

# Training Center Standards and Procedures



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STANDARDS-CENTER

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# Training Center General Standards

## Active Status Requirements

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### Authorized SSI Training Centers

#### **There are three types of status for SSI Training Centers:**

- Active status: The training center has met all of the requirements to maintain active status.
- Inactive status: The training center has not met one or more of the active status requirements.
- Canceled/closed: The training center is no longer an authorized SSI Training Center.

*Note / For more information about inactive and/or canceled/closed status, please contact your SSI Service Center.*

#### **Authorized SSI Training Centers must fulfill the following minimum requirements to maintain active status:**

##### Annual Renewal

- Review and sign the SSI Dealer Agreement
- Pay the renewal fee
- Adhere to the SSI Training Standards
- Where required by local law, provide proof of liability insurance (naming SSI as an additional insured where required) and comply with all additional required government and data protection regulations, insurance requirements, licenses, and labor and tax laws
- Assign a Training Center QMS Manager

##### Minimum Safety Standards

- Have communication tools (like mobile phones on land or VHF radios on boats) available for emergencies
- Have a first aid kit and an oxygen kit available at all times for emergencies
- Have an emergency action plan for each dive site

##### Business Conduct

- Provide regular business hours
- Regularly schedule SSI training programs
- Regularly offer trips and activities

##### Training

- Maintain a minimum of one (1) active status SSI Instructor on staff that is qualified to conduct the promoted programs.
- Regularly schedule, promote, and conduct SSI programs, from entry-level training to the highest SSI Professional level permitted by the teaching qualifications of the staff.
- Issue SSI certifications to all students who have successfully completed an SSI training program.
- Offer regularly-serviced rental and/or training equipment for student use as outlined in the SSI Training Standards.

## Marketing

- Follow SSI branding guidelines as outlined in the Dealer Branding Handbook, and use the most current SSI marketing and promotional materials in retail and classroom areas.
- Include the SSI logo on the business website and in all forms of advertisement.
- Offer a link to [www.divessi.com](http://www.divessi.com) from the business website.
- Frequently engage (e.g. like, comment, share) with SSI blog and social media pages (Facebook, Instagram, etc.)
- Use SSI International-approved hash tags on business social media pages.

## Quality Management

Use approved SSI training records for all activities.

These training records consist of the:

- Registration Form | Optional
- Privacy Policy Form | Where required
- SSI Responsible Diver Code
- Assumption of Risk, Liability Release, & Hold Harmless Agreement | Where required
- Medical Participant Questionnaire
- Program-specific Completion Record
- SSI Professional Agreement | Where required

Actively use the SSI Quality Management System (QMS) for customers and affiliated SSI Professionals.

# Membership and Status Ratings

## Membership Ratings

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**Authorized SSI Training Centers are grouped into one or more of the following categories:**

- SSI Dive Center
- SSI Freediving Center
- SSI Mermaid Center
- SSI Snorkel Center
- SSI Swim Center

### SSI Dive Center

In addition to the active status requirements outlined in this standard, SSI Training Centers must offer the following to qualify for the SSI Dive Center status:

- Access to cylinder fills
- Access to pool/confined water sites for training purposes
- Equipment sales and servicing (not required for SSI Dive Boats or SSI Dive Schools)

An SSI Dive Center is a full service, commercial retail operation. The center must be in a commercial location and meet all zoning and licensing requirements.

An SSI Dive Center may also operate as a resort by offering a full-service travel destination that derives a source of income from dive trips.

### SSI Dive Boat

An SSI Dive Boat is a charter diving operation. This includes daily excursion boats, live-aboard boats, etc., where diving activities are the operation's primary business, but does not sell equipment directly to students or the general public. Organizations with the SSI Dive Boat rating are not required to have a separate physical business location.

### SSI Dive School

An SSI Dive School is a business that is only focused on providing training services, college, university, school, municipality, aquarium, club, or water-sports park that offers scuba diving programs, but does not sell equipment directly to students or the general public. Organizations earn this rating at the sole discretion of SSI, and are annually reviewed to ensure compliance.

**SSI Dive Centers can also qualify for one or more of the following:**

#### SSI Extended Range Center

An SSI Dive Center that maintains at least one (1) active status SSI XR Instructor on staff and regularly schedules, promotes, and conducts SSI XR programs.

#### SSI Rebreather Center

An SSI Dive Center that maintains at least one (1) active status SSI XR Rebreather Instructor on staff and regularly schedules, promotes, and conducts SSI XR programs.

