

Surface Interval September/October 2014

New PIC Online Processing Centre – Mailing address in China and Taiwan

Is your Students Home Address in China or Taiwan? If yes you can now write your Students mailing address using Chinese Characters in the New PIC Online Processing Centre.

ScubaEarth Connects 100,000 Users Across the Globe!

We are pleased to announce that ScubaEarth has reached 100,000 users, and all within its second year of inception.

Training & Quality Management

Success at the two recent Risk Management seminars in Malaysia and Singapore and are your PADI slates and exams current?

Participate at the DRT Show in Hong Kong and DEMA 2014

See what opportunities exist for you at these two upcoming expos.

A Day in the Life of a Divemaster

An interview with Simon Kong Win Chang, PADI Divemaster at Perth Scuba, Western Australia.

Sponsor your PADI Diving Society Benefit* for 2014!

Don't miss out on the opportunity to promote your latest diving offers to more than 175,000 PADI Diving Society Members.

September is Debris Month of Action

September is Debris Month of Action where thousands of scuba divers from around the globe take action against marine debris.

The Benefits of Using EVE

Hear what one EVE user has to say about the benefits of using EVE.

DAN Asia-Pacific Observes a Rise in Cases of Severe Ear Problems

As you well know, one of the first skills divers learn is how to "equalise" their ears. Failure to adequately equalise the ears results in ear barotrauma.

Reconnect With Inactive Divers - PADI ReActivate™

New prescriptive program gives divers what they want while driving more customers to you.

Revamped PADI App Launching Soon

Newest version of PADI App provides dive information whenever divers need it.

The PADI Equipment Specialist Touch

This product provides PADI Instructors with a new, optional tool to assist in teaching the PADI Equipment Specialist course.

Regional News

Read about the recent news from around the Asia Pacific region and see the latest PADI Instructor Examinations.

New PIC Online Processing Centre – Mailing address in China and Taiwan

Is your Students Home Address in China or Taiwan? If yes you can now write your Students mailing address using Chinese Characters in the New PIC Online Processing Centre providing you have a Chinese keyboard.

When processing a student certification, you will come to the mailing address section, if you select the country China or Taiwan, text will appear advising where you can enter the student address using Chinese Characters. This is an additional option and you can still use English in these fields if you choose.

Please contact your Customer Service Department on +61 2 9454 2905 or email yan.li@padi.com.au if you have any questions or require more information.

ScubaEarth Connects 100,000 Users Across the Globe!

We are pleased to announce that ScubaEarth has reached 100,000 users, and all within its second year of inception.

As this scuba platform continues to reach one milestone after the next, here are 5 reasons why your dive business needs to be a part of the growing community:

1. ScubaEarth just got mobile – Logging your dives on the go just got easier with the launch of the ScubaEarth App for IOS and Android devices. Visit www.scubaeearth.com/app to find out more.
2. Develop your network – More and more divers are becoming a part of the ScubaEarth community, why miss out on the opportunity to connect with them?
3. Show your support for your suppliers – The ScubaEarth gear locker showcases all the brands available at your store, and makes it easier for potential divers to identify what services you can assist them with.
4. Weekly Featured Destinations showcasing all the diving your region has to offer – with over 80 Featured Destinations on ScubaEarth, each week PADI features one of these to promote the diving on offer across its social media channels. Going out to over a million Facebook fans alone, we direct divers to find a PADI Dive Shop in each of the featured locations.
5. Find that Critter – Running a Fish Identification Course and your students need help, or simply curious about any of the creatures you encountered below the surface? The critter finder can help identify and provide information on all kinds of marine life, from the macro life to large pelagics.

Login to [ScubaEarth](#) today!

PADI Risk Management Seminars in Malaysia & Singapore

PADI Asia Pacific Risk Management recently conducted two member seminars in Tioman, Malaysia and Singapore. Both seminars were well attended with over 50 and 100 attendees at each respective events. Richard Evans presented in Tioman and Richard Evans and Alex Boulton presented in Singapore. At the Singapore event we were lucky enough to also have questions fielded by Al Hornsby, Vice President of the Legal Department at PADI Worldwide and PADI Regional Manager Johnny Chew.

The focus of these Risk Management Seminars was the negative consequence of cost cutting courses in terms of the failure to follow standards and ensure a safe learning environment. The PADI Asia Pacific Risk Management team were also able to conduct a number of store visits while in Tioman and Singapore to answer specific questions from the Membership.

The responsibility for the divers and the students in your care is the corner stone of your professionalism and your duty of care. A prudent Instructor will hope for the best and plan for the worst. Unfortunately the worst does sometime happen – join the PADI Risk Management team to take a look at some of these worst cases through the lens of accident analysis. We have scheduled a risk management webinar for Wednesday, 29 October 2014 from 6pm to 7pm (AEDT). You can register for the webinar [here](#)

Are your PADI Slates and Exams Current?

As a great educator you know that you need to keep your teaching materials up-to-date. The PADI Training Bulletins inform members about any PADI Standard Changes and are required reading for PADI members. PADI also offers a series of Training Bulletin LIVE webinars which inform our members of the latest changes in an interactive format.

