

# SSI Education System Evaluation Criteria

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## Overview

This document provides an in-depth explanation for how to evaluate each of the criteria on the SSI Education System Evaluation Form. The explanations for each score are examples only, and require the instructor to interpret the candidate's performance and provide an appropriate evaluation.

Sample questions and answers are provided for each topic as a reference.

Instructors may also use their own questions, provided they address the objectives of the topic.



## How to Conduct the Evaluation

Each candidate must be asked 14 of the 20 available questions. At least one question must be selected from each of the following areas: Diver Diamond, Total Teaching System, Comfort through Repetition, Proper Use of Training Records, and QMS Procedures.

### General scoring descriptions

- 0 | No knowledge of the topic, or candidate does not attempt to complete the objective
- 1 | Poor knowledge of the topic, or candidate fails to complete the objective
- 2 | Acceptable knowledge of the topic, or the objective is completed but some improvement is possible
- 3 | Excellent knowledge of the topic, or the objective is completed with no deficiencies

## Recommended Training Aids

Examples of possible training aids that the candidate may use during the evaluation:

- Posters
- Sample certification cards
- Access to MySSI
- Smart device with the MySSI app installed

## SSI Philosophy

### Diver Diamond

The candidate should be able to explain the objectives and individual components of the Diver Diamond Philosophy using specific details and practical examples.

### Sample questions and answers

#### What are the six components of the Diver Diamond?

- Knowledge, skills, equipment, experience, responsibility, and environment.

#### Why is “Knowledge” a component of the Diver Diamond?

- Knowledge replaces uncertainty with facts and practical application. It is the foundation for understanding diving processes and making informed decisions.

#### Why are “Skills” a component of the Diver Diamond?

- Skills provide the foundation for safe diving. Well-practiced divers can respond correctly in any situation, building both safety and confidence.

### **Why is “Equipment” a component of the Diver Diamond?**

- A properly fitted Total Diving System allows divers to dive more safely and comfortably. Having their own equipment also strengthens their commitment to diving.

### **Why is “Experience” a component of the Diver Diamond?**

- Experience cannot be bought; it must be gained. The more frequently divers dive, and the more environments they encounter, the safer, more confident, and more capable they become.

### **Why is “Responsibility” a component of the Diver Diamond?**

- Personal responsibility ensures that divers stay within safe limits. Equally important is the responsibility toward their buddy, which supports the safety and well-being of the entire team.

### **Why is the “Environment” a component of the Diver Diamond?**

- Respecting and preserving underwater ecosystems minimizes the impact of diving and ensures that future generations can enjoy healthy, thriving dive sites.

## **Customer Loyalty Cycle**

The candidate should be able to explain the goals and individual components of the Customer Loyalty Cycle using specific details and practical examples.

### **Sample questions and answers**

#### **What are the four components of the Customer Loyalty Cycle?**

- Acquisition, Development, Commitment, and Retention

#### **What can a professional do in the acquisition phase?**

- Use word-of-mouth, social media, personal networks, and other outreach methods to attract new customers.

#### **What role does the professional play in the customer development phase?**

- Deliver training and continuing education programs in a professional, engaging, and motivating way.

#### **What typically happens in the customer commitment phase?**

- Customers recognize the value of diving and choose to invest in their own equipment or enroll in further training.

#### **What are typical activities that are part of customer retention?**

- Organizing guided dives, day trips, liveaboards, weekend excursions, and similar activities that keep divers active.

#### **What is the link between the individual steps of the customer loyalty cycle?**

- Customer satisfaction at each step builds long-term loyalty and ongoing engagement.

## **Total Teaching System**

The candidate should be able to list the individual components of the Total Teaching System and distinguish between required and optional components.

### **Sample questions and answers**

#### **What are the components of the Total Teaching System?**

- SSI Training Standards
- Training records
- Digital learning materials (or their printed equivalent)

- Final exams
- Instructor manuals
- Cue cards/wetnotes
- Presentation Enhancement Guides (PEGs)
- MySSI Logbook

### **Which parts of the Total Teaching System must be used for SSI programs?**

- SSI Training Standards
- Training records
- Final exams
- Instructor manuals

### **Which parts of the Total Teaching System are optional?**

- Digital learning materials (or their printed equivalent)
- Cue cards
- Presentation Enhancement Guides (PEGs)
- MySSI Logbook

### **Why is it recommended to use the complete SSI Total Teaching System?**

- All components are designed to work together, and the more components that are used, the more effective and engaging the student's learning experience becomes.

