

Guide to Selecting Student and Youth Group Travel Partners Security Partners

A resource for student travel organizations evaluating security companies for student group events and travel

How to Use This Guide

This guide helps student travel organizations evaluate and select security partners that meet the safety, vetting, and student-focused standards expected of a Certified Student Travel Organization (CSTO). Security companies working with student groups carry a heightened duty of care — this guide helps you ask the right questions before signing any agreement.. Use the Notes pages at the end to record observations and follow-up items. This guide is intended as a resource for travel organizations that do not have their own process.

Vendor Profile

Tour Operator Information

Organization Name	
Address	
Contact Name & Title	
Phone	
Email	
Date of Review	
Assessment Conducted By	☐ Tour Operator ☐ Peer/Agent ☐ Security Company

Security Company Information

Company Name	
Address	
Main Phone Number	
Primary Contact & Title	
Contact Email	
Sales Contact Phone	

24-Hour Emergency
Dispatch / Cell

Website

Section 1: Licensing & Insurance

Confirm all licensing, insurance, and bonding requirements before engaging any security firm. These are baseline requirements — not optional.

★ **Student-Friendly Criteria:** For student groups, verify that the insurance policy explicitly covers sexual misconduct or abusive acts. This is a critical requirement when personnel will be in close proximity to minors.

#	Question to Ask	What to Consider	Response
1	Is the company licensed by the relevant State Licensing Authority? Please provide the state(s) and license number(s).	Yes means valid license numbers provided for all states where services will be rendered	☐ Yes ☐ No ☐ N/A
Comment (Q1): If Yes/No/N/A does not fully apply, explain here.			
2	Does the company carry General Liability Insurance? What are the coverage limits?	Yes means limits appropriate for group size and event type; at minimum \$1M per occurrence	☐ Yes ☐ No ☐ N/A
Comment (Q2): If Yes/No/N/A does not fully apply, explain here.			
3	Does the insurance policy provide coverage for sexual misconduct or abusive acts?	Yes means explicit coverage for sexual misconduct and abusive acts confirmed in writing	☐ Yes ☐ No ☐ N/A
Comment (Q3): If Yes/No/N/A does not fully apply, explain here.			
4	Can the company provide a copy of the insurance policy or certificate of insurance upon request?	Yes means COI provided promptly with current expiration dates	☐ Yes ☐ No ☐ N/A
Comment (Q4): If Yes/No/N/A does not fully apply, explain here.			
5	Will the company provide a Certificate of Insurance listing the travel organization and its client as an Additional Insured?	Yes means standard practice; included in contract	☐ Yes ☐ No ☐ N/A
Comment (Q5): If Yes/No/N/A does not fully apply, explain here.			

6	Is the company bonded? If so, what is the bond amount? Please provide a copy.	Yes means bond amount appropriate to services rendered; documentation available	☐ Yes ☐ No ☐ N/A
Comment (Q6): If Yes/No/N/A does not fully apply, explain here.			
7	Is the company willing to provide contractual indemnification to the travel organization and its client for allegations of negligence?	Yes means indemnification language included in service agreement	☐ Yes ☐ No ☐ N/A
Comment (Q7): If Yes/No/N/A does not fully apply, explain here.			

Licensing & Insurance Notes - please provide any additional comments if applicable

Section 2: Safety Policies & Personnel Vetting

The background screening process for security personnel is one of the most important factors when selecting a company for student group work. Ensure standards are rigorous and consistently applied.

★ **Student-Friendly Criteria:** All personnel assigned to student events must have passed thorough background checks. Ask specifically whether anyone with prior convictions — even misdemeanors — can be assigned to your group.

#	Question to Ask	What to Consider	Response
8	Does the company conduct FBI fingerprint background checks on all employees?	Yes means FBI fingerprint checks are standard for all personnel	☐ Yes ☐ No ☐ N/A
Comment (Q8): If Yes/No/N/A does not fully apply, explain here.			
9	Please describe the full screening and background check process for security personnel.	Comprehensive multi-step process including criminal history, sex offender registry, and reference checks	☐ Yes ☐ No ☐ N/A
Comment (Q9): If Yes/No/N/A does not fully apply, explain here.			