The below list shows the current version dates for PADI's core exams and PADI teaching slates (applies to English versions only).

Open Water quiz and exam booklet

- for the revised OW course: use version 4.0 from 10/13
- for the classic OW course: use version 3.06 from 09/11

Open Water teaching slates

- 60194 confined water cue cards: version 3.0 from 09/13
(version 2.06 from 08/10 can be used when teaching "classic" OW program)
- 60202 open water cue cards: version 3.0 from 09/13
(version 2.06 from 8/10 can be used when teaching "classic" OW program)

Advanced Open Water teaching slates

- 60196 Advanced Open Water cue cards: version 1.03 from 3/11

EFR Primary / Secondary Care exam

- new exam released 2011, version 1.0

EFR CPR/AED exam

new exam released 2011, version 1.0

EFR Care for Children exam

- new exam released 2012, version 1.0

Rescue Diver exam

- last revised 06/10, version 3.03

Rescue Diver teaching slates

- 60205 Rescue Diver cue cards: version 2.03 from 02/11

Enriched Air Diver table version (part no. 70117)

- last revised 05/07, version 2.03 - *while supplies last* –

Enriched Air Diver computer version (part no. 70122)

- revised 09/13 version 1.03
- combo exam booklet for table and dive computer option
(2009, version 1.01 – okay to use for students doing dive computer only)

Divemaster exams

- new exam released 02/13 version 3.0

Divemaster teaching and candidate slates

- 60206 Divemaster cue cards: version 1.0 from 09/10
- 60207 Divemaster candidate slates: version 3.0 from 08/10
- 60130 Discover Scuba Diving cue card: version 2.0 from 2009
- 60228 Skill Evaluation Slate 1.02 from 08/10 (new 24 skill slate includes 4 new Divemaster skills)

Enriched Air Diver table version (part no. 70117)

- last revised 05/07, version 2.03 - *while supplies last* –

Enriched Air Diver computer version (part no. 70122)

- revised 09/13 version 1.03
- combo exam booklet for table and dive computer option (2009, version 1.01 – okay to use for students doing dive computer only)

IDC slates

- 60571 open water lesson planning slate: version 2 from 08/10. The OW lesson planning slate revision 11/00 is okay to use. The only difference between the 11/00 and 08/10 version is the inclusion of the words: *All rights reserved*
- 60573 confined water lesson planning slate: version 2 from 08/10

IDC Staff Slates

- 60574 open water evaluation slate: version 2.03 from 08/10
- 60575 confined water evaluation slate: version 2.03 from 08/10

Participate at the DRT Show in Hong Kong and DEMA 2014

Have you considered the DRT Hong Kong show 2014?

The DRT Hong Kong show will enter its 5th year and is being held at the world-class venue Hong Kong Convention & Exhibition Centre, 12 - 14 December 2014.

Following a successful show last year, PADI Asia Pacific will be taking an 18sqm booth at the front entrance of the show. The DRT Hong Kong show is quickly filling up and booths are available strictly on a first come first serve basis. For a full booth fittings list and prices, contact the [DRT organisers](#).

For more information about PADI's participation in DRT Hong Kong 2014, please contact [Tom Daley](#).

For more information on DRT shows, visit the [website](#).

PADI at the DEMA Show 2014

Register for PADI Programs at the Westgate Las Vegas Resort & Casino (formerly known as the Las Vegas Hilton)

Course Director Update 2015

Tuesday, 18 November 2014

7:30 AM – 12:30 PM PST

This year's Course Director Update will feature breakout sessions structured to emphasize interaction and engagement with colleagues and PADI staff. Learn and share cutting-edge pro training techniques in these sessions, which provide a valuable platform for discussing Instructor Development topics critical to a successful 2015.

Renewed, teaching status Course Directors qualify to attend this half-day program. Topics include:

- New course offerings and materials, along with practical tips on updating pro programs and keeping candidates current.
- Risk management topics, including a control technique workshop.

- “Back to Basics” Instructor Development marketing, focused on effective database use, email marketing, customer service and secret shopper test cases.
- Evaluation training workshop showcasing the revised PADI Open Water Diver Prescriptive Lesson Guides.

Don't miss the PADI Frequent Trainer Program award ceremony recognizing PADI Platinum Course Directors.

Contact [Yvonne Lara](#) on +1 949 858 7234, ext. 2296 to register.

Emergency First Response® Instructor Trainer

Thursday, 19 November 2014

8:00 AM – 1:00 PM PST

This half-day program is open to Emergency First Response Instructors who have completed the preparatory online component and conducted at least five Emergency First Response courses or issued at least 25 Emergency First Response course completion cards. This program includes access to online presentations, an Emergency First Response Instructor Trainer Manual (digital version) Emergency First Response Instructor Course Lesson Guides, Emergency First Response Instructor Course exam booklet and the Instructor Trainer application fee. Please bring a current or updated Emergency First Response Instructor Manual.

