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Quarterly Newsletters are coming

So what has been happening since the beginning of the year with regard to IDEST. Firstly it has been agreed that more communication with the Test Centres should take place. As a result you will be receiving a regular Newsletter once a quarter. This is the first of that series, so if you have any news or information you would like including in these newsletters, please pass it on to Alistair using his email address alistair.reynolds@uwclub.net.

Dive Ireland Show



This show was held at Athlone in the middle of Eire at the Hodson Bay Hotel, on the shores of Lough Ree, over the weekend of 3rd/4th March. IDEST had a great stand this year with three new roller banners covering a variety of

aspects about the organisation, corrosion issues and test procedures.

We had several new enquiries by visitors to become IDEST Test Centres and gave out 6 Centre Information Packs. Very few visitors were aware of what IDEST was and what we do. The new Diver Information Packs thus proved a valuable asset to our increasing collection of advertising materials.

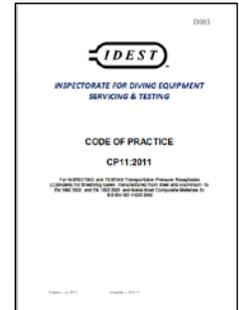
Visitors were also not aware of the proposed new Standard ISO 18119 which calls for annual visual inspections. This came to light when the results were produced from the questionnaire that was used this year. They raised concerns about the increased cost to divers but appreciated that it was a move to improve diver safety by catching poor cylinder maintenance and corrosion issues early.

The weather was terrible so it brought folk inside to the warm hospitality of the hotel. Dive Ireland has always been a good venue for IDEST and the friendliness of the Irish never fails.

Keeping procedures up-to-date

During recent inspections it has come to the notice of inspectors that several centres have not kept their procedure manuals up-to-date. Many are still using the ASSET CP2 procedures and work sheets provided when they attended their technician course.

IDEST has its own Code of Practice, CP11:2011, and so references to ASSET should be replaced with reference to CP11:2011 because this is the Code of Practice technicians are assessed against.



Many have not made them their own. This is done simply by putting these procedures onto letter headed company paper or adding company logo and contact details to the header section of procedure pages.

However, the main concern is that some procedures have not been updated to current work practices. Often technicians will find improved methods of practice. That is not a bad thing but the procedure page covering that particular process has not been amended to suit. It therefore means you are not following what your procedure manual states. If there was ever an issue to be addressed the investigators would turn to the procedure manual and ask the question,

'Was this the procedure carried out at the time?'

Clearly this could cause problems for the business, so ensure procedures are kept up-to-date and reflect current practices.

When the new standard comes into being we will be trying to make all documentation equal. We have designed new booking-in forms, work sheets and test certificates.

The Great Northern Dive Show

TGNDS ran over the weekend of 8th/9th April at Event City close to the Trafford Centre, Manchester. IDEST was present on stand 100 and had a great reception from many visitors. We were surprised how many enquiries we had for the Visual Assessment Course for their clubs. We handed out some 25 Diver Information Packs and 4 Centre Information Packs.



The Diver Information Packs contain a list of the current IDEST Test Centres in the Northwest and Midlands plus a selection of our information leaflets covering cylinder stamping, labelling, SITA and our 'All about IDEST' leaflet.

Lost IDEST Test Centres

It is with sadness that we had to say goodbye to Divelife in Whitefield, Manchester. John Crawshaw had to close his business early in the year. The good news is he is in the process of starting up another to be known as Dive Manchester.

Francis Jenkins of Northwest Diving Services in Manorhamilton, Co. Leitrim has also been taken off the list of approved IDEST Test Centres. Francis has been unable to provide us with a mutually convenient date for reassessment and was well overdue. Consequently IDEST had no alternative than to remove his approved status.

New on the scene

Early this year IDEST brought onboard three new centres; namely

- **TECHNICAL DIVING STRANGFORD**, Downpatrick, Northern Ireland
- **EPIC INTERNATIONAL AIR SERVICES**, Great Yarmouth
- **SCUBA TECH**, Harrow

Welcome to the list of certified IDEST Test Centres and we wish you every success in the coming year.

