

NPS CONCESSIONS CERTIFICATION REQUIREMENTS

(1) Concession Hospitality Management Certification Program

The National Park Service Concession Program has developed a strategic partnership with Northern Arizona University (NAU) School of Hospitality as an opportunity for NPS concession employees to further advance their concession management skills. This multi-year program includes 420 hours of course study, which is based upon the NAU core hospitality curriculum and NPS Concession Management competencies. The objective of this program is to provide a hospitality management curriculum that will improve the overall accountability and professionalism of the National Park Service Concession Program. Using the Internet, all modules are delivered on line at each participant's workplace and are supplemented by interaction with NAU faculty via phone, email and fax. The curriculum includes the following:

- Business Law
- Hospitality Industry Managerial Accounting
- Hospitality Industry Management
- Management Skills/Leadership
- NPS Concession Law/Regulations
- NPS Concession Policies & Procedures

(2) Concession Contract Certification

Certification has been developed for each level of concession contract including specific training, experience, and continuing education requirements as outlined in the following chart.

Concession Contract Certification Chart

CONTRACT LEVEL	REQUIRED TRAINING	EXPERIENCE	CONTINUING EDUCATION
III	Introduction to Concessions Basic Accounting Evaluation & Pricing Basic Contract CUA Program Competencies	3 months minimum	16 hours every two years Refresher every two years Program Competencies
II	All level III, plus: Intro to Financial Management Basic Contracting Administrative Record Intro to Sales and Transfers Business Training Evaluation of Offers Planning Advanced Administration Business	Level III, plus: Two years practical experience Evaluation panel member Develop category II &/or III prospectus under supervision of certified peer	40 hrs every year 1 st priority Contract Law Professional Development Serve as Instructor Mentoring Take Level I Training Program Competencies
I	All Level II & III, plus: Advanced Contracting Concession Planning Contract Law (<i>if not taken at Level II</i>) Leasehold Surrender Interest Managerial Accounting Advanced Concessions Finance Advanced Business Training NEPA Compliance/ Plan Review Advanced Sales & Transfer Real Property Structural Fire Condition Assessment Appraisals	All Level III, plus: 4 years experience total (Two years level I, & Two years level II) Serve as Panel Chair Develop Category I contract under supervision of certified peer.	80 hours every two years Intermediate or Advance Classes *Hospitality *Contract Law *COTR Serve as Instructor Serve as Advisor to another park or region Program Competencies

A 40-hour Introduction to Concession Contracting training program has been developed and implemented. This program addresses basic concession contracting processes and programmatic requirements. The syllabus of the program includes the following:

- Overview of the Contract Process
- Identify Necessary and Appropriate Services
- Writing Description of Services
- Financial Considerations
- Overview of Prospectus Development
- Introduction to Standard Category III Contract Language
- Developing an Operating Plan and/or Special Provisions
- Insurance
- Reviewing the Proposal Instructions
- Writing the Proposal Package
- Assembling the Package
- Marketing and Publishing the Prospectus
- Receiving and Evaluating Offers
- Contract Signing and Execution
- Freedom of Information Act
- Elements of Transition
- Contract Oversight

(3). Concession Evaluation & Pricing Training Program

This mandatory 40-hour training program addresses the Hospitality Knowledge competency and serves as an entry level course for concession specialists, concession analyst, concession circuit riders, park managers, and program leaders. The program serves as a developmental course for concession assistants and those with concessions as a collateral duty. Both the Rate Approval and Concession Operational Performance Programs are addressed. Participants complete rate studies, and conduct actual on-site inspections of concession services, as well as gain knowledge of the U. S. Public Health Food Code and Risk Management.

Only those NPS personnel who have received training and certification in the proper use of the Concession Evaluation and Rate Approval Programs are authorized to serve as evaluators, establish operational ratings, and approve rates.