To register for the program, contact [Yvonne Lara](#) on +1 949 858 7234, ext. 2296.

IDC Staff Instructor Update

Friday, 20 November 2014

8:00 AM – 12:00 PM PST

This program will be held at:

City of Las Vegas Municipal Pool

431 E. Bonanza Rd.

Las Vegas, Nevada, USA 89101

Join PADI staff for an in water clinic focused on conducting and evaluating PADI Open Water Diver course skills in a confined water setting, with particular attention to course revisions influencing Instructor Development.

Don't miss this opportunity to learn from and network with the PADI Course Director Training Course staff, which helps develop and revise PADI materials and evaluation criteria.

**NOTE: Please bring mask, snorkel, fins, wet suit, and the current Confined Water Presentation Evaluation Slate (product no. 60575).*

To register for the program, contact [Yvonne Lara](#) on +1 949 858 7234, ext. 2296.

EVE Training

Keeping up to date with changes in technology and programs designed to help a business become more profitable and efficient is important for PADI Dive Center or Resort owners. Don't miss out on the great opportunities the latest version of EVE offers.

EVE – What's New in EVE 5.9?

- Language options – run EVE in Spanish, for example, as well as English. You can mix and match depending on what's best for you, your staff and your customers.
- Windows 8 Tablet platforms – run EVE on your tablet devices.
- Display and user interface options – touch screen advances and more user-specific customization.
- PIC Online integration – with the new PIC Online platform.
- Resort features – pickups, boat manifests, course roles, trip roles, staff activities.

[Register](#)

EVE – Would you like more divers to train with you?

Creating a course schedule, assigning instructors to scheduled classes, booking customers on to those classes and certifying divers automatically through PIC Online – all this can be done through EVE.

Learn how EVE can automatically segment divers by certification level, by equipment ownership and by recorded interest, so you can target the right divers at the right time with the right continuing education program that meets their needs and keeps them coming back.

[Register](#)

EVE – EVE Agent...your best employee.

Learn how the EVE Agent works full time, in the background, targeting customers with automated messages based on their activity.

Inquiry follow-ups, course marketing promotions, continuing education marketing, and service reminders—all targeted precisely and delivered automatically via online newsletter systems with social media integration. EVE Agent sends specific and relevant messages to each customer, at the right time, increasing marketing success and keeping customers happy and doing business with you.

Sign up for a hands-on guide to setting up these emails and newsletters using PADI's email templates and integrating with MailChimp.

[Register](#)

EVE – Are you getting the most from your website?

Your online presence should project your dive center or resort to the entire web community – advertising, promoting and selling classes, trips and equipment to customers both current and new.

Learn how to use EVE to:

- Expand your sales territory to the largest possible customer base.
- Integrate with the EVE Calendar.
- Link to your EVE Online store (complete with a personal, user friendly, content management system) and include blogs and social media feeds.

In real time, learn how to set up and manage your website. You're in control of your online presence.

[Register](#)

EVE – Is Driving up Equipment Sales your goal?

Sales drive business. See how to make sales, create packages, sell courses and manage inventory with EVE.

What's more, EVE can use that sale as a unique chance to promote continuing education.

Every PADI course can generate equipment and travel sales. In turn, those sales encourage the sale of the next PADI course. Learn how using EVE's sales packaging, program marketing, customer relationship management and continuing education follow-up tools can substantially enhance sales revenue.

[Register](#)

EVE – Joining the dots together with EVE... an integrated approach to your dive business.

Think about how many stores, perhaps even yours, manage their day-to-day business:

- Point-of-sale system
- CRM (marketing) system
- Website
- Online store
- Calendar and schedule

Ask yourself if any or all of that information has to be entered, updated, tracked, monitored and managed with separate systems. Then consider the advantages if one system was at the heart of all of those functions. When using the EVE suite of services in combination, discover the:

- Savings in time.
- Resulting savings in money.
- Increase in accuracy.
- Improvement in customer service.
- Increased marketing efficiency and results.

[Register](#)

EVE – What’s working for you?

Which of your profit centers has the highest revenue? Which day of the week is your key sales day? What’s the value of the inventory you carry? How many PADI Open Water Divers did you certify last year? And how many went on to Advanced Open Water? Financial and business analysis is at the heart of your success as a store owner. Come and discover how EVE’s reporting and analysis tools can lead you to the right business decisions.

[Register](#)

A Day in the Life of a Divemaster

An interview with Simon Kong Win Chang

PADI Divemaster

Perth Scuba

PADI 5 Star Instructor Development Centre / Career Development Centre

Canningvale, Western Australia

Describe a typical day in your working life as a PADI Divemaster

One thing that I have learned is that there is no such thing as a “typical day” in diving. There is always something new to discover, to do, to see and new people to meet. This is what makes diving and working in the dive industry as a PADI Divemaster so interesting. If I had to describe a “typical day” though, it would be the Club dives.

I run some of the free club dives that Perth Scuba organise every Sunday morning (day dive) and Wednesday nights (night dives). It involves choosing a dive site that would be appropriate for new divers while keeping things interesting for seasoned divers. We prepare a schedule so that the dive sites are not the same every week – then later weather conditions are taken into account to decide where we will actually be going.

