

NPS CONCESSION EMPLOYEE TRAINING

A. LAW

P.L. 85-507, Government Employee Training Act

In order to promote efficiency and economy in the operation of the Government and provide means for the development of maximum proficiency in the performance of official duties . . . it is necessary and desirable that training be supplemented and extended by the Government.

B. REGULATION

None

C. POLICY

None

D. INTRODUCTION

Concessions Training Programs will be initiated and administered to meet management needs and career needs of all employees without discrimination because of race, religion, color, national origin, sex, age, handicapping condition and other factors. In order to meet the diversity of Regional and/or Park training needs, training and development will be provided primarily through Service sponsored programs.

E. RESPONSIBILITY

Training is a vital part of good program management. Concessions training considerations vary from region to region due to size and scope of operations, distribution of personnel, specific responsibilities, training backgrounds, career goals, etc., therefore, a continuous ongoing Concessions Training Program for all concessions personnel is needed. It should be noted, however, that the individual has a responsibility for his/her own growth and development especially beyond the immediate job related training needs. To assure Concessions training is provided at all levels WASO, Region and Field responsibilities are defined as follows:

1. Washington Office

a. Conduct Servicewide Concession Training Programs

b. Provide lesson plans, teaching aids to Regions for Regional Concession Training Program.

c. Serve as liaison with WASO Division of Training, providing lesson plans and selection of instructors for NPS Orientation Course, as well as those Concessions Training Programs funded by NPS Training Centers.

d. Identify cost effective training alternatives and resources for Servicewide Concession Training Programs.

e. Assess Servicewide concessions training needs through development of NPS Concessions Training Roster.

f. Provide funding for Servicewide Concessions Training Programs which are sponsored by WASO.

2. Region

a. To prevent duplicated efforts and to provide for greater access to concession training, Regions are responsible for conducting some of their own concessions training programs, which may be combined with other regions. Regions are responsible for keeping WASO informed of such training by providing copies of course outline, objectives and class roster.

b. Regions are responsible for utilizing NPS Concession Training Roster in identifying training needs for concessions personnel within their Region and parks.

c. Regions are responsible for submitting to WASO any revisions and/or additions to NPS Concessions Training Roster.

d. Funding for Regional Concessions Training Programs is the responsibility of the sponsoring Region and/or Regions.

e. Regions are responsible for ensuring that the Annual Regional Training Plan reflects Regional Concessions Training needs.

3. Park

a. Park Superintendent is responsible for assessing training needs of all park employees having concession responsibilities and making certain those employees receive appropriate concessions training.

b. Park is responsible for keeping Region informed of any changes and/or revisions needed to NPS Concessions Training Roster.

F. PROCEDURES

Funding for concessions training is limited, therefore, selection of students is to be made carefully to ensure those concession employees in need of

concessions training receive the training necessary to assure maximum proficiency in the performance of their duties. Formalized training is not the only development alternative, other means of training such as a detail to another office or area as well as On-The-Job Training (OJT) may also be considered as training alternatives.

Nominations of students to attend Servicewide Concessions Training Programs funded by either WASO Concessions Division or NPS Training Centers must be submitted through the Regional Concessions Office. Nominations are to be reviewed and prioritized by the Regional Concessions Office, in cooperation with the Regional Training Office, and forwarded to the WASO Concessions Division. WASO selection will be based on Regional submission and current NPS Concessions Training Roster.