### **SSI Classified Diving Center**

An SSI Dive Center that maintains at least one (1) active status SSI Classified Diving Instructor on staff and regularly schedules, promotes, and conducts SSI Classified Diving programs.

### **SSI Freediving Center**

In addition to the active status requirements outlined in this standard, SSI Training Centers must offer the following to qualify for the SSI Freediving Center status:

- Access to pool/confined water sites for training purposes
- Equipment sales and servicing

An SSI Freediving Center is a full service, commercial retail operation. The center must be in a commercial location and meet all zoning and licensing requirements.

An SSI Freediving Center may also operate as a resort by offering a full-service travel destination that derives a source of income from freediving trips.

#### **SSI Freediving School**

An SSI Freediving School is a business that is only focused on providing training services, college, university, school, municipality, aquarium, club, or water-sports park that offers freediving programs, but does not sell equipment directly to students or the general public. Organizations earn this rating at the sole discretion of SSI, and are annually reviewed to ensure compliance.

### **SSI Mermaid Center**

In addition to the active status requirements outlined in this standard, SSI Training Centers must offer the following to qualify for the SSI Mermaid Center status:

- Access to pool/confined water sites for training purposes
- Equipment sales and servicing

An SSI Mermaid Center is a full service, commercial retail operation. The center must be in a commercial location and meet all zoning and licensing requirements.

An SSI Mermaid Center may also operate as a resort by offering a full-service travel destination that derives a source of income from mermaid trips.

### **SSI Snorkel Center**

In addition to the active status requirements outlined in this standard, SSI Training Centers must offer the following to qualify for the SSI Snorkel Center status:

- Access to pool/confined water sites for training purposes
- Equipment sales and servicing

An SSI Snorkel Center is a full service, commercial retail operation. The center must be in a commercial location and meet all zoning and licensing requirements.

An SSI Snorkel Center may also operate as a resort by offering a full-service travel destination that derives a source of income from snorkeling trips.

## **SSI Swim Center**

In addition to the active status requirements outlined in this standard, SSI Training Centers must offer the following to qualify for the SSI Swim Center status:

- Access to pool/confined water sites for training purposes
- Equipment sales and servicing

An SSI Swim Center is a full service, commercial retail operation. The center must be in a commercial location and meet all zoning and licensing requirements.

### **Or**

A college, university, school, municipality, aquarium, club, or water sports park that offers swim programs.

### **SSI Swim Centers can also qualify for:**

#### **SSI Lifeguard Center**

An SSI Swim Center that maintains at least one (1) active status SSI Lifeguard Instructor on staff and regularly schedules, promotes, and conducts SSI Lifeguard programs.

# Performance-Based Ratings

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## SSI Diamond Center

The SSI Diamond Center rating is an earned privilege that is granted through an application process (see application for complete details). It is annually re-evaluated based on the SSI Training Center's performance.

Authorized SSI Training Centers may qualify as an SSI Diamond Center by meeting the following requirements each year:

- All staff conducting training at the business location must be active status SSI Professionals.
- Maintain SSI as the predominant brand on the website and at the business location using the most current SSI marketing and promotional materials.
- Predominantly offer SSI programs and certifications, from entry-level to professional levels. This requirement does not apply for programs that do not have an SSI equivalent.
- Have no QMS cases that result in a mandatory compliance action.

**The SSI Training Center must also annually issue at least the following certifications or recognitions:**

### Dive Center

- 50 SSI Recreational Scuba and/or XR programs and/or SSI React Right programs at any level.

### Freediving Center

- 50 SSI Freediving programs and/or SSI React Right programs at any level.

### Mermaid Center

- 50 SSI Mermaid programs and/or SSI React Right programs at any level.

### Snorkel Center

- 50 SSI Snorkel Diver programs and/or SSI React Right programs at any level.

### Swim Center

- 50 SSI Swim, SSI Lifeguard, and/or SSI React Right programs at any level.



## SSI Instructor Training Center

Authorized SSI Training Centers who meet the requirements for an SSI Diamond Center may qualify as an SSI Instructor Training Center by meeting the following additional requirements each year:

- Have one (1) permanent or affiliated Instructor Trainer on staff.
- Predominantly offer SSI programs for all student levels. Waivers may be requested from the responsible SSI Service Center for programs that do not have an SSI equivalent.
- Exclusively offer SSI programs and certifications for all professional levels. Waivers may be requested from the responsible SSI Service Center for programs that do not have an SSI equivalent.
- Promote the full range of SSI Professional programs at least once per year using the SSI Event Calendar.
- Conduct at least one (1) SSI Instructor Training Course per year.
- Have no QMS cases that result in a mandatory compliance action.

