



CSTO Certification



SYTA
ANNUAL
CONFERENCE

WASHINGTON, DC
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#syta2022



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Center for Student Travel Safety



- acquired by SYTA and is in the process of becoming a 501c3 education foundation
- administers SYTA's certification programs
- SYTA provides management and staff to the Center
- partners with SYTA to provide education and training courses

What is the CSTO?



Ensures that student travel organizations meet the highest standards available for safety and professional management in the student travel industry.

Why should my organization get certified?



- SYTA is the only association in the industry with this certification
- Standards are derived from the most effective practices in the industry
- Proves that you meet stringent safety standards
- Demonstrates you uphold your business standards to ensure you are providing the safest experience possible for students & youth

Mandatory Standards



Section	Standard Description
ADM	Minimum Student & Revenue
ADM	Background Check, Organization's Principals
ADM	Consumer Protection Education (completed or next available seminar)
ADM	Business License and Mailing Address
ADM	Laws, Regulations and Licensing
ADM	Organization Insurance
ADM	Code of Ethics
CRP	Crisis Response Plan and Training
CRP	Crisis Response Simulation Training

Elective Standards



Section	Standard Description
ADM	Non-Discrimination and Harassment Policy and Training
ADM	Child Abuse Prevention Plan
BUS	Seat Belt Usage
BUS	FMCSA Safety Briefing
BUS	Motorcoach Facility and Equipment Assessment
CUS	Tour Satisfaction Survey
CUS	Family Assistance and Support
HTL	Emergency Evacuation Briefing
HTL	Accommodation Property Assessment
MED	Health Information Management
MED	American Disability Act (ADA) Specialist
MED	Health Information Portability and Accountability Act Specialist
RST	Dining Facility Assessment
SAF	Staff Background Checks
SAF	Swimming Safety
SAF	First Aid, CPR and AED Training
SAF	Incident Reporting and Response Procedure
SAF	Annual Incident Analysis
SAF	Lost Tour Participant Protocol
SAF	Advice for Teacher Leaders
SAF	Attraction and Venue Best Practices
SEC	Security Organization Assessment

Resources



- Safe Travel Toolkit
- Child Abuse Prevention Plan
- Non-Discrimination & Harassment Policy
- Staff Background Checks
- Tour Satisfaction Survey
- Attraction & Venue Safety Practices
- ADA & HIPPA
- CPR/First Aid/ AED Training
- Swimming Safety Practices
- Hotel/Accommodation Evacuation Safety
- Incident Management
- Safety Briefing & Seatbelt Usage Announcements
- Lost Tour Participant
- Crisis Response Planning Guide
- Crisis Communicans Planning Guide

Annual Self Assessment



1. Non-Discrimination and Harassment Policy and Training

- a. If requested, can your organization provide a copy of an up-to-date non-discrimination and harassment policy?

Yes ☐ No ☐ N/A ☐

- b. Has your organization conducted training with all staff/contractors regarding non-discrimination and harassment policies within the past 12 months?

Yes ☐ No ☐ N/A ☐ Date of Training (if applicable)

2. Child Abuse Prevention Plan

- a. If requested, can your organization provide a copy of an up-to-date Child Abuse Prevention Plan and Harassment Policy?

Yes ☐ No ☐ N/A ☐

- b. Has your organization conducted training with all staff/contractors regarding its Child Abuse Prevention Plan and Harassment policy within the past 12 months?

Yes ☐ No ☐ N/A ☐ Date of Training (if applicable)

Recertifying



- Every three years
- Follows the same certification process
- Goal is to meet all standards eventually



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Questions

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