

## CSTO Standards at a Glance

This is an overview of the standards that need to be met in order to earn certification status as a Certificated Student Travel Organization. While all standards are listed here, not all details and requirements are included. This overview is intended to provide travel organizations with the basic information needed to start on the certificate process. For more detailed information or to ask any questions, please contact the Center at [center@syta.org](mailto:center@syta.org).

### Mandatory Standards

Minimum Student & Revenue

Background check, Organization's Principals

Consumer Protection Education

Business License and Mailing Address

Laws, Regulations and Licensing

Organization Insurance

Code of Ethics

Crisis Response Plan and Training

Crisis Response Simulation Training

**Elective Training (minimum of 16 must be met)**

Non-Discrimination and Harassment Policy and Training

Child Abuse Prevention Plan

Seat Belt Usage

FMCSA Safety Briefing

Motorcoach Facility and Equipment Assessment

Tour Satisfaction Survey

Family Assistance and Support

Emergency Evacuation Briefing

Accommodation Property Assessment

Health Information Management

American Disability Act (ADA) Specialist

Health Information Portability and Accountability Act Specialist

Dining Facility Assessment

Staff Background Checks

**Elective Training (minimum of 16 must be met)  
continued...**

Swimming Safety

First Aid, CPR and AED Training

Incident Reporting and Response Procedure

Annual Incident Analysis

Lost Tour Participant Protocol

Advice for Teacher Leaders

Attraction and Venue Best Practices

Security Organization Assessment