Section 2

AUSI Procedures

Record of Editions:

7	**This version**	**November 2015 (1115)**
6	Replaced	January 2015 (0115)
5		August 2009 (0809).
4		November 2008 (1108)
3		October 2006 (1006)
2		May 2006 (0506)
1		October 2005 (1005)

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Chapter 2.A

AUSI Procedures

All Procedures

1 AUSI FACILITY

1.1 Types of AUSI Facilities

There are three levels of AUSI Facility:

i. AUSI Scuba Adventure Centre
Authorised for conducting AUSI Snorkel or Scuba recreational activities

ii. AUSI Training Centre
As above but also authorised to train Snorkel and Scuba divers and certify to AUSI standards

iii. AUSI Instructor Training Centre
As above but also authorised to conduct training of AUSI professionals

1.2 Applying to be an AUSI Facility

Complete an *AUSI Training Organisation Registration Form* (Form 2) and forward to AUSI Head Office with appropriate fee

*This form can be photocopied from the AUSI Forms section of this manual, or downloaded from **www.ausi.com.au**.. Alternatively it may be completed on-line.*

Appoint a Chief Instructor whose responsibility is to ensure that AUSI Standards, AUSI Procedures and AUSI Teaching Guidelines are adhered to by the facility and its instructors when conducting AUSI activities and courses.

Note: AUSI Professionals listed on an AUSI Facility Registration Form DO NOT have to undergo individual annual renewal ie they are automatically renewed when listed.

1.3 Annual renewal for AUSI Facilities

AUSI Facilities must Renew by 31st March each year.

Complete an *AUSI Training Organisation Registration Form* (Form 2) and forward with appropriate fee to AUSI Head Office by 30 November each year.

*This form can be photocopied from the AUSI Forms section of this manual, or downloaded from **www.ausi.com.au**. Alternatively it may be completed on-line.*

Note: AUSI Professionals listed on an AUSI Facility Renewal Form DO NOT have to undergo individual annual renewal as they are automatically renewed when listed.

2 AUSI PROFESSIONAL

AUSI Professionals are currently registered Guides or Instructors trained within or crossed over to the AUSI System. AUSI Professionals may be registered as Certifying or non-certifying depending on the level of certification. All AUSI Professional levels require annual renewal and otherwise expire on 31st March.

AUSI Professionals may be registered by a Registered AUSI Facility (Facility Professional) or may independently register as a professional (Independent Professional). Facilities may complete the registration process on behalf of their Facility Professionals.

Note: *Any certified instructor from any recognised agency can be used as an AUSI Instructor within an AUSI Facility, however only AUSI registered instructors can issue AUSI certifications.*

Note: *AUSI Professional recognition may be suspended or revoked at any time by AUSI Head Office in the advent that there has been a breach of ethics, falsification of records or statements of training or experience or evidence of inappropriate behavior toward students, participants or other professionals.*

2.1 Professional Registration

A candidate can register as an AUSI Professional by successfully completing either the relevant:
- AUSI Professional Cross-Over or Facility Only recognition
- AUSI Professional Training Program

Registration must be renewed by 31st March each year. Professionals who fail to renew must cease using the AUSI system and may not represent to students or divers that they are conducting AUSI programs or activities.

Note: *Once certified as an AUSI Certifying Professional, membership to the Professionals Group within the on-line system will be granted. This will enable certifications to be managed on-line.*

Register within the AUSI on-line system.

Register and pay for cross-over via the on-line store (Independent AUSI Professionals only).

Note: *AUSI Professionals must ensure that their medical, first aid, CPR and oxygen provider qualifications remain current.*

2.2 AUSI Professional Cross-Over

AUSI acknowledges that professionals trained within other certification agencies may wish to work within AUSI programs. Accordingly AUSI recognises the equivalency of professional education programs from most diver certification agencies as far as training and experience can be aligned to the AUSI professional levels.

Cross-Over may be as a
- **Facility Only Professional**, or as an
- **Independent AUSI Professional**.