## **Comfort Through Repetition**

The candidate should be able to explain the core SSI philosophy "Comfort through Repetition" using practical examples, and explain how this information is applicable to training.

### **Sample questions and answers**

#### **Why does SSI endorse the "Comfort through Repetition" training philosophy?**

- SSI believes that simply showing the ability to complete a skill or task isn't enough to create a capable diver. A student may demonstrate a skill correctly on their first attempt, but true mastery defined as "expert-level quality" (which increases the student's comfort and confidence) comes from learning the component steps of the skill, then developing comfort and muscle memory by repeating the skill and gradually introducing more complex tasks over time.

#### **What is the objective of the "Comfort through Repetition" training philosophy?**

- To create capable divers that can do more than simply complete a skill or task. The objective is to ensure that all students master the skills of the training program they are completing.

#### **How is a skill taught according to the "Comfort through Repetition" training philosophy?**

- The student should learn the component parts of the skill and then repeat the skill until they are comfortable and have developed muscle memory. The professional should gradually introduce more complex versions of the skill and have the student repeat them until full mastery is achieved.

## **MySSI System**

### **Digital Learning**

The candidate should be able to explain the key benefits of digital learning.

### **Sample questions and answers**

### **How can a student change the language of a program?**

- Each digital program is available in multiple languages, which can be changed free of charge. The content is identical in every language.

### **How can a student check which content they have already read and which review questions have been answered?**

- The table of contents marks completed pages, giving students a clear overview of their progress.

### **What requirements must be met for a student to access the teaching materials of a particular program?**

- The training center must register the student for that program.

### **On which devices can a student access a digital program regardless of location?**

- PC, laptop, tablet, or smartphone.

## **MySSI App**

The candidate should demonstrate knowledge about the MySSI app and explain the key features for a student and a professional.

### **How can a student learn a program through the MySSI app?**

- The program must be downloaded to the device in the selected language.

### **What are the four ways to log a dive?**

- Manual entry, copy dive, import via QR code, or import from a dive computer.

### **Why is it important to verify dives?**

- Only verified dives count toward SSI Recognition Cards.

### **Which locations can be found under “Locations”?**

- Official dive sites and SSI Training Centers, each with detailed information.

### **How can individual components of the training records be used through the app?**

- Some forms can be signed digitally by the student (if of legal age) through the app. The app also provides an overview of any missing signatures.

### **How can a professional submit an application for affiliation with a training center?**

- Under “Centers”, a professional can manage their primary affiliation or submit an application for an alternative affiliation.

### **How can a professional view the instructor manuals of a program?**

- Within a program, a professional can switch between student view and instructor view to access the appropriate content.

## **MySSI User Account**

The candidate should demonstrate a fundamental knowledge about the various components of the MySSI for a student and professional.

### **Who can maintain the profile (including photo) of a customer?**

- Each user can update their own profile.

### **What can be seen under “Events & Travel”?**

- All events organized by training centers the diver has joined are displayed there.

### **What is the QMS feedback for?**

- Students can provide feedback on their training within six months of certification.

### **Which files are available to a professional in their download area?**

- The latest versions of final exams, PEGs, instructor manuals, student manuals, training records, cue cards, and more—in multiple languages.

### **For which programs can a professional issue recognition cards directly from their MySSI account, provided they have teaching authorization?**

- Try Scuba, Try Freediving, Snorkel Diver, and Try Mermaid.

### **What are the updates/upgrades for professionals available for?**

- SSI regularly provides free updates or upgrades, such as new instructor ratings when programs like Marine Ecology, DPV Diving, or Advanced Wreck Diving are added.

### **What is the “Center Area” in the professional login for?**

- It displays the rights and permissions assigned by the training center to its affiliated professionals and staff.

### **Can anyone create a MySSI account free of charge?**

- Yes. However, minors require parental or guardian consent, confirmed through email.

## **Free Experience Programs**

The candidate must be able to explain the purpose and effective use of free experience programs.

### **What free experience programs are offered by SSI?**

- Try Scuba, Snorkel Diver, Try Freediving, Try Mermaid, and Scuba Diver (limited to the first three chapters of the Open Water Diver program, excluding review questions).

### **Why does SSI provide free program content?**

- Free programs serve as acquisition tools designed to attract new customers to diving and SSI training.