## SSI Career Center

The SSI Career Center rating is an earned privilege that is granted through an application process (see application for complete details). It is annually re-evaluated based on the SSI Training Center's performance.

**Authorized SSI Training Centers who meet the requirements for an SSI Instructor Training Center may qualify as an SSI Career Center by meeting the following additional requirements each year:**

- Have at least one (1) permanent and one (1) affiliated Instructor Trainer on staff to ensure continuity of the training schedule.
- Exclusively offer SSI programs and certifications for all student and professional levels. Waivers may be requested from the responsible SSI Service Center for programs that do not have an SSI equivalent.
- Promote SSI Career Programs by offering a complete range of SSI Professional programs in sequence for the applicable Training Center category at least two (2) times per year using the SSI Event Calendar.
- Actively advertise job placements through MySSI.
- Issue at least 150 certifications at any level.
- Conduct at least two (2) SSI Instructor Training Courses and/or SSI Professional Crossover programs per year.
- Certify at least eight (8) Instructors per year.
- Certify at least two (2) Assistant Instructor Trainers per year.
- Have no QMS cases that result in a mandatory compliance action.

**When applying for the SSI Career Center rating, the SSI Training Center must provide the following:**

- A detailed business plan that outlines how the SSI Training Center will promote SSI professional training programs as an SSI Career Center for the next three (3) years.
- This plan should include advertising campaigns, promotions, and an overall marketing plan designed to obtain positive results and promote professional-level training.
- A comprehensive set of photographs focusing on professional training promotion that show the SSI Training Center's exterior branding, retail floor displays, classroom configurations, in-water training environment, and/or vehicles and boats used by the Dealer.

### SSI Career Program

An SSI Career Program is a comprehensive offering of the SSI recreational programs required to become an SSI Professional, or a comprehensive offering of SSI programs required to transition from a lower professional program (like Dive Guide) to a more advanced professional program (like Open Water Instructor).

SSI Career Programs use concise, customer-driven schedules that meet the demands of the marketplace to benefit the students during all phases of the program. They must include:

- High-quality and modern classroom facilities
- An experienced staff with a diverse training background
- Convenient and regular access to pool/confined water and open water training environments
- Access to local accommodations, transportation, and meal availability for program candidates

### SSI Blue Oceans Center

The SSI Blue Oceans Center rating is an earned privilege that is granted through an application process (see application for complete details). It is re-evaluated every three (3) years based on the SSI Training Center's performance.

Authorized SSI Training Centers may qualify as an SSI Blue Oceans Center by meeting the following additional requirements each year:

- All staff conducting training at the business location must follow the SSI Responsible Diver Code, the Sustainable Tourism Guidelines, and the Blue Oceans philosophy.
- Promote SSI Blue Oceans on the business website and at the business location using the most current SSI Blue Oceans marketing and promotional materials.
- Regularly schedule, promote, and conduct SSI Ecology and Perfect Buoyancy programs as allowed by the teaching qualifications of the staff.
- Follow correct waste disposal and recycling procedures as allowed by local regulations and use energy-saving techniques as outlined in the Blue Oceans Dive Center Handbook.
- Conduct at least one (1) community event related to environmental protection or public area cleanup per year. This event may be above or underwater and must be reported to the SSI Marketing Department.

**The report must include:**

- A brief summary of the event, including when it occurred, what was accomplished, and how it benefited the community.
- Copyright-free pictures and/or videos of the event that may be used in SSI social media.

## Appendix

### Training Center Change Log

# Changes Effective November 22, 2023

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#### Training Center General Standards

##### Active Status Requirements

- Added clarification text about the components of the training records.

#### Membership and Status Ratings

##### SSI Dive Center

- Added clarification text about who can be an SSI Dive School.

##### SSI Freediving Center

- Added clarification text about who can be an SSI Freediving School.

#### Performance-Based Ratings

##### SSI Diamond Center

- Removed the requirement to use the SSI Equipment Service Program.
- Increased the certifications required to be a Diamond Dive Center.
- Increased the certifications required to be a Diamond Freediving Center.
- Increased the certifications required to be a Diamond Mermaid Center.
- Increased the certifications required to be a Diamond Snorkel Center.
- Increased the certifications required to be a Diamond Swim Center.

##### SSI Instructor Training Center

- Added the option for the Instructor Trainer on staff to be affiliated to the training center.

##### SSI Career Center

- Add the requirement for at least two Instructor Trainers on staff.
- Reduced the number of instructors certified per year.
- Reduced the number of Assistant Instructors certified per year.

#### Appendix

- Change log for the current year added.