Facility only cross-overs may not exceed Level I Scuba Instructor and may not issue AUSI certifications.

Note: *Facilities may complete the submission of details on behalf of Facility Only Professionals.*

To cross-over from another agency, complete an *AUSI Professional Cross-Over Application Form* (Form 13) and forward to AUSI Head Office with relvent documentation and fee.

This form can be photocopied from the AUSI Forms section of this manual, downloaded or alternatively completed on-line at ***www.ausi.com.au***

Register within the AUSI on-line system.

Register and pay for cross-over via the on-line store (Independent AUSI Professionals only).

Submit all vocational and recreational diving certifications to AUSI Head Office.

Submit a Table of Vocational experience, as below.

Complete the AUSI Workbook and Successfully complete the relevant AUSI AUSI Standards & Procedures Exam.

On request from AUSI Head Office, successfully complete the following :
- AUSI Theory assessment
- AUSI Practical Assessment
- AUSI Instructing Skills

2.3 AUSI Vocational Training

Successfully complete an approved AUSI Vocational Training Program, see relevant AUSI Standard and AUSI Teaching Guidelines, under the instruction of a currently registered Independent AUSI Instructor Trainer.

Training can be conducted as either:

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a an in-store program where the training and assessment phases are conducted over any time frame that satisfies both the AUSI Course Director and the candidate, or
b a full time AUSI Instructor Training Program which includes training, assessment and final examination.

To avoid duplication of full time programs in any one region, all AUSI Instructor Training Programs must have AUSI Head Office approval.

To gain approval, AUSI Course Directors must submit an *AUSI Professional Training Program Application Form* (Form 4) to AUSI Head Office at least 60 days in advance.

*This form can be photocopied from the AUSI Forms section of this manual, or downloaded from **www.ausi.com.au**.. Alternatively it may be completed on-line.*

2.4 Annual Renewal

Satisfactorily complete the fitness tests as outlined in the relevant AUSI Snorkel Instructor Teaching Guidelines, these tests can be done "in-house" and must be authenticated by an Independent AUSI Professional, and

Complete an AUSI Professional Annual Renewal Form (Form 3) and forward to AUSI Head Office with relevant documentation, appropriate fee and two passport photographs by 30 November each year.

*This form can be photocopied from the AUSI Forms section of this manual, or downloaded from **www.ausi.com.au**.. Alternatively it may be completed on-line.*

Note: AUSI Professionals must ensure that their medical, first aid, CPR and oxygen provider qualifications remain current.

2.4.1 AUSI Level II+ Scuba Instructors

Must have certified a minimum of four AUSI Scuba Divers, at any level, in the previous 24 months or approved equivalent or complete the open book AUSI Standards and Procedures Examination, an instructor who has not been current for over five years must either complete an AUSI Scuba Instructor Orientation Program or assist on an AUSI Level I/II Scuba Diver course, preferably both, and

Note: AUSI Level V Scuba Instructors and higher require a current oxygen provider instructor certificate or an approved equivalent.

3 STUDENT RECORDS

3.1 Keeping complete Student Records

Accurate student records for each AUSI course must be kept, including the relevant:
(a) AUSI Participation Agreement
(b) AUSI Training Record
(c) AUSI Theory Test Answer Sheet, and
(d) Any other relevant AUSI Assessment Sheets.

These records are to be kept for a minimum period of seven years from the time of the most recent training or if the student is under 18 years of age at the time of training then for seven years after the student turns 18 years of age.

3.2 Student Records belong to AUSI

Records must be forwarded to AUSI Head Office either:
(a) Upon request to do so by AUSI Head Office, or
(b) If the AUSI Facility ceases to trade.

4 CERTIFICATION PROCEDURES

4.1 AUSI Snorkel Awards

4.1.1 AUSI Snorkel Swimming

Whilst there is no formal certification for this AUSI program, facilities and instructors are at liberty to issue a Certificate of Participation providing AUSI Head Office approves the document.

