and staff) is counted on entering the water and accounted for on exit.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
<b>4.05</b>	For each group entering open water, a maximum time for the activity is agreed upon. Provisions are made to trigger search and rescue operations should this time be exceeded.				

<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>				
4.06	The service provider ensures that any vessels used in service provision have sufficient qualified and experienced crew to operate the vessel in a safe and appropriate manner for the envisaged activities.			
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>				
4.07	<p>The service provider ensures that competent personnel perform the following where required:</p> <ul style="list-style-type: none"> <li>a) selection, location and evaluation of sites;</li> <li>b) provide safe entry and exit of participants into and out of the water;</li> <li>c) monitor the safety and security of the activity area;</li> <li>d) recover participants in routine situations;</li> <li>e) recover participants in emergency situations including situations where a diver might be incapacitated;</li> <li>f) recall participants;</li> <li>g) search for lost participants;</li> <li>h) contact emergency rescue services</li> </ul>			
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>				
4.08	<p>The service provider ensures that clients will be briefed for the particular vessel, activity and environment on the following:</p> <ul style="list-style-type: none"> <li>a) emergency equipment and protocols;</li> <li>b) general conduct on the vessel;</li> <li>c) storage of equipment on the vessel;</li> <li>d) the chain of command and responsibility;</li> <li>e) roll call procedures</li> <li>f) safe preparation and water entry and exit procedures;</li> <li>g) communication procedures between participants and vessels, e.g. use of signals, delayed surface marker buoys.</li> </ul>			
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>				
4.09	<p>The vessel is equipped with the following:</p> <ul style="list-style-type: none"> <li>a) means for safe entry into the water and exit out of the water (e.g. ladder, boarding platform);</li> <li>b) dive flag;</li> <li>c) provisions for safe equipment storage, cylinders in particular.</li> </ul>			
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>				
4.10	<p>For all locations where diving and snorkelling activities take place, the service provider ensures the availability of the following:</p> <ul style="list-style-type: none"> <li>a) a first aid kit suitable for the planned activities;</li> <li>b) a communication system suitable for alerting emergency services;</li> <li>c) an emergency oxygen unit with a capacity of delivering at least 15 l/min of pure oxygen for at least 20 min.</li> </ul>			
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>				
4.11	<p>At each site where in-water activities take place, a documented emergency plan comprising at least the following information is available:</p> <ul style="list-style-type: none"> <li>a) procedures for casualty recovery, resuscitation and evacuation;</li> <li>b) use of the emergency oxygen supply;</li> <li>c) information (including contact details) on emergency medical advice (e.g. a suitable diving emergency "hot-line") and the nearest medical resources (including data about the availability of a hyperbaric recompression chamber in the case of scuba diving activities).</li> </ul>			
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>				

4.12	<p>Individuals instructing during open water dives or leading dives on behalf of the service provider shall at least be equipped with the following diving equipment:</p> <ul style="list-style-type: none"> <li>— mask; — snorkel; — demand regulator (also referred to as a regulator); — alternative breathing gas system; — cylinder; — cylinder support system; — buoyancy compensator; — a quick-release weight system (when weights are needed); — submersible pressure gauge (breathing gas pressure monitor); — means to measure depth and time and to safely limit exposure to inert gas; — diving suit (when needed)</li> </ul> <p><i>Note 1: An alternative breathing gas system could range from a simple octopus system to a duplicate breathing system with a separate breathing gas supply. It is good practice in cold water (i.e. temperatures below 10 °C) and/or in depths deeper than 30 m to use at least a system with two cylinder valves and two independent regulator systems.</i></p> <p><i>Note 2: Specific environments or activities may require additional equipment (e.g. an underwater navigational aid, knife/cutting device).</i></p>				
<p><b>Deviation:</b></p> <p><b>Corrective action:</b></p> <p><b>Follow-up check:</b></p>					
4.13	<p>The service provider maintains the following documentation on all staff delivering services:</p> <ul style="list-style-type: none"> <li>a) name, address and date of birth;</li> <li>b) training/qualification, experience and medical screening;</li> <li>c) duties assigned to the individual staff member.</li> </ul> <p>The service provider has documentary evidence that all staff members hold relevant and current qualifications for their duties.</p>				
<p><b>Deviation:</b></p> <p><b>Corrective action:</b></p> <p><b>Follow-up check:</b></p>					
<h3>ISO 24803 Clause 5 Environmental considerations</h3>					
5.01	<p>Service providers recognize responsibility to and exhibit considerations towards their local environment and have in place measures to minimize any potential negative impact their business activities may have. These measures include:</p> <ul style="list-style-type: none"> <li>a) environmental and underwater cultural heritage considerations in briefings;</li> <li>b) use of mooring buoys where possible;</li> <li>c) good practice guidance for divers and snorkelers.</li> </ul>				
<p><b>Deviation:</b></p> <p><b>Corrective action:</b></p> <p><b>Follow-up check:</b></p>					
<h3>ISO 24803 Clause 8 Scuba diving training and education</h3>					
8.01	<p>The service provider ensures that each individual client fulfils the prerequisites for taking part in the training course envisaged.</p>				
<p><b>Deviation:</b></p> <p><b>Corrective action:</b></p> <p><b>Follow-up check:</b></p>					
8.02	<p>The service provider ensures that the size of the class, and the proficiency of the members of each buddy team or group of divers, is appropriate to enable all diving activities to be carried out safely.</p>				
<p><b>Deviation:</b></p> <p><b>Corrective action:</b></p> <p><b>Follow-up check:</b></p>					
8.03	<p>Where theory teaching is conducted on the premises of the service provider, it is conducted in an environment, such as a dedicated classroom, that is free from significant distractions to learning. This provides clients with sufficient working facilities and training aids to ensure that clients are able to understand the information being presented.</p>				
<p><b>Deviation:</b></p> <p><b>Corrective action:</b></p> <p><b>Follow-up check:</b></p>					
8.04	<p>The service provider uses training sites for open water training that are appropriate for the skills and experience of the student and the envisaged training activity.</p>				