### **Why should the professional teaching these programs issue a free digital recognition card?**

- With minimal effort, the customer receives a recognition card that motivates them to continue training with SSI. At the same time, the training center gains customer data, and the professional earns reward points.

### **What is the most important part of teaching these programs?**

- After the program, the professional should use the momentum to promote further training opportunities, as this is the best time to encourage continuing education.

## **Record Keeping and Risk Management**

The candidate should be able to explain proper record-keeping techniques and requirements for all recreational programs.

## **Training Records**

### **Sample questions and answers**

#### **Who is responsible for completion of the training records?**

- The instructor is responsible for ensuring that all training records are complete and accurate. The instructor completes their required sections and verifies that all other required sections are properly completed before certification.

#### **What is the Training Record System for?**

- Training records are legal risk management documents that reduce liability and protect the student, the professional, and the training center. Incomplete or inaccurate records cannot provide this protection in the event of legal action.

**In which case does an additional person, besides the student and instructor, have to**

## **sign training records?**

- If the student is a minor, a parent or legal guardian must also sign the records.

## **Proper Use of Training Records**

The candidate must be able to list and explain the mandatory components of the training record system – Responsible Diver Code, Diver Medical Participant Questionnaire, SSI Recreational Scuba Training Assumption of Risk, Liability Release, & Hold Harmless Agreement (where required), and the Completion Record.

### **Sample questions and answers**

#### **When does the Responsible Diver Code have to be signed and how long is it valid?**

- It must be signed before training and remains permanently valid within a program category.

#### **How long is a medical certificate valid if it must be verified for training or further education?**

- One year after signing, unless the diver's health condition changes.

#### **For which SSI programs is a valid medical questionnaire or certificate not required?**

- Ecology or Diving Knowledge specialties, provided no in-water training is conducted.

#### **In which case is a signed SSI Recreational Scuba Training Assumption of Risk, Liability Release, & Hold Harmless Agreement not required?**

- In some countries (e.g., within the European Union), such waivers are not legally permitted.

## **Digital versus Paper Training Record**

The candidate must be able to explain the difference between digital versus paper training record use.

### **Sample questions and answers**

#### **Where can a student complete and sign their digital training records?**

- Through the MySSI app—under “Documents”—or through their MySSI login.

#### **If training records are kept in paper form, what is the minimum retention period (unless otherwise specified)?**

- 10 years.

#### **What are the advantages of digital training records over printed training records?**

- Digital records save space, eliminate printing, simplify access, and remove the need for long searches.

#### **Are digital training records available to everyone?**

- Yes. However, minors cannot provide a digital signature. In this case, training records must be printed and signed by a parent or guardian, then uploaded again.

## **QMS Procedures**

The candidate must be able to demonstrate knowledge of how the QMS system works.

### **Sample questions and answers**

#### **How can a certified student give feedback on the program?**

- After each certification, MySSI sends a congratulatory email with a link to the QMS questionnaire. Students can also provide feedback within six months after certification through their MySSI account under “Fill Out QMS Program Questionnaire”.

#### **What happens if a given answer is suspected of violating training standards?**

- The QMS system automatically generates an alert, and an email is sent to both the instructor and the QMS Manager of the training center. Both must respond within a set period and provide comments in the QMS system.

### **What are the possible consequences if a breach of standards is detected?**

- Consequences may include a warning, mandatory additional training at the instructor's expense, or expulsion from SSI.

### **What happens if the instructor and/or the QMS Manager of the training center does not respond to a QMS alert within the specified period?**

- The SSI International QMS Manager may grant an extension. Continued failure to respond can result in expulsion from SSI.

### **What status can an instructor be placed in if there is reasonable suspicion of a standards breach?**

- Administrative Hold Status.

## **Training Pathway**

### **Promoting Specialty Programs**

The candidate must be able to explain the key benefits of promoting specialty programs.

#### **Sample questions and answers**

### **Why are specialty programs one of the most important pillars of the SSI training system?**

- Entry-level certification programs provide the basic knowledge and skills needed to dive independently but do not provide in-depth training in specialized areas. Specialty programs provide this advanced knowledge and skill development, while also supporting the business model of training centers.

### **Into which six categories are specialty programs divided?**

- Dedicated Equipment, Diving Knowledge, Ecology, Pool/Confined Water, Open Water, and Overhead Environment.

### **Why is it important that specialty programs are offered to students as early as possible?**

- Early promotion motivates students to continue their education and helps them understand the many ways they can enhance their diving experiences.