On Sunday mornings, we start at the shop bright and early, preparing the free barbeque for all our Manta Club divers. This gives everyone a chance to socialize while we eat breakfast and to provide all divers with a pre briefing of where we’re going for the day, along with maps of the dive site and directions.

At the site - with everyone ready - we carry out a proper briefing pointing out interesting features and covering all the important safety points. Considering their diving experience, divers are paired with an appropriate buddy. Pictures of all our divers are always taken for our blog that I prepare at the end of the day. When the dive is over, I make sure that everyone is safely out of the water and all divers log books are signed.

When and where did you start diving?

I am originally from a small island east of Madagascar called Mauritius. Being born on a tropical island, I always liked the water and always wanted to dive. I was able to start this activity after moving to Perth, Australia and completed the PADI Open Water Course in December 2013. In the past 6 months, I have logged over 100 dives, diving in different countries and in different conditions, from the 12 degrees of the lakes in Houston, Texas, USA to the 26 degrees in Perth, the differences in dive conditions are quite amazing.

When and where did you become a PADI Divemaster?

Where else to become a PADI Divemaster - if it is not where I did my Open Water? Perth of course! With all the great support from the Perth Scuba staff, the PADI Divemaster course was made enjoyable and fun to do. I completed my DM course in April 2014 and have now scheduled to do a tech course.

What made you choose to become a PADI Professional?

I found diving to be extremely fun and wanted to share this experience with as many people as possible. Becoming a PADI Professional means that I get to show more people dive sites and help more people discover the amazing world of diving.

What highlights do you recall from your PADI Divemaster course?

Helping students who are having issues - and seeing the student succeed, is probably one of the most rewarding feelings and the highlight for me.

What dive locations are on your bucket list and why?

I have always been fascinated by penetration dives and history. So the many historic WW1 and WW11 wrecks of "Scapa Flow" come to mind - well preserved by the cold water off the north coast of Scotland. Another interesting site is the "Lost city of Shi Cheng" in China where an entire ancient city was submerged when a dam was built.

What has been the most memorable dive of your life?

Diving in Dunsborough on the HMAS Swan wreck - while at the bottom at around 31 meters - and still being able to see the surface! Experiencing the sight of this huge wreck at the bottom of the seabed was breathtaking!

What words of advice and encouragement would you give to divers thinking of becoming a PADI Divemaster?

If you like to meet people and help them, while having fun in the process – becoming a PADI Divemaster will give you that!

Sponsor your PADI Diving Society Benefit* for 2014!

The PADI Diving Society encourages divers to continue their education, purchase dive equipment and live the dive lifestyle with their PADI Dive Center or Resort. With the revitalised global Online Member Benefits Portal that reaches a targeted audience don't miss out on the opportunity to promote your latest diving offers to more than 175,000 PADI Diving Society Members.

Here's what's new and improved:

1. Society Members can easily search by location for special offers from PADI Dive Centres and Resorts.
2. You can offer multiple benefits and change them throughout the year.
3. You have a dedicated benefits page with a unique URL, so you can link directly to your Society benefits from your website.
4. Your benefits page links back to your website and displays your logo.
5. Society members can easily print your benefit or special offer, which also puts contact information for your store right in their hands.
6. Your benefit will be listed in the official PADI Diving Society Online Benefits section and on the destination pages of sportdiver.com/destinations, giving you exposure to even more potential customers.

*Benefits must have a retail value of at least \$75 US to be included in the Society's offerings

Register your Diving Society Benefit's today using the [online](#) form and connect with dedicated and passionate divers.

NEW: Benefits for Master Scuba Divers

We are pleased to now offer specific benefits to PADI Diving Society Members who also hold the PADI Master Scuba Diver Rating. If you wish to advertise a benefit to MSD Members please contact Kate Humphreys to advertise your offer.

For any questions regarding the PADI Diving Society's Online Member Benefits Portal, or any PADI Diving Society queries please contact Kate Humphreys on kate.humphreys@padi.com.au or +61 2 9454 2924.

September is Debris Month of Action

September is Debris Month of Action where thousands of scuba divers from around the globe take action against marine debris. From everyday litter such as plastic bags and cigarette butts to industrial waste and huge fishing nets, our waste does not belong in the ocean. It fatally entangles our sharks, chokes our turtles and crushes vital corals and sea beds. As scuba divers, it is within your unique power to take action and help fight this issue.

Affecting over 663 marine species and costing an estimated US\$13 billion each year, our growing amounts of waste, particularly plastics, are increasingly being found in our marine environments. Last year's Debris Month of Action saw divers remove over 20,000 items of rubbish from our oceans, this year we're aiming higher. So, what can you do to help?

Get involved and organize your own Dive Against Debris [here](#) and start recording your data! Your ocean needs you now more than ever so what are you waiting for?