10	How frequently does the company perform background checks on existing security personnel?	<i>At least annually; immediately upon any reported incident</i>	☐ Yes ☐ No ☐ N/A
Comment (Q10): <i>If Yes/No/N/A does not fully apply, explain here.</i>			
11	Does the company hire security personnel who have prior misdemeanor or felony convictions?	<i>No — or a clearly defined policy for what disqualifies candidates, shared in writing</i>	☐ Yes ☐ No ☐ N/A
Comment (Q11): <i>If Yes/No/N/A does not fully apply, explain here.</i>			
12	Does the hiring process include pre-employment testing, mental fitness, or psychological assessment?	<i>Yes — psychological screening or structured assessment is part of the hiring process</i>	☐ Yes ☐ No ☐ N/A
Comment (Q12): <i>If Yes/No/N/A does not fully apply, explain here.</i>			
13	Are there special procedures in place when personnel are working a student event?	<i>Yes — documented student event protocols provided prior to deployment</i>	☐ Yes ☐ No ☐ N/A
Comment (Q13): <i>If Yes/No/N/A does not fully apply, explain here.</i>			
14	How does the company ensure that armed officers are not assigned to student events unless specifically requested?	<i>Written policy prohibiting armed assignment to student events without explicit operator approval</i>	☐ Yes ☐ No ☐ N/A
Comment (Q14): <i>If Yes/No/N/A does not fully apply, explain here.</i>			

Safety Policies & Vetting Notes - please provide any additional comments if applicable

Section 3: Operations & Compliance

#	Question to Ask	What to Consider	Response
15	Is the company currently the subject of any claims, lawsuits, or demands related to its security services?	<i>No active claims; if yes, full disclosure and explanation provided</i>	☐ Yes ☐ No ☐ N/A
Comment (Q15): <i>If Yes/No/N/A does not fully apply, explain here.</i>			

16	Has the company ever been subject to claims, lawsuits, or demands related to its security services?	<i>History disclosed transparently; resolution and corrective actions explained</i>	☐ Yes ☐ No ☐ N/A
Comment (Q16): <i>If Yes/No/N/A does not fully apply, explain here.</i>			
17	What steps does the company take to prevent personnel from reporting late to an assignment?	<i>Documented on-call backup system; late arrival protocol clearly defined</i>	☐ Yes ☐ No ☐ N/A
Comment (Q17): <i>If Yes/No/N/A does not fully apply, explain here.</i>			
18	Does the company provide incident reports or shift reports that can be shared with the tour operator?	<i>Yes — standard incident and shift reporting included in service agreement</i>	☐ Yes ☐ No ☐ N/A
Comment (Q18): <i>If Yes/No/N/A does not fully apply, explain here.</i>			
19	If the company does not provide its own incident reports, would it complete a tour operator-generated report?	<i>Yes — willing to use operator-provided forms</i>	☐ Yes ☐ No ☐ N/A
Comment (Q19): <i>If Yes/No/N/A does not fully apply, explain here.</i>			

Operations & Compliance Notes - please provide any additional comments if applicable

Section 4: Training & Procedures

Security personnel working with student groups require specialized training beyond standard security protocols. Confirm that training is documented and that clear procedures exist for sensitive situations involving minors.

★ **Student-Friendly Criteria:** Ask specifically about training for incidents involving the opposite sex of the security officer, and protocols for when — and how — to involve law enforcement. These scenarios are more likely in student group settings and require clear, pre-established procedures.

#	Question to Ask	What to Consider	Response
20	Does staff receive specialized training for events involving students or minors?	<i>Yes means documented training program specific to student/youth events</i>	☐ Yes ☐ No ☐ N/A
Comment (Q20): <i>If Yes/No/N/A does not fully apply, explain here.</i>			

21	Is there specific training or protocol for incidents involving a person of the opposite sex from the assigned officer?	<i>Yes means written protocol covering appropriate response, witness requirements, and escalation</i>	☐ Yes ☐ No ☐ N/A
Comment (Q21): <i>If Yes/No/N/A does not fully apply, explain here.</i>			
22	Are there established protocols for when a security officer should involve local law enforcement or other emergency services?	<i>Yes means clear written criteria for when and how to escalate to law enforcement</i>	☐ Yes ☐ No ☐ N/A
Comment (Q22): <i>If Yes/No/N/A does not fully apply, explain here.</i>			
23	Are there written procedures regarding social media, specifically addressing a policy against security personnel engaging in social media activities with minors and/or posting of any information about the group?	<i>Yes means a policy is exists and staff are trained</i>	☐ Yes ☐ No ☐ N/A
Comment (Q23): <i>If Yes/No/N/A does not fully apply, explain here.</i>			
24	Does the company have special training for detention or restraint of an individual?	<i>Yes means trained in de-escalation and lawful detention; restraint only as last resort</i>	☐ Yes ☐ No ☐ N/A
Comment (Q24): <i>If Yes/No/N/A does not fully apply, explain here.</i>			
25	How are security officers briefed on the specific event, venue, and student group prior to deployment?	<i>Pre-event briefing standard; officer receives event plan, contact info, and student group details in advance</i>	☐ Yes ☐ No ☐ N/A
Comment (Q25): <i>If Yes/No/N/A does not fully apply, explain here.</i>			

