

6. Services – Horizontal issues, Tourism

1. Key person: Arnold Pindar

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/TC 228 Tourism and related services WG/1 Diving Services	Last meeting 08/02/25-26 Next meeting April 2009 ISO 24801 ISO 24801-1 ISO 24801-2 ISO 24801-3 ISO 24802 ISO 24802-1 ISO 24802-2 ISO 24803 ISO WD 2280101 ISO WD 2280102 Possible new work items	Business plan approved Safety related minimum requirements for the training of recreational scuba divers: Six standards published. Viz: Part 1 Level 1 – Supervised Diver Part 2 Level 2 – Autonomous Diver Part 3 Level 3 – Dive Leader Safety related minimum requirements for the training of scuba instructors Part 1 Level 1 Part 2 Level 2 Requirements for recreational scuba diving service provider Requirements for introductory scuba experience programmes Approved to DIS stage 08/02/26 Requirements for enriched air nitrox training programmes Approved to DIS stage 08/02/26 Recreational diving training programmes using rebreathers Recreational diving training programmes for disabled persons

ISO/TC 228/WG 2 SPA services	Established 2006 Meeting held December 2007	Planned to work initially on “traditional” medical spas but further proposals to widen scope under discussion: <ul style="list-style-type: none"> • Medical Spas • Thalasso therapy • Asian (Wellness) Spas Work on definitions and terms to be led by Eu Spa Assoc’ (ESPA) and UK
ISO/TC 228 WG?	Adventure Tourism	Preliminary proposal to be worked up by Brazil and UK. Potentially very wide application based on core service provider management systems
ISO/TC 228 Further WGs?	Preliminary new work items	Golf sector services (Spain) Tourist Information Centres (Argentina) Beaches: criteria to render the services (Columbia) Natural protected areas (Costa Rica/Spain)

3. What are the key consumer concerns in your priority area?

The 3rd meeting (08/02/25-26) was less productive than it could have been due to the late tabling of the preliminary new work items. This resulted in many delegations being unable to comment authoritatively on the new subjects and much misunderstanding. However, the mood of the TC has changed for the better. The scope and business plans are approved and no longer under debate. The positions of the hotel and restaurant trade and tour and travel operators are understood by all stakeholders and efforts were made to ensure delegates respond to their legitimate concerns. If a resolution on circulating preliminary and new work items six weeks before the meeting is honoured, the next meetings should be increasingly productive.

The WG on diving services has made most progress but their request to become a Sub-Committee was rejected by the TMB and will not be resubmitted. Work on spas is very confused. I suspect this is due to the lack of agreed definitions and this is now to be addressed. From the consumer perspective it is essential to clarify the specific services provided by the different types of spas.

New work was proposed on adventure tourism. This could be for activities supporting communities to develop their services, or environmental projects, or exciting activities such as white water rafting or mountaineering. A proposal for vote was withdrawn to allow more time to develop the proposal, based on standards existing in Brazil, UK and several other countries.

Preliminary proposals for golf services, beaches and natural protected areas include consideration of sustainability/environmental issues, identified as important by ISO/COPOLCO and Consumers International. The proposals need further development

to tighten up the scopes and consumers should lobby/take part in these developments to ensure sustainability issues are included as key provisions.

At an ISO/COPOLCO-ISO/DEVCO training event in Ghana in March 2008, both NSBs and consumer organizations from a number of developing countries expressed interest in the work of ISO/TC 228. They agreed that those interested should stay in touch by mail and that members of Consumers International (CI) could contact Sadie Homer, CI's Standards Officer, and raise their concerns. These would then be passed on to ISO/COPOLCO's Key Person for tourism. This would have the added benefit of keeping CI informed of emerging issues.

ANEC has applied for liaison status with ISO/TC 228 and this is expected to be confirmed by the end of March 2008. Arnold Pindar represented them as observer at the recent meeting. Their participation is greatly welcomed in this difficult area where consumers have largely been the driving force for standardization. More consumer representation is needed to develop a better balance in the TC between the various interests in tourism.

4. Consumer representation in priority area – any consumer representation that you may be aware of

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
ISO/TC 228	WG/1 WG/2 Further WGs to be established once the preliminary work items become formal work items	Arnold Pindar BSI/UK Gövan Lagerholm SIS/Sweden Consumers International is listed as participating in the TC ANEC has applied for liaison 'A' status