Get started today

1. **Create your event** - www.projectaware.org/action-zone
2. **Download Tools and Tips** - The Dive Against Debris Survey Kit is the place to start: www.projectaware.org/resource/dive-against-debris-survey-kit
3. **Report Your Data** - Give the underwater perspective to the marine debris problem to help tackle it at the source. Your debris data will appear on the interactive **Dive Against Debris Map**. <http://www.projectaware.org/DiveAgainstDebrisData>

New Marine Debris Distinctive Specialty Course Launched This Month

This September Project AWARE launches the all new Dive Against Debris Distinctive Specialty Course. With growing amounts of waste found in our oceans each year it is more important now than ever to take action and create change.

The course aims to equip your students with the knowledge and skills to complete underwater surveys and report data online. Data is visualized on the Dive Against Debris Interactive Map.

With such a desperate need to clean up our oceans PADI will kindly donate the PADI Instructor application fees to support ocean protection through Project AWARE. Apply for the Instructor Rating through PADI today! Only scuba divers can highlight issues from an underwater perspective and only divers have the skills to remove underwater marine debris, reducing its devastating impacts. Underwater cleanups help, but to make lasting change we must stop rubbish from reaching the ocean. The reporting of data on marine debris creates valuable, charted information that assists us to fight the problem from its source, largely reducing the detrimental effects of pollution.

Education and action are the heart of change so get started today! Mobilize your students into action by teaching the Dive Against Debris Distinctive Specialty. All resources are free and can be downloaded from: www.projectaware.org/DiveAgainstDebrisSpecialty

The Benefits of Using EVE

You've doubtless heard of EVE and the EVE Agent... an automated marketing system that delivers prepared, targeted, relevant messages to your divers... the right message at the right time to the right customers... letting you concentrate on running your business.

But you might ask how that can, practically, result in major advances for your store or resort. We asked one store owner who recently implemented one aspect of the EVE Agent for their feedback:

"After attending the EVE/PADI seminars at DEMA last year (2013) it was decided that Abyss Scuba Diving would try using the EVE Agent to firstly increase the promotion of PADI Advanced Open Water courses. This was implemented by a series of targeted MailChimp emails. The results from this campaign resulted in an improvement in conversions of Open Water students to Advanced Open Water Divers of 55% for the first half of 2014."

"After the great success of the Advanced Open Water promotion the program has been extended to a number of other courses and, although it is early days, indications are that we are obtaining similar improvements with those speciality courses we have targeted. For example, in the first 6 months of this year, we have certified more deep divers than we did for the whole of 2013 with other courses now improving as we increase the focus on them."

Now take a moment to think how this could happen across all your PADI continuing Education programs and the increase you'd see in revenue.

"The days of achieving results from mass emails has gone But personalised, specifically targeted and timed emails are extremely effective. At Abyss Scuba Diving we believe that the opportunities which the EVE Agent gives a dive center to mine its database and use that data strategically send out specific and targeted emails make the EVE Agent one of our Key Marketing Tools."

Peter Letts

Abyss Scuba Diving S-6366

www.abys.com.au

Abyss Scuba is an award winning PADI 5* CDC centre in Sydney, Australia. Twice winner of the prestigious PADI Outstanding Dive Centre Business Award, 4 year running winner of the Dive Log Australian Dive Centre of the Year Award, Winner of the Australian Underwater Products Dealer of the Year Award and Winner of the Dive Log Australian Best City Dive Shop.

The EVE Agent increased their continuing education rate from Open Water to Advanced Open Water by a phenomenal 55%... just think what that might do for your business.

Use this unique benefit of your PADI store membership to see these same increases in business and revenue.

Not already an EVE user? You can even try EVE out for 60 days because we're confident that once you do, you'll never want to let EVE go. [Click here](#) (or enter "Introduction to EVE" in YouTube) and email info@issys.co.uk to get started today.

DAN Asia-Pacific Observes a Rise in Cases of Severe Ear Problems

By DAN Asia-Pacific's John Lippmann

As you well know, one of the first skills divers learn is how to "equalise" their ears. Failure to adequately equalise the ears results in ear barotrauma.

Although ear injuries very commonly result from diving, especially with novices, historically, DAN AP has had relatively few Members who sustained severe ear injuries. However, this appears to be changing and over recent years, we are receiving an increasing number of reports of divers with serious ear injuries.

The most common and usually the most effective method of equalising involves the diver holding his/her nose and blowing gently ("Valsalva Manoeuvre"). Although this method is very effective, damage can occur if it is done too vigorously so overly-forceful equalisation should be avoided. Other methods include swallowing (with or without the nose blocked), wriggling the jaw, squeezing the tongue against the soft palate, or a combination of these. Divers need to ensure that whatever technique they use is effective in preventing pressure build-up.

If the pressure is not equalised, swelling and bleeding of the lining within the ear will occur, which helps to equalise the pressures and relieve the pain, although this can often lead to infection. In some cases, the eardrum can rupture and, in very severe cases, delicate membranes within the inner ear can tear, enabling fluid to leak from the inner ear and creating the potential to damage this delicate organ, possibly affecting hearing and balance.