4.1.2 AUSI Snorkel Diver & Snorkel Specialties

AUSI Certification Forms must be pre-purchased from AUSI head Office.

Before issuing the Certification Card ensure the following:
(a) All theory and practical elements have been satisfactorily completed,
(b) The relevant AUSI Training Record is accurately completed by both student and instructor,
(c) Both student and instructor have signed the Certificate of Completion, and
(d) Student's dives are accurately logged in their personal logbook and counter signed by the instructor.

3
When preparing the certification card:
(a) Ensure all required details are accurately completed,
(b) Affix a passport photograph of the student to the card,
(c) Ensure the instructor signs the card, and
(d) If a dual certification is issued fill in the details of the other certification in the "previous highest certification" section of the Student Profile on the certification card sheet.

Before laminating the certification card, re-check all details.

Issue laminated certification card and wall certificate to the student.

Return the completed Student Profile to AUSI Head Office by the 14th day of the following month.

Note: *Student Profiles can be returned via e-mail to certs@ausi.com.au, simply save the certification file with the file name "ausiXXXX".doc, where XXXX represents the Certification Number eg 0555.*

4.1.3 AUSI Snorkel Professionals

AUSI Snorkel Professional certifications are issued by AUSI Head Office upon receipt of the completed documentation and appropriate fee, see Professional Registration.

4.2 AUSI Scuba Awards

4.2.1 AUSI Scuba Experience

Whilst there is no formal certification for this AUSI program, facilities and instructors are at liberty to issue a Certificate of Participation providing AUSI Head Office approves the document.

NOTE: *Instructors **must** emphasise to students that the **AUSI Scuba Experience is not a certification course**.*

4.2.2 AUSI Scuba Adventure

AUSI Scuba Adventure Certification Cards must be pre-purchased from AUSI Head Office, however AUSI approved operator based certificates can be used.

Ensure all the required details are accurately completed before issuing the card.

Either the AUSI Student Profile or the AUSI Scuba Adventure Student Profile Sheet found in Part 3 Teaching Guidelines - AUSI Scuba Adventure, is to be returned to AUSI Head Office by the 14th day of the next month.

NOTE: *Instructors must emphasise to the student that:*

i. *The AUSI Scuba Adventure Course is not a full certification course*
ii. *The certificate they are receiving only serves as verification of course completion*
iii. *The student is only able to scuba dive under the direct supervision of a qualified AUSI Level I Instructor or higher*
iv. *The course can be credited towards the AUSI Level I/II Scuba Diver course*
v. *The certificate is only valid for 30 days.*

4.2.3 AUSI Level I Scuba Diver

AUSI Certification Forms must be pre-purchased from AUSI Head Office.

Before issuing the certificate ensure the following:
(a) All theory and practical elements have been completed,
(b) The AUSI Level I Scuba Diver Training Record is accurately completed by both student and instructor,

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(c) Both student and instructor have signed the Certificate of Completion, and
(d) Student's dives are accurately logged in their personal logbook and counter signed by the instructor.

When preparing the certificate:
(a) Ensure all required details are accurately completed, and
(b) Ensure the Instructor signs the certificate.

Issue the wall certificate to the student.

Return the completed Student Profile with the unissued certification card section of the sheet to AUSI Head Office by the 14th day of the next month.

Notes:

(1) *Student Profiles can be returned via e-mail to certs@ausi.com.au, simply save the certification file with the file name "ausiXXXX".doc, where XXXX represents the Certification Number eg 0555.*

(2) *Instructors must emphasise to the student that:*
- *i. The AUSI Level I Scuba Course is not a full certification course*
- *ii. The certificate they are receiving only serves as verification of course completion*
- *iii. The student is only able to scuba dive under the direct supervision of a qualified AUSI Level II Instructor or higher*
- *iv. The course can be credited towards the AUSI Level I/II Scuba Diver course*
- *v. The certificate is only valid for 12 months.*

4.2.4 AUSI Level II to VI Scuba Diver, Rescue Diver & Specialties

AUSI Certification Forms must be pre-purchased from AUSI Head Office.

