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

*Services relatifs à la plongée de loisirs — Exigences relatives aux
prestataires de services de plongée subaquatique de loisirs*

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ISO copyright office
Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
Fax +41 22 749 09 47
copyright@iso.org
www.iso.org

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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.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

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For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html. (standards.iteh.ai)

This document was prepared by Technical Committee ISO/TC 228, *Tourism and related services*.

This second edition cancels and replaces the first edition (ISO 24803:2007), which has been technically revised.

Introduction

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.

A service provider can offer diver training and education, guided dives and rental of diving equipment, snorkelling excursions, and courses leading to one or more of the diver or instructor qualifications specified in the relevant ISO standards. This document 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.

Examples of service providers are a land-based dive centre, a boat-based operation, a dive club, an individual instructor, a watersport centre or an operator offering snorkelling excursions.

Service providers can often supply compressed breathing gases. This service is not covered in this document as it is usually covered by national legislation and/or other standards.

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

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Recreational diving services — Requirements for recreational diving providers

1 Scope

This document specifies requirements for service providers in the field of recreational scuba diving and snorkelling excursions.

It specifies the following areas of service provision:

- introductory diving activities;
- snorkelling excursions;
- provision of training and education;
- organized and guided diving for qualified divers;
- rental of diving and snorkelling equipment.

Service providers can offer one or more of these services. This document specifies the nature and quality of the services to the client.

This document does not apply to freediving (also called “apnea diving”).

2 Normative references

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The following documents are referred to in the text in such a way that some or all of their content constitutes requirements 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 11121, *Recreational diving services — Requirements for introductory programmes to scuba diving*

ISO 13289, *Recreational diving services — Requirements for the conduct of snorkelling excursions*

ISO 24801-1, *Recreational diving services — Requirements for the training of recreational scuba divers — Part 1: Level 1 — Supervised diver*

ISO 24801-2, *Recreational diving services — Requirements for the training of recreational scuba divers — Part 2: Level 2 — Autonomous diver*

ISO 24801-3, *Recreational diving services — Requirements for the training of recreational scuba divers — Part 3: Level 3 — Dive leader*

ISO 24802-1:2014, *Recreational diving services — Requirements for the training of scuba instructors — Part 1: Level 1*

3 Terms and definitions

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

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <http://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

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:

- introductory diving activities;
- snorkelling excursions;
- provision of training and education;
- organized and guided diving for qualified divers;
- rental of diving equipment

3.2

client

individual or group receiving services from a service provider

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;
- 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)

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Note 1 to entry: 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.

Note 2 to entry: Specific environments or activities 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

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

3.11**buddy team**

group of two or three recreational divers who remain in close proximity to one another during a dive to provide mutual safety support

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4 Common requirements

ISO 24803:2017

4.1 Minors and vulnerable persons

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In the case of service provision to minors or vulnerable persons, providers shall be aware of the additional responsibilities this entails. The service provider shall implement policies and procedures designed to provide reasonable protection and precautions against abuse occurring during the service provider's activities.

Documented parental or legal guardian consent shall be obtained when the client is a minor.

NOTE The age of a minor is defined by local legislation.

4.2 Information to be provided**4.2.1 Introductory information**

The service provider shall provide the following locally relevant information to the client:

- a) conditions regarding the responsibilities of each party related to commencement, delivery and termination of the service;
- b) the consequences for the service provider and the client if either party should choose to cancel the service;
- c) prerequisites and any qualification requirements in order to obtain the service (e.g. medical certification, diver qualifications);
- d) equipment requirements;
- e) costs;