Bubbles from decompression can also form in or around the inner ear and so disrupt its function - inner ear decompression illness. In addition, a variety of other non-diving-related conditions affecting the ear can cause symptoms in divers during or after a dive.

Signs and symptoms associated with inner ear dysfunction may include hearing loss, vertigo (spinning), dizziness, ringing or other ear sounds (tinnitus), nausea and vomiting.

Any diver with these signs or symptoms after diving should promptly call a diving emergency hotline for advice. The doctor or medic will take a thorough history including the dive profile, the mode of equalisation and any equalisation issues, and the time of onset and progression of symptoms. A suitable course of action will then be determined.

An inner ear barotrauma or decompression illness needs to be managed swiftly and appropriately to minimise the potential for permanent injury.

Although ear injuries very commonly result from diving, especially with novices, historically, DAN AP has had relatively few Members who sustained severe ear injuries. However, this appears to be changing and over recent years, we are receiving an increasing number of reports of divers with serious ear injuries. Following are examples of four very recent cases:

Case 1: This 51-year-old male is a divemaster with a history of around 500 dives. He conducted a single 22m dive during which he had no noticeable equalisation problems, although at one point he mentioned pushing a finger under his hood to allow water entry. On surfacing and removing his hood he noticed an echo in one ear, muffled hearing, a buzzing noise, and very slight dizziness. He went to a general doctor several hours later and was given decongestants. Still rightly concerned, he consulted a specialist two days later and various tests were conducted. However, by the time the diagnosis of inner ear barotraumata (IEBT) was made, he sustained permanent severe hearing loss and tinnitus in the affected ear.

Case 2: A 34-year-old technical diver had completed two deco dives and surfaced with “a feeling of fullness in his ears and sinuses”. Back on the boat when later he forcefully equalised his ears (Valsalva), he heard a loud popping and felt sudden dizziness and complete hearing loss in one ear. Believing this not to be serious, he did not call DAN and remained on the boat for the next 3 days, not diving but with persistent hearing loss and dizziness. On returning to Singapore, he contacted DAN and was directed to a nearby hospital with an Ear Nose and Throat Specialist. A diagnosis of IEBT was made and he remained in hospital for week. However, the damage was irreversible and he was left with permanent hearing loss and ringing (tinnitus) in one ear.

Case 3: While on a diving vacation in the Solomons, this 51-year-old diver with a history of more than 3000 dives noticed a full feeling in one ear, dizziness and hearing loss while boarding the boat after the second of two 50-60m decompression stop dives. He reported that he had no equalization difficulties. Believing that he had an ear infection, he self-medicated with antibiotics and did another three dives. After flying home, he contacted DAN some 5 days after the injury and was referred to an ENT specialist after discussion with a hyperbaric doctor. He was diagnosed with IEBT. By this time, irreversible damage was done and he is left with profound hearing loss and tinnitus in one ear.

Case 4: This diver had done 30 dives over two weeks in Indonesia to a maximum depth of 23m. Despite suffering severe diarrhoea, he decided to continue diving, although likely to still be dehydrated. On the final day he did 3 dives with no reported equalisation or other problems. However, about 1.5 hours after surfacing, and while having a hot shower, he suddenly suffered severe vertigo (spinning), accompanied by nausea and vomiting. He was taken to the local navy chamber and he was already inside and receiving treatment by the time DAN was called. The chamber was small and it was very hot inside and he continued to vomit continuously. He became very distressed and later said that he thought he was going to die in there. DAN arranged to evacuate him to Singapore where he was diagnosed with inner ear decompression illness and received several more recompression treatments. Fortunately, his symptoms improved greatly.

Important Lesson to Be Learnt from these Cases

The above cases highlight the importance of seeking specialist diving medical advice as soon as symptoms develop. Although it can sometimes be very difficult to differentiate between inner ear barotrauma, decompression illness, and certain other disorders, a specialist can make a provisional diagnosis and advise the best course of action based on the likely problems and the severity of the symptoms. Sometimes permanent injury may be unavoidable but on other occasions, quick action can minimise the likelihood of permanent hearing or balance problems.

www.danap.org

Reconnect With Inactive Divers - PADI ReActivate™

The PADI organization is firmly committed to helping people become divers and keeping them active and involved in the sport. As part of this commitment, the new ReActivate program focuses on PADI Divers who aren't active divers and encourages them to ReActivate their certifications. You can read more by downloading the Training Bulletin Special Edition devoted to ReActivate(904 Kb PDF) and checking out the Fourth Quarter editions of The Undersea Journal and Training Bulletin.

ReActivate is a convenient, prescriptive program that encourages inactive divers to refresh their skills and reengage with diving. In fact, a recent PADI Diver survey showed that of those not actively diving, more than 97 percent intended to dive in the future. When asked what would get them back in the water, two popular requests were a refresher course they could quickly complete and a prescriptive approach that refreshes only what they'd forgotten. ReActivate gives divers what they want – a quick way to refresh the skills and knowledge that they need to dive comfortably again. It is a huge opportunity to reengage certified divers, reignite their passion for diving and drive them back to PADI Dive Centers and Resorts.