Training & Procedures Notes - please provide any additional comments if applicable

Section 5: Staff & Certifications

#	Question to Ask	What to Consider	Response
---	-----------------	------------------	----------

26	Are all security officers licensed in the state(s) where services will be rendered?	<i>Yes means individual officer licenses verified and on file</i>	☐ Yes ☐ No ☐ N/A
Comment (Q26): <i>If Yes/No/N/A does not fully apply, explain here.</i>			
27	Is there a designated supervisor or point of contact on-site during student events?	<i>Yes means named supervisor with direct communication line to tour operator</i>	☐ Yes ☐ No ☐ N/A
Comment (Q27): <i>If Yes/No/N/A does not fully apply, explain here.</i>			
28	Does the company have experience providing security for student or youth travel groups specifically?	<i>Yes means references from comparable student travel engagements available</i>	☐ Yes ☐ No ☐ N/A
Comment (Q28): <i>If Yes/No/N/A does not fully apply, explain here.</i>			
29	Can the company provide references from other student travel organizations or tour operators?	<i>Yes means at least two references from comparable engagements</i>	☐ Yes ☐ No ☐ N/A
Comment (Q29): <i>If Yes/No/N/A does not fully apply, explain here.</i>			

Staff & Certifications Notes - please provide any additional comments if applicable

Section 6: Contract & Policies

Review all contractual terms carefully. Ensure that student-specific requirements — including armed officer restrictions, reporting obligations, and incident response — are explicitly addressed in the written agreement.

#	Question to Ask	What to Consider	Response
30	What is the cancellation policy?	<i>Clear cancellation timeline with refund terms in writing</i>	☐ Yes ☐ No ☐ N/A
Comment (Q30): <i>If Yes/No/N/A does not fully apply, explain here.</i>			
31	What are the payment terms?	<i>Deposit schedule and final payment deadline clearly documented</i>	☐ Yes ☐ No ☐ N/A

Comment (Q31): <i>If Yes/No/N/A does not fully apply, explain here.</i>			
32	What is the required minimum notice time for booking security services?	<i>Reasonable advance notice window stated; flexible for group travel timelines</i>	☐ Yes ☐ No ☐ N/A
Comment (Q32): <i>If Yes/No/N/A does not fully apply, explain here.</i>			
33	Are there minimum hours of service required per engagement?	<i>Minimums clearly disclosed; aligned with your event needs</i>	☐ Yes ☐ No ☐ N/A
Comment (Q33): <i>If Yes/No/N/A does not fully apply, explain here.</i>			
34	Will the contract explicitly prohibit armed personnel at student events unless specifically requested and approved in writing by the travel organization?	<i>Yes means armed/unarmed designation is a contractual term, not an informal agreement</i>	☐ Yes ☐ No ☐ N/A
Comment (Q34): <i>If Yes/No/N/A does not fully apply, explain here.</i>			
35	Does the contract specify reporting obligations, including incident report timelines and delivery method?	<i>Yes means reporting obligations clearly defined in the service agreement</i>	☐ Yes ☐ No ☐ N/A
Comment (Q35): <i>If Yes/No/N/A does not fully apply, explain here.</i>			
36	Does the contract include indemnification and hold harmless language protecting the travel organization?	<i>Yes means reviewed and confirmed by legal counsel</i>	☐ Yes ☐ No ☐ N/A
Comment (Q36): <i>If Yes/No/N/A does not fully apply, explain here.</i>			

Contract & Policy Notes - please provide any additional comments if applicable

General Observations & Summary Notes – to be completed by Travel Organization

Use this space to record overall impressions, any follow-up items, and a recommendation on whether this company meets your standards for student group travel.

Overall Impressions

Follow-Up Items / Outstanding Questions

Overall Recommendation

☐ Approved for Student Groups ☐ Conditional (see notes) ☐ Not Recommended