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**Recreational diving services —  
Requirements for recreational scuba  
diving service providers**

*Services relatifs à la plongée de loisirs — Exigences relatives aux  
prestataires de services de plongée de loisirs en scaphandre autonome*

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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

ISO 24803 was prepared by the European Committee for Standardization (as EN 14467:2004) and was adopted, under a special "fast-track procedure", by Technical Committee ISO/TC 228, *Tourism and related services*, in parallel with its approval by the ISO member bodies.

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## Introduction

The series of International Standards relating to recreational diving services comprises the following standards:

ISO 24801-1:2007, *Recreational diving services — Safety related minimum requirements for the training of recreational scuba divers — Part 1: Level 1 — Supervised diver*

ISO 24801-2:2007, *Recreational diving services — Safety related minimum requirements for the training of recreational scuba divers — Part 2: Level 2 — Autonomous diver*

ISO 24801-3:2007, *Recreational diving services — Safety related minimum requirements for the training of recreational scuba divers — Part 3: Level 3 — Dive leader*

ISO 24802-1:2007, *Recreational diving services — Safety related minimum requirements for the training of scuba instructors — Part 1: Level 1*

ISO 24802-2:2007, *Recreational diving services — Safety related minimum requirements for the training of scuba instructors — Part 2: Level 2*

ISO 24803:2007, *Recreational diving services — Requirements for recreational scuba diving service providers*

Standardization is important for recreational activities, such as diving, for which training and experience are essential for the participants to be able to carry out the activity safely. Although recreational diving is potentially hazardous, the risks to the participants and to the natural and cultural resources of the dive sites can easily be reduced to acceptable levels by the adoption of appropriate precautions. Additionally, impacts to the marine environment, particularly fragile marine ecosystems such as coral reefs, can be reduced through proper education and training of scuba instructors, dive leaders and divers.

The International Standards for recreational scuba diving training specify three levels of scuba diver training and certification, and two levels of scuba instructor training and certification. The present standard specifies performance requirements for the service provider, commonly known as the “dive centre”.

A service provider can offer scuba diver training and education, guided dives and rental of diving equipment, and can offer courses leading to one or more of the scuba diver or scuba instructor qualifications specified in ISO 24801-1, ISO 24801-2 and ISO 24801-3, and ISO 24802-1 and ISO 24802-2, respectively. This International Standard specifies requirements for each of these services separately. Thus, although a client might be provided with two services at the same time, for example diver training and rental of diving equipment, the client is considered to be in receipt of two distinct services.

Service providers may often supply compressed breathing gases. This service is not covered in this International Standard as it is usually covered by national legislation.

This International Standard for service providers has a key role in this series of standards for recreational diving services as it specifies requirements that are common to the provision of training and certification of scuba divers and scuba instructors as specified in the other standards in the series.

It is important to note that the standards in this series specify only requirements that the scuba instructor or the service provider has to fulfil. It is not possible for a standard to place requirements upon the recipient of a service.



# Recreational diving services — Requirements for recreational scuba diving service providers

## 1 Scope

This International Standard specifies requirements for service providers in the field of recreational scuba diving.

It specifies three areas of service provision:

- training and education,
- organized and guided diving for certified divers,
- rental of diving equipment.

Service providers may offer one or more of these services. This International Standard specifies the nature and quality of the services to the client and applies only to contractual provision of those services.

## 2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 24801-1:2007, *Recreational diving services — Safety related minimum requirements for the training of recreational scuba divers — Part 1: Level 1 — Supervised diver*

ISO 24801-2:2007, *Recreational diving services — Safety related minimum requirements for the training of recreational scuba divers — Part 2: Level 2 — Autonomous diver*

ISO 24801-3:2007, *Recreational diving services — Safety related minimum requirements for the training of recreational scuba divers — Part 3: Level 3 — Dive leader*

ISO 24802-1:2007, *Recreational diving services — Safety related minimum requirements for the training of scuba instructors — Part 1: Level 1*

ISO 24802-2:2007, *Recreational diving services — Safety related minimum requirements for the training of scuba instructors — Part 2: Level 2*

### 3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

#### 3.1

##### **service provider**

entity (individual or organization), including any individual acting on behalf such an entity, which offers one or more of the following services:

- training and education,
- organized and guided diving for certified divers,
- rental of diving equipment

#### 3.2

##### **client**

individual or group entering into a contract with a service provider for services for his or their own use

#### 3.3

##### **diving equipment**

equipment consisting of the following items:

- fins,
- mask,
- snorkel,
- demand regulator (also referred to as a regulator),
- alternative breathing gas system,

NOTE 1 This could range from a simple octopus system to a duplicate breathing system with a separate breathing gas supply.

- cylinder,
- cylinder-support-system,
- buoyancy compensator,
- a quick release weight system (if appropriate),
- 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)

NOTE 2 Specific environments may require additional equipment (e.g. an underwater navigational aid, knife/cutting device).