The ReActivate program involves a knowledge review and an inwater skills refresher. Divers may choose to complete only the knowledge review, but they must complete both sections to receive a ReActivate date on a replacement certification card.

Divers complete the knowledge review using the ReActivate Touch or ReActivate Online. ReActivate Touch is an interactive app for tablets that divers can purchase from PADI Members providing a ReActivate Touch code or directly through the PADI Library App. Divers buying the Touch version themselves must affiliate with a PADI Dive Center or Resort. ReActivate Online is an interactive program designed for personal computers and divers purchase the access code from a PADI Member.

After completing knowledge development, divers take the ReActivate Quick Review online as a final assessment. Upon successful completion, they can download and print a ReActivate Certificate that includes a unique code. The instructor who then completes the inwater skill portion enters this code while processing the diver's ReActivated certification card/eCard online.

Want to learn more?

Don't miss Training Bulletin Live! – Special Edition – PADI ReActivate™ on Wednesday, 10 September 2014, 6:00 PM - 7:00 PM AEST (UST +10).

This one-hour webinar will touch on the integration of the new ReActivate programme, standards and procedures changes, the innovative materials available for this programme and much more!

Revamped PADI App Launching Soon

The world has gone mobile and, led by the developing world, the mobile internet is now the new normal.

By 2017, an estimated 69% of the worldwide population will own mobile phones, 34% of which will be smartphones.

– eMarketer, December 2013

So, when people want dive information, it makes sense that they use an app supplying everything they need, whenever they need it – the revamped PADI App.

An estimated 89 percent of time spent on connected mobile devices is spent using mobile apps.
– Nielsen Media Research

The first version of the PADI App provided access to the Dive Shop Locator, scuba diving news and PADI eCards™. The next iteration of the PADI App offers these features plus much more, including:

- PADI Dive Shop and Resort Locator integration with ScubaEarth® dive sites.
- Top dive destinations and information about what divers can see there.
- Feeds from PADI social media and dive news.
- Information about PADI courses, including ability to purchase Touch products and PADI eLearning programs.
- Dive tools (such as digital dive tables), quick references (such as hand signals) as well as a variety of dive planning checklists and reminders.
- The ability to log recreational and training dives within ScubaEarth from the PADI App.
- Access to PADI eCards.
- A direct link to the PADI Pros' Site.
- Access to PADI Gear collections.

Adaptive learning means that as users interact with the PADI App, it delivers a more personalized experience. It will, for example, present suggested course choices based on current certification level. This helps divers stay better connected to scuba diving and the services you provide.

The new edition of the PADI App will be available soon. Check the PADI Pros' Site for more information and be sure to either download or update the revamped PADI App on your mobile device.

Regional News

Sunreef Scuba Diving Services, Mooloolaba launch swimming with Humpback Whales

SUNREEF Mooloolaba has launched an Australian first – the opportunity to swim with the captivating humpback whales.

Australians have long had a love affair with these gentle giants and now people have the opportunity to see them from a very different perspective on Queensland's Sunshine Coast.

Sunreef Whale Encounter Supervisor, Dan Hart – a PADI Master Scuba Diver Trainer - said Sunreef was excited to be offering this great experience.

"I swam with humpback whales in Tonga and it is something very special. It's a life changing experience - it's indescribable."

"It gives you such a sense of these amazing creatures and we are excited to be able to offer it to everyone."

Dan said the swimming with whales experience was operated under a strict Code of Conduct to protect both the whales and the participants.

Participants who take part in a swim with the humpback whales experience can expect a three-hour round trip with a maximum of 20 participants taken on each trip. 2 spots are made available on every trip for the Sunshine Coast University to conduct their studies into the conservation of whales.

Dan said Sunreef provide a full briefing on what to expect and safety procedures as well as providing all required wetsuit and snorkeling equipment.

Once a whale is sighted, the boat will be put into neutral 100m or more away from the whale, and if the conditions are determined as safe by our trained crew, the boat will be turned off and swimmers will be allowed into the water holding on to the floating line attached to the boat.

“Then it’s all up to the whale – it is a natural experience and it is 100% on the whale’s own terms,” Dan said.

“Whales are known as curious creatures so they may come over towards us or they may just swim past or away. Either way, it’s an experience you will never forget.

“In our experience, the whales seem as intrigued by us as we are of them and often come close to swimmers, gliding effortlessly around us, with such a gentleness that it’s like they recognise our fragility in comparison and know we are there out of wonder and respect,” Dan said.

“Our first Swim with the Whales experience commenced on the 6th of July and we will continue to offer them throughout the season,” Dan said.

Dan said that every day is different on the water, and every encounter is unique.

Sunreef have access to a spotter plane to increase the likelihood of participants whale encounter. If however, the boat does not see a whale during a tour, guests will be offered the opportunity to rebook at a 50% discount.

Sunreef is a PADI 5 Star Instructor Development Centre and offer accredited PADI dive courses for all levels of divers as well as local reef dives in the Sunshine Coast region including the ex-HMAS Brisbane. They also offer international dive trips and travel as well as dive equipment sales and servicing.