<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>				
8.05	The service provider has assigned the duties of all personnel involved in training activities.			
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>				
8.06	The service provider has appointed a level 2 scuba instructor who has overall responsibility for all diver training and education. This scuba instructor has sufficient knowledge of the procedures and working processes of the service provider to be able to organize diver training and education.			
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>				
8.07	The training of recreational scuba divers up to level 3 in accordance with ISO 24801-1, ISO 24801-2 and ISO 24801-3 is to be conducted by a level 2 scuba instructor or, for training activities listed in ISO 24802-1:2014, Clause 4, by a level 1 scuba instructor and supervised as indicated in ISO 24802-1:2014, Clause 4.			
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>				
8.08	Training courses involving more demanding operational parameters are conducted by level 2 scuba instructors who have the relevant additional qualifications.			
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>				
8.09	<p>The service provider ensures that appropriate student records are maintained as follows:</p> <ul style="list-style-type: none"> <li>a) name, address and date of birth of the client;</li> <li>b) medical screening;</li> <li>c) any previous training/qualification and experience required for the envisaged activity;</li> <li>d) records of checking the competence of clients;</li> <li>e) the progress of the student during a course.</li> </ul> <p>The service provider ensures that student records are kept for at least 7 years.</p>			
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>				
	<b>ISO 24803 Clause 9 Organized and guided diving for certified divers</b>			
9.01	<b>Organized dive:</b> The service provider ensures that the competence of each diver is assessed prior to diving. Organized dives which require specific qualifications are only to be carried out if each individual client has appropriate qualifications or adequate logged experience.			
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>				
9.02	<b>Organized dive:</b> An individual of at least dive leader qualification is to be present at the dive site and in overall control of diving activities.			
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>				

9.03	<b>Guided dive:</b> The service provider <ul style="list-style-type: none"> <li>– provides a safety briefing,</li> <li>– conducts a risk assessment,</li> <li>– assigns buddies,</li> <li>– identifies operational parameters,</li> <li>– ensures an emergency support procedure is in place, and</li> <li>– provides an environmental briefing that includes information and methods for minimizing the impact on the natural environment, particularly on fragile marine ecosystems.</li> </ul>				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
9.04	<b>Guided dive:</b> The qualification and each client's personal dive log is checked by the service provider prior to the guided dive. Guided dives which require specific qualifications are only be carried out if each individual client has appropriate qualifications (speciality qualification) or adequate logged experience.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
9.05	The service provider ensures that an individual of at least dive leader qualification provides underwater leadership.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
9.06	The service provider ensures that the person in charge of the dive has knowledge and understanding of the features, hazards and environmental considerations of the envisaged diving location.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
9.07	The service provider ensures that guided dives or organized dives are conducted by an individual of at least dive leader qualification. If a dive requires specific skills beyond the qualifications of a dive leader, the individual leading the dive is be able to provide proof that he/she has received relevant specialized training or has appropriate experience.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
<b>ISO 24803 Clause 10 Rental of diving equipment</b>					
10.01	The service provider ensures that clients are advised on choosing the proper diving equipment taking into account the envisaged diving activity and the qualification and needs of the clients.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
10.02	The service provider ensures that clients renting equipment are informed that use of the equipment requires specific training.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
10.03	Diving equipment rented to clients conforms to the relevant international, regional or national standards.				