#### 3.4

##### **confined water**

swimming pool with a depth appropriate to the activity or body of water that offers similar conditions with regard to visibility, depth, water movement and access

**3.5****open water**

body of water significantly larger than a swimming pool offering conditions typical of a natural body of water encountered in the region

**3.6****scuba instructor**

individual qualified in accordance with ISO 24802-1 or ISO 24802-2, respectively

**3.7****dive leader**

individual qualified in accordance with ISO 24801-3

**3.8****organized dive**

service offered by a service provider where divers already at a qualification and experience level suitable for the diving activity are taken to a dive site

**3.9****guided dive**

organized dive where clients are also accompanied underwater by an individual appointed by the service provider

**3.10****risk assessment**

identification of likely hazards and who may be harmed by them, the likelihood of harm and the applicable control measures

**4 Common requirements**

**NOTE** The following requirements apply to all services laid down in clauses 5 and 6 regardless of the specific kind of service.

**4.1 Information to be provided****4.1.1 Information prior to provision of the service**

The service provider shall provide the following information to the client.

- contractual issues including conditions bearing on the signature, delivery and termination of the contract,
- prerequisites and any qualification requirements in order to obtain the service (e.g. medical certification, diver certifications),
- equipment requirements,
- costs,
- insurance requirements in accordance with national regulations,
- local environmental considerations incl. recommendations to divers for minimising their impact on it,
- diving related legislation and legal requirements concerned with the specific kind of service.

If the service provided involves training, 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 successful completion,
- that records will be kept of their personal data and these records may be passed on to a training organization.

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

- information concerning the dive site, in particular hazards which could affect the safety of the dive (e.g. under-water obstructions),
- arrangements concerning buddy teams and/or group size,
- depth and/or time limitations.

#### **4.1.2 Information during service provision**

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,
- the conduct required of clients.

#### **4.2 Risk assessment**

The service provider shall ensure that a risk assessment is conducted before each dive, and shall adopt 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:

- water movement (e.g. current, wave action),
- depth,
- underwater visibility,
- pollution,
- entry/exit methods,
- restricted zones,
- suitability of the site for planned activities incl. hazardous fauna and flora,
- emergency action plan.

The service provider shall have the right to prevent any client from taking part in the activity if following a risk assessment this is deemed to be in the best interest of the client and/or of other clients.

### 4.3 Emergency equipment and procedures

#### 4.3.1 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 l/min of pure oxygen for at least 20 min,
- a communication system suitable for alerting emergency services.

#### 4.3.2 Emergency procedures

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 (including contact details) about the nearest medical resources (including data about the availability of a hyperbaric recompression chamber).

### 4.4 Diving equipment

Individuals instructing during open water dives or leading dives on behalf of the service provider shall at least be equipped with the diving equipment listed in 3.3.

If equipment is provided to the client for use in training, guided or organized diving, this shall be considered a separate service and thus Clause 7 shall apply.

### 4.5 Documentation

#### 4.5.1 Staff

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

- name, address and date of birth,
- training/certification, experience and medical certification,
- duties assigned to 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.

#### 4.5.2 Clients

In the case of training services, the service provider shall ensure that appropriate records are maintained during the course as follows:

- name, address and date of birth,
- medical certification,
- any previous training/certification, experience,
- the progress of the student.

The service provider shall ensure that records of certifications are kept.

## 5 Training and education

### 5.1 General requirements

The service provider shall ensure that each individual client fulfils the prerequisites for taking part in the training course envisaged.

The service provider shall ensure 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.

### 5.2 Training locations

#### 5.2.1 Theory teaching facilities

Theory teaching 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.

#### 5.2.2 Dive sites

The service provider shall use training sites for confined water training and/or open water training that are representative of the local environment.

### 5.3 Staff

The service provider shall assign the duties of all personnel involved in training activities.

The training of recreational scuba divers up to level 3 in accordance with ISO 24801-1, ISO 24801-2 and ISO 24801-3 shall be conducted by a level 2 scuba instructor or, alternatively, for training activities listed in ISO 24802-1:2007, Clause 4, by a level 1 scuba instructor and supervised as indicated in ISO 24802-1:2007, Clause 4.

Service providers shall appoint a level 2 scuba instructor who shall have overall responsibility for all diver training and education. This scuba instructor shall have sufficient knowledge of the procedures and working processes of the service provider to be able to organize diver training and education.

Training courses involving more demanding operational parameters not covered by the scuba instructor's qualifications or experience such as:

- night dives,
- limited visibility dives,
- deep dives,
- wreck dives,
- dry suit dives,
- drift dives,
- ice dives,
- cave dives,

shall only be conducted by level 2 scuba instructors who have relevant additional qualifications.

Service providers may use dive leaders to help control clients and improve safety but not to assess or to teach any skills or knowledge to clients.