



Frequently Asked Questions Certified Student Travel Professional Program

I. Program Benefits

1. What benefit will I receive from becoming CSTP?

Answer: The benefits of CSTP designation are personal and professional. CSTP is an industry designation that provides credibility with your peers and your clients. CSTP sharpens your business skills, as you acquire specific knowledge of the student and youth travel industry. Training exercises give you the opportunity to focus on challenges and opportunities facing your organization. Beyond demonstrating a grasp of the student tour market, completing the CSTP program will give you a personal sense of accomplishment.

2. What justification is there for my company to pay for me to become certified?

Answer: CSTP is an efficient way to educate employees on the student and youth travel industry. An employer gets a better trained and educated workforce. CSTP motivates employees, reduces employee turnover, and increases employees' likelihood of success. Having employees that complete CSTP increases a company's recognition as an organization that focuses on the student and youth travel market. Companies that invest in CSTP are investing in their people, their market, and ultimately in their bottom line. No matter how you analyze business improvement strategies, CSTP produces return on investment.

3. Who should pursue the CSTP designation?

Answer: Anyone interested in student and youth travel. The program is especially helpful for employees of tour companies and tour suppliers that work with or supervise staff in the student travel industry.

II. How to Apply.

1. How do I apply for CSTP?

Answer: It's easy! Simply fill-out a CSTP registration form and turn it into the SYTA office with the CSTP registration fee. Registration and billing for IUPUI modules will be handled directly with IUPUI. IUPUI registration materials will be mailed to you after you apply for the CSTP program.

2. Are there any refunds?

Answer: There are no refunds for the CSTP program.

3. Are the fees in Canadian or U.S. dollars?

Answer: CSTP fee are in U.S. dollars.

4. How long do I have to complete the program?

Answer: You have four full years from the date that you apply for the program with SYTA to complete all requirements. After the four year period you will need to re-enroll, which means paying the fees and meeting the requirements at that time.

5. Are there requirements to maintain my designation?

Answer: Yes, because the student market is dynamic and fast paced, the CSTP program requires you stay current, too. Every three years after competition you must complete the following continued education.

Two additional SYTA University sessions
One Face-to-Face SYTA training session

6. Are their discounts for multiple employees of one company in the program?

Answer: There are not multiple employee discounts.

7. Is this program open to Actives and Associates?

Answer: Yes, it is open to anyone interested in furthering their understanding, grasp and comprehension of student and youth travel.

8. What is the enrollment deadline to register for the current year?

Answer: You can register at anytime.

9. How long will it take to complete the program?

Answer: It should take 1 to 2 years to complete the program, although the program is designed so that you may progress at your own pace. You have 4 full years to complete the program from the date your CSTP program was received in the SYTA office.

10. How will my progress through the certification program be tracked?

Answer: SYTA will work with you, but asks that you keep track of your own progress and turn in a "CSTP Graduation" application form when you have completed the program. *Reminder: You must complete the program within four years from the date that you apply for the program with SYTA.*

11. Including the IUPUI and Registration Fees what is the total dollar outlay to become certified?

Answer: There are two costs for the Certification program: The SYTA registration fee and the cost of the IUPUI courses.

The SYTA registration for the program is \$295 for professionals employed by SYTA member companies or \$595 for non-members.

In addition, there is a cost for of the three IUPUI modules, which is paid to IUPUI. Each course is \$252, however individuals can take a 10% discount (\$226.80) by enrolling in a class one month prior. If you enroll in all 3 courses one month prior to start of the first class you received a 20% discount or \$604.80 for the 3 classes.

The total program cost for members (using the 20% IUPUI discount) is **\$900** (\$295 to SYTA plus \$605 to IUPUI).

III. General Program Questions

1. **Does the Member Company or Individual receive the CSTP designation? Who is allowed to use the designation?**

Answer: The certification is awarded to the individual, not the company—even if the program is paid for by the company. Companies can, however, promote the fact that they employ one or more CSTP graduates.

2. **Do I have to be an employee of an Approved member of SYTA in order to complete the course?**

Answer: You do not have to be an employee of an Approved member of SYTA but non-members pay a higher fee.

3. **What if I change my job to a non SYTA member company?**

Answer: Individuals apply for the program, not organizations. Once enrolled, the participant continues their enrollment (during the four-year enrollment period) regardless of where they work or how often they have changed jobs.

4. **If I change jobs after enrolling in the program can the application fees be transferred to someone else?**

Answer: No. The enrollment is for the individual not who pays the fees.

5. **If I change jobs and move to another company after enrollment in the program do I have to reimburse my former company?**

Answer: That is between you and your employer/former employer.

6. **Is there a Graduation Ceremony? If yes, when and where?**

Answer: Yes, graduates that have completed the program by July 31 of each year will be recognized at the annual SYTA conference

7. **Do I receive a Certificate and a Logo which I can use on my business card and on correspondences?**

Answer: Absolutely.

8. **Are all fees due at one time?**

Answer: The SYTA registration fee is due to SYTA in one payment. SYTA can take a check or credit card. The fee that is paid to IUPUI can be paid to IUPUI one month prior to beginning those modules. The IUPUI modules can be paid all at one time (which gives you a 20% discount) or separately for each module.