<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
<b>10.04</b>	The service provider ensures that diving equipment rented to clients is subjected to an inspection by the service provider prior to delivery in order to ascertain that it is fully operational. Diving equipment is cleaned, maintained and serviced in accordance with the manufacturer's instructions, and records of maintenance, servicing and inspection are kept.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
<b>10.03</b>	The service provider ensures that relevant staff members understand the characteristics and function of the diving equipment rented to clients. The staff are competent to advise clients about the proper fit and use of the diving equipment in specific diving activities.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					

		ISO 13289 Criteria		Evaluation			
				Con	miD	maD	Rec
		<b>ISO 13289 Clause 4 Prerequisites for participation</b>					
4.01	The service provider has implemented policies and procedures designed to provide reasonable protection and precautions for minors or vulnerable persons against abuse occurring during the service provider's activities. Documented parental or legal guardian consent is obtained when the client is a minor (the age of minor is defined by local legislation)						
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>							
4.02	The service provider informs the participants of the health and fitness considerations associated with snorkelling activities. In particular, participants are advised about risk factors, including those associated with cardiac diseases, pulmonary diseases and conditions that may lead to a rapid loss of consciousness as well as risks associated with increased age or decreased fitness levels during physical activity.						
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>							
4.03	Advice given to the participants about controlling these risks include the importance of the following: - informing the service provider of any adverse medical conditions; - using flotation devices; - snorkelling with a fit buddy; - remaining within the immediate vicinity of the snorkelling guide; - ending or limiting the activity before becoming tired, cold or unduly stressed.						
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>							
4.04	The service provider refers, in any case of doubt, the participants to proper medical resources.						
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>							
		<b>ISO 13289 Clause 5 Introductory information</b>					
5.01	The service provider makes available to the participants relevant information in accordance with ISO 24803 (see above page 5 <b>ISO 24803 Clause 4 Common requirements</b> ), prior to the conduct of the snorkelling excursion. Participants are informed that the completion of a snorkelling excursion does not qualify the participants to snorkel unsupervised.						
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>							

	ISO 13289 Clause 6 Briefing of participants				
6.01	The service provider ensures that participants have appropriate introductory knowledge of the selection, use and, where relevant, sanitization of the following equipment items: <ul style="list-style-type: none"> <li>- fins;</li> <li>- mask;</li> <li>- snorkel;</li> <li>- personal flotation device (if appropriate);</li> <li>- quick release weight system (if appropriate);</li> <li>- exposure suit (if appropriate).</li> </ul>				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
6.02	The service provider ensures that participants have appropriate introductory knowledge on snorkelling and the snorkelling environment, as follows: <ul style="list-style-type: none"> <li>- snorkelling techniques (e.g. equalization of ears and mask, clearing of snorkel);</li> <li>- emergency and routine hand signals and communications (including emergency recall signal);</li> <li>- snorkelling buddy system;</li> <li>- points of interest and environmental considerations;</li> <li>- behaviour and techniques to avoid disturbing marine life.</li> </ul>				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
6.03	The service provider shall advise participants how to minimize the risk of harm from any of the following hazards that are relevant: <ul style="list-style-type: none"> <li>- sunburn;</li> <li>- heat exhaustion/heat stroke;</li> <li>- hypothermia;</li> <li>- dangers associated with surface traffic (e.g. collision, propellers);</li> <li>- harmful aquatic life;</li> <li>- getting separated from the snorkelling guide or base station;</li> <li>- boarding the wrong boat after the excursion;</li> <li>- exhaustion;</li> <li>- breath holding hazards (e.g. shallow water blackout, hyperventilation);</li> <li>- currents;</li> <li>- wave action.</li> </ul>				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
	ISO 13289 Clause 7 In-water activities				
7.01	During the actual conduct of the excursion, the safe supervision of participants is the responsibility of the snorkelling guide.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
7.02	The service provider limits the number of participants per snorkelling guide where environmental conditions are less than ideal.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
7.03	The service provider ensures that during open water excursions, participants are equipped and properly fitted with snorkelling equipment: fins, a mask, a snorkel, a personal flotation device (if appropriate), a quick release weight system (if appropriate) and an exposure suit (if appropriate).				

