COUNCIL FOR LEARNING OUTSIDE THE CLASSROOM (LOTC) QUALITY AUDIT
&
SCHOOL TRAVEL FORUM (STF) SAFETY MANAGEMENT SYSTEM (SMS) IMPLEMENTATION AND MANAGEMENT AUDIT

STF Member Name

Galloway Coach Travel LTD (Galloway School Tours)

STF Member Address

Denters Hill, Mendlesham, Stowmarket, Suffolk, IP14 5RR

Contact Name and Position

Jo Allum - Consultant

Date of audit

8th December 2025

Auditor

Terris Graham

Introduction

This audit has been carried out by Intertek Checkpoint. Intertek Checkpoint are an independent consultancy with specialist knowledge of health and safety within the travel industry.

The audit is carried out remotely via the Checkpoint online system. The member is required to upload all the documented evidence to demonstrate compliance to both STF & LOtC audit standards. Following completion of the audit, a member of the Checkpoint Technical Team is then allocated to review all the member's documented evidence. All the audit data findings are stored within the Checkpoint system which is accessible to the STF and the member. The follow sections give an overview of how the audit is graded and a list of nonconformities / recommendations for improvement where required. The STF member should ensure that these are actioned / completed by the recommended timescales detailed in the table below.

Background

The School Travel Forum (STF) is an awarding body for the Council for Learning Outside the Classroom (LOtC) "Quality Badge". PART 1 of this audit measures the achievement (or otherwise) of a satisfactory standard for the badge to be awarded. Checkpoint have also been commissioned by the STF to perform audits on the management systems and the quality of the provision of activities offered by organisation's intending to deliver educational tour packages. This part of the audit is completed in line with the STF Members' Handbook Codes of Practice and Membership Rules. This is identified in PART 2 of the audit findings.

Every effort has been made to examine all relevant documentation and to accept evidence provided by the company. However, it is the responsibility of the tour operator's management and staff to provide any relevant documentation and other evidence to confirm information requested at the time of the audit (and later if necessary). Therefore, the report is based on all received information being accepted as factual.

STF Audit Grading Criteria

The auditor will advise the member verbally of the results of the audit at the time of audit and advise the Member and the STF in writing of the result with 10 working days. A copy of the Member's Declaration of Compliance examined will also be provided to the STF.

Pass - where auditors are satisfied that the Member is compliant with the STF rules and Pass Criteria specified in Appendix 1.4.4.

Conditional Pass - additional work and/or evidence required: If the auditors are unable to confirm a Pass at the time of audit, but the auditor considers that after additional work, provision of new evidence, or an additional audit, there is an expectation that a Pass will be achieved, a Conditional Pass may be awarded.

The Conditional Pass is subject to a maximum time limit of three months and any further audit visit or work required is subject to additional charge. It is the responsibility of Members to ensure any remedial actions are taken and, if necessary, they are re-audited before the required date. In exceptional circumstances, the Committee by majority vote can agree to an extension.

The STF will monitor any time scale applied and will review of the audit result with the auditors.

If the auditor's requirements have not been met and a Pass not achieved, then the STF will record the audit as a Fail.

Fail - where auditors are satisfied that the Member is not compliant with the STF rules and pass criteria below.

A Fail will result in the loss of Assured Membership and reversion to Non-Assured Applicant Membership as defined in Section 1.4.

Pass Criteria

All Assured Members will:

a. Be a UK-based company
b. Be able to evidence high-level management support of membership
c. Comply with section 2.1 of the Handbook, insurance
d. Comply with section 2.1 of the Handbook, membership of approved schemes and bonding
e. Comply with the product requirements of sections 1.4 and Appendix 4.4.1 c) of the Handbook
f. Have the required policies, procedures and training plans in place to meet the requirements of the Handbook.

Criteria a – e:
These are required to be met in full.

Criteria f:
The STF recognises that some circumstances, particularly but not exclusively where some factors are out of the Member's full control, may result in non-conformities to the STF's required policies, procedures and training being identified. At the auditor's sole discretion, where these are minor and do not render the Member unsafe the audit may be recorded as a Conditional Pass, subject to the Conditional Pass procedure defined in 1.4.3. Where in the sole opinion of the auditor, the non-conformities are significant, repetitive, and are indicative of a systematic failure to meet the requirements of criteria f, and/or render the Member unsafe, the audit should be recorded as a Fail.

Audit Findings

There are no Nonconformities and Recommendations to be made in line with STF / LOtC Requirements

Final Audit Grade

PASS