### **Why does SSI not prescribe a fixed career path for divers?**

- Because every diver has different goals and interests, SSI allows students to choose the specialty programs that best suit their needs. However, instructors should make recommendations to help students identify potential career paths.

### **What is the connection between specialty programs and equipment sales?**

- Each specialty highlights the equipment needed for safe and effective diving, creating awareness of its value and motivating purchase. Likewise, owning specific equipment often leads divers to enroll in the related specialty program to use it efficiently and safely.

### **Why is it important that the student has a positive learning experience during a specialty program?**

- When students feel they have gained valuable knowledge and skills, they are more motivated to enroll in additional specialty programs.

### **Promoting Professional Programs**

The candidate must be able to explain the key benefits of promoting professional training.

## Sample questions and answers

### What are the personal benefits for an Open Water Instructor when promoting professional programs?

- By conducting Divemaster or Dive Guide programs, Open Water Instructors can share their professional experience with future dive leaders and earn 200 additional reward points for each new professional trained.

### Why is it important to constantly train new professionals?

- Professionals either advance to higher levels or eventually leave the industry. This creates a continuous need for new professionals, beginning at the Divemaster level.

### Why should professional programs—such as Divemaster—be introduced during Open Water Diver training?

- Some Open Water Diver students already aspire to become Divemasters or Instructors. Presenting career opportunities early helps motivate and guide them.

### What is the advantage for an Instructor working with certified assistants in terms of their future career?

- Certified assistants gain valuable experience and are motivated to continue their career path toward becoming Open Water Instructors.

## Student Recognition

The candidate must be able to explain how students achieve SSI recognition cards.

## Sample questions and answers

### What student recognition cards are there in the SSI training system?

- Specialty Diver, Advanced Specialty Diver, Master Diver, Marine Guide, Century Diver, Gold Diver, Elite Diver, Platinum Diver, Diamond Diver, and Platinum Pro Diver.

### What are the requirements for the Advanced Specialty Diver recognition card?

- 4 specialty certifications and 24 logged (verified) dives.

### What are the requirements for the Master Diver recognition card?

- 3 specialty certifications, plus the Diver Stress & Rescue and Deep Diving certifications, and 50 logged (verified) dives.

### Which non-SSI certifications count toward recognitions?

- Up to half of the required specialties may be credited, provided they are entered into MySSI.

### What are the requirements for the Marine Guide recognition card?

- Dive Guide, Marine Ecology, Blue Oceans, and 2 additional SSI Ecology programs.

### What are the requirements for the Century Diver recognition card?

- SSI Scuba certification and 100 logged (verified) dives.

## Instructor Qualifications

The candidate must be able to explain how higher-level instructor qualifications are achieved.

## Sample questions and answers

### What are the options for qualifying as a Specialty Instructor?

- By completing a Specialty Instructor Seminar with an authorized Assistant Instructor Trainer or Instructor Trainer, co-teaching with an authorized Specialty Instructor, or by providing proof of experience.

### What are the requirements for submitting an application for certification as a

### **Specialty Instructor under the co-teaching option?**

- Proof of at least 10 logged dives in the specialty and the signature of the training center's QMS Manager.

### **Who can register for a Specialty Instructor program?**

- Any professional may register for the corresponding Specialty Instructor program directly (reward points may be used), or a training center may register them.

### **What are the requirements for Divemaster Instructor recognition?**

- Certification as a Specialty Instructor for Deep Diving, Dive Guide, Diver Stress & Rescue, Navigation, and Night & Limited Visibility, plus at least 25 certified students in recreational programs.

## **Community and Benefits**

### **Pro Rewards**

The candidate must be able to explain how professionals earn and redeem Pro Reward Points.

### **Sample questions and answers**

#### **How can an instructor earn reward points?**

- Instructors earn reward points for each certification issued and for completing professional training programs.

#### **What can reward points be used for?**

- For professional renewal (credit card payments only, before January 31) and for online purchases in the MySSI shopping cart.

#### **Where can a professional see their current reward points balance?**

- In the Professional MySSI Login under Pro Area > Pro Rewards and Experience Points.

#### **How can a professional earn 200 extra reward points?**

- By certifying a new professional—such as Divemaster—the certifying instructor receives 200 additional reward points.

### **Jobs**

The candidate must be able to explain how professionals use the SSI Job Portal to access worldwide career opportunities.