Before issuing the certification card ensure the following:
(a) All theory and practical elements have been completed satisfactorily,
(b) The relevant AUSI Training Record is accurately completed by both student and instructor,
(c) Both student and instructor have signed the Certificate of Completion, and
(d) Student's dives are accurately logged in their personal logbook and counter signed by the instructor.

When preparing the certification card:
(a) Ensure all required details are accurately completed,
(b) Affix a passport photograph of the student to the card,
(c) Ensure the Instructor signs the card, and
(d) If a dual certification is issued please fill in the details of the other certification in the "previous highest certification" section of the Student Profile on the certification card sheet.

Before laminating the certification card, recheck all details.

Issue laminated certification card and wall certificate to student.

Return completed Student Profile to AUSI Head Office by the 14th day of the next month.

Notes:

(i) *Student Profiles can be returned via e-mail to certs@ausi.com.au, simply save the certification file with the file name "ausiXXXX".doc, where XXXX represents the Certification Number eg 0555.*

(ii) *AUSI Level II Junior Scuba Divers to upgrade to AUSI Level II Scuba Divers must meet to upgrade requirements as laid out in the AUSI Level II Scuba Diver Teaching Guidelines.*

4.2.5 AUSI Level VI Professionals & Scuba Instructors

All AUSI Level VI Professional and AUSI Scuba Instructor certifications are issued by AUSI Head Office upon receipt of the completed documentation and appropriate fee. See Professional Registration.

5 REFERRAL FOR INCOMPLETE TRAINING

If a student fails to complete their training in a particular area because of travel arrangements then they may choose to take an AUSI Referral with them.

There are two options:

(a) Pre-pay for their AUSI Certification Form, which will be forwarded to the next AUSI Training Facility upon request, in this case the next facility will issue the AUSI Certification, or
(b) Complete their training with the next AUSI Training Facility and go on-line to obtain their AUSI Certification.

In either case, the student is to be given a completed AUSI Open Water Trainee Referral Form (Form 12).

*This form can be photocopied from the AUSI Forms section of this manual, or downloaded from **www.ausi.com.au**.*

6 TEMPORARY CARDS

A temporary certification can be issued to students who do not provide a passport photograph or if a facility does not have access to a laminator.

AUSI Certification Forms must be pre-purchased from AUSI Head Office.

Before issuing the certification card ensure the following:
(c) All theory and practical elements have been completed satisfactorily,
(d) The relevant AUSI Training Record is accurately completed by both student and instructor,
(e) Both student and instructor have signed the Certificate of Completion, and
(f) Student's dives are accurately logged in their personal logbook and counter signed by the instructor.

When preparing the certification card:
(a) Ensure all required details are accurately completed,
(b) Affix in place of a photograph, write the identification number and type eg Passport # G54632 and have the student sign the card,
(c) Ensure the Instructor signs the card, and
(d) If a dual certification is issued please fill in the details of the other certification in the "previous highest certification" section of the Student Profile on the certification card sheet.

Before sealing the certification card, recheck all details.

Issue sealed certification card and wall certificate to student as well as an AUSI Replacement Certification Card Form (Form 5).

Return completed Student Profile to AUSI Head Office by the 14th day of the next month.

To receive a permanent card the student must forward a passport photograph, a completed AUSI Replacement Certification Card Form (Form 5) and the appropriate fee to AUSI Head Office.

*This form can be photocopied from the AUSI Forms section of this manual, or downloaded from **www.ausi.com.au.***

7 LOST OR DAMAGED CARDS

Lost or damaged cards can be purchased on-line at **www.ausi.com.au**.

AUSI Head Office will return the new plastic certification card direct to the AUSI Diver.

Note: *If a certification card is damaged during the certification procedure issue the diver with another certification card and forward the damaged AUSI Certification Form to Head Office for free replacement.*

8 AUSI PLASTIC CERTIFICATION CARDS

Plastic certification cards are available to all AUSI Divers and must be applied for on-line at www.ausi.com.au. Plastic cards issued after 1st January 2015 must have the AUSI secure watermark on the front side.