9. **Is my registration fee tax deductible?**

Answer: Fees paid by companies are generally deductible as business expenses. Check with your tax consultant to be sure.

IV. “Fundamentals of Business” requirement

1. Are similar business courses taken at other Colleges or Universities applicable?

Answer: No, only IUPUI modules meet the “Fundamentals of Business” CSTP requirement*. These courses are designed specifically for and with input from the travel industry and SYTA. They are designed to apply module materials on work activities that you are currently involved with.

*Note the one exception is that if you have completed a Bachelors of Business Administration (BBA) or a Masters in Business Administration (MBA) within 10 years of the date you apply for the CSTP program. This meets your “Fundamentals of Business” requirement.

2. I am already am a CTP, does this count towards my CSTP designation?

Answer: The requirement for Fundamentals of Business is met for those that have obtained the CTP since September 1997.

3. I am already a CTIS, does this count towards my CSTP designation?

Answer: The requirement for Fundamentals of Business is met for those that have obtained the CTIS since September 1997.

V. Questions on IUPUI

1. What is IUPUI?

Answer: Indiana University-Purdue University Indianapolis.

2. What are the required IUPUI modules?

Answer: There are three required IUPUI modules. Two core courses: “Customer Service” and “Business Grammar and Writing” plus one elective module (as of this printing there are five elective modules to choose.)

3. How do the IUPUI correspondence courses work?

Answer: Upon registering for CSTP with the SYTA office, IUPUI registration materials and enrollment forms will be send to you. There are two core courses and one elective course. Upon signing up for the desired classes, IUPUI will send you all course materials (including books). Assignments can be mailed, emailed or faxed to IUPUI. You will receive actual distance learning credit from IUPUI upon completion of each module.

4. What are the dates and registration deadlines for the IUPUI courses?

Answer: Information on courses offered in 2010 will be available in the fall of 2009. The first IUPUI course each year generally starts at the beginning of March with the registration deadline at the end of January.

5. **Can both U.S. and Canadian citizens take the IUPUI courses?**

Answer: Of course. Citizens of any country around the world can take the IUPUI courses.

6. **Do I have to physically go to Indianapolis to take the IUPUI courses?**

Answer: No. The course material (including the text book and notes) are sent to you. You complete the course and requirements on a schedule set by the instructor.

7. **Can I use IUPUI Credits earned through other associations? If so what is the "Grandfather period" for those courses?**

Answer: Yes if you have earned IUPUI credits through ABA within 10 years of the date that you apply for the CSTP program you can use them to meet the requirements. *Note that there are two required IUPUI modules and one elective module requirements. You must complete the two CSTP required core courses.*

VI. "Face-to-Face Educational Sessions" requirements

1. **Will any Face-to-Face educational sessions completed before I apply count?**

Answer: Only SYTA sessions taken after September 1, 2006 can be counted. You must sign in at Face- to- Face sessions for credit.

VII. "Teleconference Educational Sessions" requirements

1. **What SYTA University courses are applicable towards CSTP?**

Answer: In June 2007, a number of teleconference calls were identified that would not be eligible for CSTP credit. This included the "Is the CSTP Certificate Program for you?" session in July 2007 and the "New SYTA Leader Training" session in August 2007, among others. Prior June 2007, no distinction was made for any "SYTA University" session and no notification was made to participants that they were not eligible for credit in those sessions. "SYTA University" sessions prior to June 2007 will be given CSTP credit. SYTA University courses not eligible for CSTP credit will be clearly noted. *Note: You may use up to three SYTA University sessions that you participated in prior to applying.*

2. **Will SYTA University sessions be available on line if I miss the teleconference call?**

Answer: Currently SYTA University sessions are not available online if you miss a teleconference call.

3. **How many SYTA University sessions will be offered throughout the year?**

Answer: SYTA University sessions are offered at least once a month. Check the SYTA University Schedule in the Document Library on the SYTA web site.

4. **Will any previous SYTA University session I participated in before I apply count?**

Answer: Up to three SYTA University sessions that you participated in prior to applying can be counted towards CSTP.

VIII. “Conference/Summit Participation” requirements

1. **Can I apply my attendance at past SYTA conferences or SYTA Summits toward the “conference/summit participation” requirement?**

Answer: Yes

IX. “Volunteer Actions” requirement

1. **Can I use my SYTA volunteer actions from past years toward the “Volunteer Actions” requirement?**

Answer: Yes

2. **Can I use my volunteer actions from non-SYTA or other travel related industry associations toward the “Volunteer Actions” requirement?**

Answer: No. Volunteer Actions must be related to SYTA Committees and Boards.

X. “Written Essay” requirement:

1. **What do I write my essay on?**

Answer: Participants can write their essay papers on any subject that helps the participant gain a better understanding of the student and youth travel industry and improves their general knowledge of the industry.

2. **How long does the written essay need to be?**

Answer: Essays must be a minimum of 500 words.

3. **Who will read my essay?**

Answer: The purpose of the essay is to help the participant gain a better understanding of the unique needs of student and youth travelers and to improve the general knowledge about the industry. All essays may be posted in the members’ only area of the SYTA web site so that others can learn from them.