### **Sample questions and answers**

#### **Where can a professional store additional details about themselves such as possession of a boat license?**

- In their own extended profile.

#### **How does the matching system work on the job platform?**

- As soon as there is a match between the search criteria of a training center and the details of a professional, both parties are automatically informed.

#### **What criteria can a professional use to search for a job on the SSI job platform?**

- Countries, qualifications, special skills, and languages

#### **Where can the SSI Job Opportunities be found?**

- At divessi.com and in the MySSI login area for divers and professionals.

### **MyDiveGuide**

The candidate must be able to explain how professionals contribute to dive site

maintenance.

### **Sample questions and answers**

#### **What conditions must be met for a professional to upgrade dive sites?**

- They must be granted the appropriate rights by their training center, after which the option appears under the “Center Area”.

#### **Why is it important that professionals complete dive site information as fully as possible?**

- Only dive sites with complete information—description, environment, and creatures—are displayed on the MyDiveGuide platform. The more dive sites included, the greater the value of MyDiveGuide.

#### **What is the MyDiveGuide platform?**

- MyDiveGuide is a diver-focused search engine for discovering dive sites, regions, and marine life. Searches can be based on various terms, including specific creatures, to find out where and when they can be observed.

#### **How are training centers integrated into MyDiveGuide?**

- Every search result connects to affiliated training centers linked to those dive sites. For this reason, training centers should affiliate with dive sites and keep their profiles updated.

#### **Who can use MyDiveGuide?**

- The platform is free and open to all divers.

### **Blue Oceans**

The candidate must be able to explain how professionals contribute to environmental conservation.

### **Sample questions and answers**

#### **Who can access the SSI Blue Oceans program?**

- Anyone with a MySSI account can access and read the Blue Oceans program free of charge.

#### **How do you get a free Blue Oceans recognition card?**

- By completing the entire program. The digital recognition card is then issued automatically.

#### **How can a training center qualify as a Blue Oceans Center?**

- By submitting the online application form and meeting all program requirements.

#### **How can the Blue Oceans recognition card be used?**

- It is one of the requirements for Marine Guide recognition.

#### **What can a professional do directly to protect the underwater world?**

- Lead by example, demonstrating environmentally responsible behavior to divers and students.

## SSI Education System Evaluation Form

|                 |                  |
|-----------------|------------------|
| Candidate Name: | Instructor Name: |
| Date:           | Candidate Level: |

Each candidate must be asked 14 of the 20 available questions. At least one question must be selected from each of the following areas: Diver Diamond, Total Teaching System, Comfort Through Repetition, Proper Use of Training Records, and QMS Procedures.

|                                    |                                       | Scores              |   |   |   |
|------------------------------------|---------------------------------------|---------------------|---|---|---|
|                                    |                                       | 0                   | 1 | 2 | 3 |
| SSI Philosophy                     | <b>Diver Diamond</b>                  |                     |   |   |   |
|                                    | Customer Loyalty Cycle                |                     |   |   |   |
|                                    | <b>Total Teaching System</b>          |                     |   |   |   |
|                                    | <b>Comfort Through Repetition</b>     |                     |   |   |   |
| MySSI System                       | Digital Learning                      |                     |   |   |   |
|                                    | MySSI App                             |                     |   |   |   |
|                                    | MySSI User Account                    |                     |   |   |   |
|                                    | Free Experience Programs              |                     |   |   |   |
| Record Keeping and Risk Management | Training Records                      |                     |   |   |   |
|                                    | <b>Proper Use of Training Records</b> |                     |   |   |   |
|                                    | Digital versus Paper Training Record  |                     |   |   |   |
|                                    | <b>QMS Procedures</b>                 |                     |   |   |   |
| Training Pathway                   | Promoting Specialty Programs          |                     |   |   |   |
|                                    | Promoting Professional Programs       |                     |   |   |   |
|                                    | Student Recognition                   |                     |   |   |   |
|                                    | Instructor Qualifications             |                     |   |   |   |
| Community and Benefits             | Pro Rewards                           |                     |   |   |   |
|                                    | Jobs                                  |                     |   |   |   |
|                                    | MyDiveGuide                           |                     |   |   |   |
|                                    | Blue Oceans                           |                     |   |   |   |
| Comments                           | <b>Minimum Score: 30</b>              | <b>Total Score:</b> |   |   |   |

|                      |                       |
|----------------------|-----------------------|
| Candidate Signature: | Instructor Signature: |
|----------------------|-----------------------|