The whale swimming and watching operations work out of Mooloolaba at the heart of Queensland’s beautiful Sunshine Coast.

It takes about 10 minutes from the Sunreef dock to get out on the beautiful waters off the Coast, which are at their best during the winter months when the whales migrate. Water temperatures during this time range from 17 to 23 degrees C and visibility is regularly up to 30 metres.

Sunreef Scuba Diving Services, based in Mooloolaba is the longest established dive centre on the Sunshine Coast (Queensland, Australia) with roots starting back in 1976.

For more information on Sunreef and swimming with the whales visit or call 07 5444 5656.

To view a video of one of the first Sunreef ‘Swimming with Whales’ experiences, visit [YouTube](#).

World Oceans Day 2014

World Oceans Day is the official UN-designated international day of ocean celebration. On June 8th each year, we celebrate the ocean, its importance in our lives, and how we can protect it. Connect with your family, friends, community, and the entire planet on World Oceans Day to take action and create the future you want. The 2013/14 two-year theme is **“Together we have the power to protect the ocean!”**

Celebrating World Oceans Day at the National Science Center in Damansara, Kuala Lumpur

Syed Abd Rahman from Kids Scuba – a PADI 5 Star Dive Centre in Kuala Lumpur – was recently invited by the Ministry of Science, Technology and Innovation, MOSTI, (Malaysia) to assist with preparations for the World Ocean Day event in Kuala Lumpur. The Marine Parks of Malaysia and all units of Marine related governmental organizations operate under this ministry.

The World Ocean Day Opening ceremony event was launched by the Minister of Science, Technology and Innovation YB Datuk Dr. Ewon Ebin on June 8, 2014 at the National Science Center in Damansara, Kuala Lumpur.

During the opening ceremony, three PADI Junior Open Water Scuba students from Kids Scuba, aged 15, 12 and 11 years - Hanani, Danial Hafiz and Najwa Amni assisted with the opening launch holding the World Oceans Day Banner while scuba diving in the oval shape entrance to the Aquarium.

Together attending the WOD opening ceremony was PADI Course Director, Mr Clement Lee from Sabah, Mr Johnny Chew, Regional Manager of PADI Asia Pacific and Mr Tim Hunt, Manager, Field Services from PADI Asia Pacific.

Supporting the environment in line with Project AWARE, Kids Scuba conducted talks on Marine Awareness for kids and teens together with an Underwater Image Gallery during the World Ocean Day exhibition. Kids Scuba also participated with a booth to promote Scuba Diving courses.

PHOTOS:

Left to right: Attending the WOD opening ceremony was Tim Hunt, Manager-Field Services from PADI Asia Pacific, Syed Abd Rahman, owner of Kids Scuba in Kuala Lumpur, PADI Course Director, Clement Lee from Sabah and Johnny Chew, Regional Manager of PADI Asia Pacific.

PADI Junior Open Water Scuba students from Kids Scuba, Hanani, Danial Hafiz and Najwa Amni scuba diving at the opening launch of WOD in the oval shape entrance to the Aquarium.

First PADI Instructor Examination held in Fuzhou City, China

4 Candidates successfully completed the very first PADI Instructor Exam held from 22-23 June, 2014 in Fuzhou City, located in Fujian Province on mainland China. The new PADI Instructors are, Chen Xin, Peng Ma, Ping Gu and Qiming Wei.

PADI Instructor Examiner, Rommy Cheung conducted the two-day event.

3 of the students had attended the Fujian Sports Vocational College under the skilled tuition of PADI Course Director, David Du. Assisting on the program was PADI IDC Staff Instructor, Ke Wang.

The Fujian Sports Vocational College offers approved PADI courses including the PADI Instructor Development Course which attracts college credits.

Following the successful PADI Instructor Exam in Fuzhou, Course Director David Du, stated, "Thank you, PADI, for your encouragement - the recent years' developments of recreational scuba diving in Fujian Province is inseparable from PADI's support and guidance. I will continue to work hard with PADI together. Thank you again!

Congratulations to the new PADI Instructors in China!

Group photo:

Front row from left (PADI Instructor Exam Candidates):

Chen Xin, Qiming Wei, Ping Gu and Peng Ma

Back row from left:

PADI Course Director David Du, PADI Instructor Examiner, Rommy Cheung, PADI Regional Manager, Tommy Pan and PADI IDC Staff Instructor, Ke Wang.

PADI Instructor Examinations

6-7 June – Semporna, Malaysia

6-8 June – Sydney, Australia

13-15 June – Cairns, Australia

17-18 June – Phi Phi, Thailand

20-22 June – Phuket, Thailand

22-23 June - Fuzhou City, China

24-26 June – Koh Tao, Thailand

28-29 June - Sihanoukville, Cambodia

7-9 July – Pattaya, Thailand

11-13 July - Phuket, Thailand

15-17 July – Koh Tao, Thailand

18-20 July - Qingdao, China