

Frequently Asked Questions – ACUC Replacement Cards

How long will it take to receive an ACUC Replacement Card?

Once ACUC receives your completed Replacement Card Form, your photograph, and payment information, we require 2 weeks for locating your records and processing your new card. If you gave us your email address ACUC will send you a written confirmation of your ACUC Membership as soon as we locate your membership record. Written confirmations are usually provided in 1 to 2 business days after we receive your complete order.

I'm traveling on vacation and I'm leaving before the 2-week processing period ends. Can I get my new card faster?

In fairness to all ACUC Members, we process Replacement Card orders on a “first come, first served” basis. Once we locate your membership record we will send you a written confirmation by email. You may print and take this document with you if you won't receive your new ACUC Card in time. Written confirmations are usually provided in 1 to 2 business days after we receive your complete order.

ACUC can also send new replacement cards by FEDEX courier to you once your card has been processed. There is an additional charge for this service and depending on where you live it can be expensive. Please go to www.fedex.ca for “time in transit” and “rate” information.

I was certified a long time ago. Will ACUC even have my record?

If your instructor gave you a hard plastic ACUC certification card when you completed your ACUC program then we should have your record on file. ACUC membership records go back as far as 1970. If you never received a hard plastic ACUC certification card or were certified previous to 1970, you were most likely issued a local “club” or “provincial” certification and ACUC does not have any of these records. If this is your case then we recommend you contact an ACUC Instructor who can help you obtain your ACUC membership.

I can't answer all the questions you ask on the form. Does this matter?

It depends on what information you can provide us. The more information you can give us the faster our staff will be able to locate your records. To search our records we need to know your name, of course, your ACUC level, the year you were certified and the location of your ACUC program. If you can't provide us with this information then we can't search our records.

The other questions we ask, such as your ACUC Registration Number, name of your Instructor, etc., are there to help speed up our search. Not knowing the answers to these questions does not stop us from searching, however, it can delay processing time considerably.

I don't see my diver certification level listed on the form and I'm not sure what level I am.

Over the years ACUC has changed the names of our programs to assist Dive Centres in knowing the level of training our members have been taught. The table in the next page shows the most common ACUC Levels people ask about. If your level is not listed here please contact certifications@acuc.ca for assistance.

Current ACUC Level	Registration # format	Previously known as
Open Water Diver	1 or 2 digit number, then a space or a dash (-), followed by 3 to 5 numbers – i.e. 1-23456	Scuba Diver Level I Plongeur Scuba Eau Libre Open Water Scuba Diver
Advanced Diver	ADV or EXP, then a space or a dash (-), followed by 3 to 5 numbers – i.e. ADV-12345	Scuba Diver Level II Experienced Diver Plongeur Avance Scuba Advanced Scuba Diver
Dive Controller	DM followed by 3 or 4 numbers – i.e. DM 123	Divemaster –(non divers, or certified divers who completed only the “dry” portion of the ACUC Divemaster program previous to 1998
Dive Guide	DM followed by 3 or 4 numbers – i.e. DM 123	Divemaster – (certified divers who completed the “wet” and “dry” portions of the ACUC Divemaster program previous to 1998