<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
7.04	The service provider ensures that during any open water excursion, snorkelling guides do not engage in any activities other than direct supervision of the participants.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
7.05	At least one snorkelling guide is present at a snorkelling excursion. Where more than one is present, one of them is designated the leading snorkelling guide for that session and has overall responsibility.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
	ISO 13289 Clause 8 Supervision procedures				
8.01	<p>The service providers takes into consideration the following factors when assigning participants to snorkelling guides:</p> <ul style="list-style-type: none"> <li>- size, type and location of the snorkelling site;</li> <li>- number of participants;</li> <li>- communication and language considerations;</li> <li>- participants' snorkelling experience and snorkelling skill level;</li> <li>- participants' fitness and capabilities;</li> <li>- skill and availability of support staff;</li> <li>- available equipment (e.g. radios, tenders, rescue equipment);</li> <li>- effectiveness of observation, e.g. underwater visibility, or observers' height of eye on a base station;</li> </ul> <p>The service provider assigns participants into buddy pairs for the conduct of the excursion.</p>				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
8.02	Where supervision is carried out from a base station, the snorkelling guide ensures that all participants can be monitored at all times and can be reached rapidly if required. The snorkelling guide is in a position to enter the water immediately and to respond to needs of participants in an emergency.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
8.03	The service provider ensures that a maximum number of 20 participants is supervised by one snorkelling guide from a base station. The total number of participants may be increased if additional snorkelling guides are available to enter the water immediately, so long as a ratio of 1 to 20 participants is not exceeded. This ratio only applies to ideal conditions. If conditions are anything less than ideal, the ratio is reduced.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
8.04	Where supervision is carried out in water, the snorkelling guide ensures that he/she can be easily identified by participants and remains close enough to be able to intervene rapidly in the case of an emergency. The maximum number of participants that may be accompanied by one snorkelling guide in the water is 12. This ratio only applies to ideal conditions. If conditions are anything less than ideal, the ratio shall be reduced.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					

8.05	The snorkelling guide accounts for all participants before and after the snorkelling excursion and documents the fact that they have returned to the base station.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
ISO 13289 Clause 9 Emergency equipment and procedures					
9.01	The service provider shall ensure that the following equipment is present at the base station or is carried upon the snorkelling guide's person: <ul style="list-style-type: none"> <li>- a first aid kit;</li> <li>- an emergency oxygen unit with a capacity of delivering at least 15 l/min of pure oxygen for at least 20 min;</li> <li>- a means of recalling participants;</li> <li>- a watch or other means to measure time;</li> <li>- means of communicating for assistance;</li> <li>- contact information for local emergency medical services.</li> </ul>				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
9.02	The service provider has a prepared emergency plan which shall include the following: <ul style="list-style-type: none"> <li>- contact information for local emergency medical and/or rescue services;</li> <li>- procedures for locating a lost participant;</li> <li>- procedure for recalling all participants;</li> <li>- procedures for removing conscious and unconscious casualties from the water;</li> <li>- provision for informing a casualty's next of kin of an incident.</li> </ul>				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					

		ISO 11121 Criteria		Evaluation			
				Con	miD	maD	Rec
		ISO 11121 Clause 4 Competences					
<b>4.01</b>	The service provider ensures that participants are enabled to participate safely in an introductory open water dive under the supervision of a scuba instructor according to ISO 24802-2. At the scuba instructor's discretion, the participant may then take part in subsequent introductory dives in accordance with this document under the direct supervision of a dive leader qualified in accordance with ISO 24801-3:2014, Annex A.						
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>							
		ISO 11121 Clause 5 Prerequisites for participation					
<b>5.01</b>	The service provider has implemented policies and procedures designed to provide reasonable protection and precautions for minors or vulnerable persons against abuse occurring during the service provider's activities. Documented parental or legal guardian consent is obtained when the client is a minor (the age of minor is defined by local legislation)						
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>							
<b>5.02</b>	The service provider ensures that documented evidence that the participant has been medically screened as suitable for recreational diving is obtained by means of an appropriate questionnaire or medical examination. In case of doubt, or at the scuba instructor's discretion, participants are referred to proper medical resources. If the participant is not examined by a physician, the participant is obliged to confirm by signature that he or she has understood the written information given by the scuba instructor on diseases and physical conditions which may pose risks in relation to diving.						
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>							
		ISO 11121 Clause 6 Introductory information					
<b>6.01</b>	The service provider ensures that information in accordance with ISO 24803 is made available to the participants prior to the programme taking place (see above page 5 <b>ISO 24803 Clause 4 Common requirements</b> ). In addition, participants are informed that the completion of a programme in accordance with this document does not qualify the participants to procure breathing gas, diving equipment or any other scuba diving services, nor does it allow the participant to engage in recreational diving without direct supervision.						
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>							

