

National Park Service



Concession Management Training for Superintendents

Development Update

Concessions Management Advisory Board
Meeting
October 24-25, 2006

NPS Concession Program



Background

- Superintendents Management Training Course project developed from recommendation of the Concession Management Advisory Board
- NPS surveyed concession training needs from Superintendents, Concession Specialists, Regional Concession Chiefs, Concessioners, Concessions Team Leads and SME's
- Course content developed from these requirements

NPS Concession Program



Overview

- Progress Update
- Course Design Framework
- Course Overview



NPS Concession Program



Progress Update Comprehensive Content Review – August 2006



Attendees

- Regional Chiefs
- NPSCP SME's
- 2 Superintendents
- PwC SME's

Focus

- Review course modules and design
- Review Information
- Refine training program and materials

NPS Concession Program



Progress Update Pilot Test /Train the Trainer – November 2006



Attendees

- Regional Chiefs
- NPSCP SME's
- 5 Superintendents
- 5 Concession Specialists
- PwC SME's

Focus

- Test the course modules before sample audience
- Ensure adequacy and focus of the training program and materials
- Test the effectiveness of course
- Train instructors in new course
- Evaluate and provide feedback to instructors

NPS Concession Program



Progress Update Superintendent Training Launch – Spring 2007



Attendees

- Regional Chiefs
- NPSCP SME's
- 10 Superintendents
- 10 Concession Specialists
- Facilitators TBD

Focus

- Deliver content
- Evaluate effectiveness of curriculum

NPS Concession Program



Course Overview Framework - PAM

Award

Evaluation, Selection & Award
New Contract Transition

Planning

Commercial Services Planning
Project Development
Prospectus Development

Management

Asset Management
Financial Management
Environmental and Cultural Management
Concession Review Program
Evaluation Program
Rate Administration
Changes to Contract



NPS Concession Program



Course Overview

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning Session 1		Welcome and Introductions and the Case of Wonderful National Park	Evaluation, Selection & Award	Environmental Management	Reserve for any Loose Ends – Participants Should Plan to Stay through Friday at 12 Noon
Break					
Morning Session 2		Commercial Services Evaluation	New Contract Transition	Contract Management	
Lunch					
Afternoon Session 1	Participants Arrive, Evening Networking	Project Development	Contract Management Overview and Financial Management	Contract Management	
Break					
Afternoon Session 2		Prospectus Development	Asset Management	Wrap-Up	