Complaints

Complaints are never a nice thing to cross your door but occasionally they do happen. Does your business have a 'Complaints Procedure' along with a 'Customer Care Policy'?

If you ever got a customer coming to you complaining about another IDEST Test Centre what would you do? Our suggestion is to advise the customer to return to the original centre and get them to deal with the complaint. At the same time inform IDEST of the situation, preferably by filling in a complaint report form. Avoid opening any cylinders and checking the condition or dismantling cylinder valves to see what had been done.

If need be, get in touch with the Chief engineer, Neil Minto, who will arrange an investigation on behalf of the customer.

Every IDEST Centre should have a suitable 'complaints procedure'

that can be put into effect with a suitable Complaint Form.

There is sample Complaint Form on the website that can be tailored to suit your business.

Calibration Certificates

CERTIFICATE OF CALIBRATION

Calibration UK Ltd
Unit 16 & 17 South Western Centre
Dunstable, Bedfordshire, MK22 7JH, UK. Tel: 01547 521044 Fax: 01547 521013

Date of Issue: 17th January 2014
Date of Calibration: 17th January 2014
Certificate Number: 47642

Customer: CBA Trading Ltd
Description: 1.0mm Dia. Steel Plug Gauge
Identification: CR101

NOTE: The Reference Standard was certified by the representative of BIPM (1975) 2009 (Part 2) Effective diameter when the tolerance of Reference Standard is 0.0001mm at 20°C

Item	Value	Unit	Min	Max	Mark
Effective Diameter	0.9997	mm	0.9995	1.0005	0.9997

Uncertainty of Measurement: ± 0.0001mm

Thread gauges should always be in tolerance and should always be shown to be in tolerance by having an up to date certificate.

This is not a certificate of conformity because this only indicates that the gauges dimensions are between the maximum permissible and the minimum permissible for that gauge. These will not be accepted in lieu of a calibration certificate.

Please use one of the UKAS Accredited Calibration Laboratories from the list on our website. This means we do not have to visit the non UKAS calibration laboratory and do not have to carry out an audit to follow their calibration certificates back to the NPL. This would cost us money and time.

It is more expensive to send all your gauges to one laboratory and expect them to check the calibration on Thread Gauges, Pressure gauges and Torque wrenches unless they are shown to do them all. Those that do not do calibration on one or more of the pieces of equipment will send them on and add their mark up onto your bill. This also takes considerably more time. Try sending them to laboratories that do them all or to separate laboratories.

You need a "Calibration Certificate " showing that the Calibration Laboratory has measured the actual dimensions of the gauge. It should show what the limits are for the gauge size and what the actual dimensions are. You need to be able to check that the gauges are still within tolerance. The calibration laboratory does not put a big notice out saying that "THIS GAUGE IS OUT OF CALIBRATION". The certificate may show a small asterisk next to one or more of the figures and a descriptive note somewhere on the certificate stating what the asterisk denotes. It is up to you to determine if they are fit for purpose.

You should keep your calibration certificates in a separate folder and should be able to see if any wear is occurring by comparing the results on the current certificate with the previous certificates. When you send copies of your certificates, either prior to an

inspection or for your annual registration, please scan them and send them as “PDFs” with the size of the gauge in the title of the scan. They will not be accepted as photographs or jpegs.

Canary Court Decision

Safari Diving on Lanzarote in the Canary Islands had some small cylinders tested by a Spanish test house, Seguridad Lanzarote. When they were returned it was found that the cylinders had been stamped on the parallel body of the cylinders.

Knowing this was incorrect and not following the Standards, Steve Hicks challenged this practice but was assured this was fine. Ultimately Steve took Seguridad Lanzarote to court. After some delays in the case coming to court he heard this week (28th April) that Safari had won their case. The letter received stated that *‘They did not follow industry standards and were fully responsible’*. As a result, Seguridad Lanzarote will have to pay Safari Diving compensation for their errors.