	<b>ISO 11121 Clause 7 Knowledge</b>				
<b>7.01</b>	The service provider ensures that participants have appropriate introductory knowledge on the use of the following equipment items: a) mask; b) fins; c) buoyancy compensator; d) a quick-release weight system (when weights are needed); e) demand regulator; f) submersible pressure gauge (breathing gas pressure monitor); g) alternative breathing gas system.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
<b>7.02</b>	The service provider ensures that participants have appropriate introductory knowledge on diving and the diving environment, i.e.: a) reasons for: – not holding one's breath; – breathing continuously during the introductory dive; – ascending slowly; b) equalization techniques, c) potential local hazards (e.g. harmful aquatic life); d) hand signals; e) the necessity for seeking further training and where to obtain it.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
	<b>ISO 11121 Clause 8 Scuba skills</b>				
<b>8.01</b>	The service provider ensures that the following scuba skills are introduced to and demonstrated by participants in shallow water before proceeding to deeper water: a) underwater breathing; b) mask clearing; c) ear clearing/equalization techniques; d) mouthpiece clearing and retrieval.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
	<b>ISO 11121 Clause 9 In-water activities</b>				
<b>9.01</b>	The service provider ensures that the safe supervision of participants is solely the scuba instructor's responsibility. Where environmental conditions are less than ideal (e.g. where underwater visibility is poor or there is significant water movement), the scuba instructor limits the number of participants under his/her responsibility.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
<b>9.02</b>	During any in-water activities, a scuba instructor is present. All scuba skills are directly supervised by a scuba instructor. The scuba instructor determines whether the participant's performance is satisfactory in order to proceed to deeper water.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
<b>9.03</b>	The service provider ensures that participants are introduced to and are required to demonstrate the scuba skills: a) underwater breathing; b) mask clearing; c) ear clearing/equalization techniques; d) mouthpiece clearing and retrieval				

<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
<b>9.04</b>	The service provider ensures that if scuba skills are introduced in a swimming pool, the maximum number of participants per scuba instructor is eight. If a natural site is used for shallow water activities, the maximum number of participants is four, or when the scuba instructor is assisted by a dive leader, the maximum number of participants is six.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
<b>9.05</b>	<p>If shallow water is not available, the instructor may conduct the skills session from a boat, dock or other surface support station in benign conditions by using a device such as a descent line, ladder or platform to control students' depth that shall be within 2 m of the surface.</p> <p>The ratio is 1:1 when using the descent line or ladder option. When the instructor is satisfied with the participants' skills and comfort in shallow water, they can then descend to the deeper phase of the dive.</p>				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
<b>9.06</b>	The service provider ensures that all scuba skills are conducted in daylight conditions.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
<b>9.07</b>	The service provider ensures that open water scuba dives are directly supervised by a scuba instructor in accordance with ISO 24802-2. During an open water dive, the level 2 scuba instructor may delegate responsibility for direct supervision to a dive leader for the purposes of escorting participants during surface excursions and exits.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
<b>9.08</b>	The service provider ensures that for open water dives, the maximum number of participants per level 2 scuba instructor is four, or when the level 2 scuba instructor is assisted by a dive leader, the maximum number of participants is six. The level 2 scuba instructor limits the number of students where environmental conditions are less than ideal, e.g. where underwater visibility is poor or where there is significant water movement.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
<b>9.09</b>	The service provider ensures that all open water dives are conducted during daylight conditions, at depths not to exceed 12 m and in water that allows direct vertical access to the surface.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
<b>9.10</b>	<p>The service provider ensures that during open water dives, the level 2 scuba instructor is at least equipped with:</p> <p>a) diving equipment in accordance with 3.8;  b) a dive knife/diver's cutting tool;  c) an emergency signalling device.</p>				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					

9.11	The service provider ensures that during open water dives, participants are at least be equipped with diving equipment in accordance with: equipment consisting of fins, mask, demand regulator, alternative breathing gas system, cylinder, cylinder support system, buoyancy compensator, a quick-release weight system (when weights are needed), submersible pressure gauge, and diving suit (if appropriate)				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
9.12	The service provider ensures that during any open water dive, scuba instructors do not engage in any activities other than the direct supervision of the participants.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					
9.13	The service provider ensures that descents are conducted in a controlled manner that allows participants to equalize their air spaces, e.g. descent following the bottom contour; along a descent line; 1:1 instructor/participant ratio.				
<b>Deviation:</b> <b>Corrective action:</b> <b>Follow-up check:</b>					