AUSI Head Office will return the new plastic certification card direct to the diver.

9 AUSI PROFESSIONAL CERTIFICATION CARDS

Instructor professional cards are provided to all AUSI Professionals on initiation, cross-over or renewal. Plastic cards issued after 1st January 2015 must have the AUSI secure watermark on the front side.

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To indicate currency, the instructor number will be preceded by the current certification year (eg. 15-xxxx).

AUSI Head Office will return the new professional certification card direct to the professional.

10 AUSI CARDS FOR DIVERS CERTIFIED BY OTHER AGENCIES

An AUSI Certification card can be issued to divers certified by other recognised agencies.

AUSI Certification Forms must be pre-purchased from AUSI Head Office or can be applied for on-line at **www.ausi.com.au** or by using the AUSI Replacement Certification Card Form (Form 5).

*This form can be photocopied from the AUSI Forms section of this manual, or downloaded from **www.ausi.com.au**.*

The AUSI card should be issued as an AUSI Scuba Diver with the diver's agency and certification number written in brackets after the words "AUSI Scuba Diver" eg AUSI Scuba Diver (Scuba Inc. #01032).

When preparing the certification card:
(a) Ensure all required details are accurately completed,
(b) Affix a passport photograph of the student to the card,
(c) Ensure the Instructor signs the card, and
(d) Fill in the details of the certification in the "previous highest certification" section of the Student Profile on the certification card sheet.

Before sealing the certification card, recheck all details.

Issue sealed certification card and wall certificate.

Return completed Student Profile to AUSI Head Office by the 14th day of the next month.

11 ACCIDENT REPORTING

Any incident or accident requiring first aid or medical treatment, or a fatality, occurring during training must be reported immediately to the AUSI Facility owner.

Note: The police must be informed immediately if there is a fatality.

A completed AUSI Accident Report Form (Form 6) shall then be forwarded within 24 hours to the following:
(a) AUSI Head Office.
(b) Insurance company, if insured, and

*The AUSI Accident Report Form (Form 6) can be photocopied from the AUSI Forms section of this manual, or downloaded from **www.ausi.com.au***

Never admit liability or blame anyone else.

If your client contacts you with a request to pay medical costs, lost wages or any other form of compensation, ask them to write a letter detailing their version of the accident and their claim and forward the letter to your lawyer for professional advice.

*The AUSI Accident Report Form (Form 6) can be photocopied from the AUSI Forms section of this manual, or downloaded from **www.ausi.com.au***

12 QUALITY ASSURANCE

AUSI requires that AUSI Facilities, and all of their instructors, follow the AUSI Standards, AUSI Procedures and AUSI Teaching Guidelines as outlined in this manual. This includes using the correct materials and keeping the correct records as outlined in the relevant AUSI Teaching Guidelines.

An annual request will be made to all AUSI Facilities to forward a random selection of AUSI Student Records to AUSI Head Office for verification of standards.

AUSI Head Office will also periodically conduct random quality of experience surveys of course participants and those certified by AUSI Instructors.

Note: *Student records are a vital part of long-term Quality Assurance and remain the property of AUSI and are to be forwarded to AUSI as required under Section 3 above.*

13 COMPLAINTS

Any complaints against an AUSI Instructor must be forwarded to AUSI Head Office by registered mail.

All complaints will be reviewed by the AUSI Review Board within 30 days of AUSI Head Office receiving the written notification.

If the complaint is upheld, the instructor will be suspended subject to a hearing, which will be held within 60 days of the complaint being received. A panel consisting of two independent AUSI Instructor Trainers or Examiners, one of who will chair the panel, and two independent persons, will conduct the hearing. The panel chair will forward the panel's recommendations to the AUSI Review Board within seven days of the panel hearing.

The panel has the power to recommend cancellation the instructor's certification.

AUSI Head Office reserves the right to request relevant AUSI Student Records to assist with hearing the complaint.

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