

**UNITED STATES DEPARTMENT OF EDUCATION
OFFICE OF SPECIAL EDUCATION AND REHABILITATION SERVICES
REHABILITATION SERVICES ADMINISTRATION
WASHINGTON, DC 20202**

**TECHNICAL ASSISTANCE CIRCULAR
RSA-TAC-97-02
Date: May 30, 1997**

ADDRESSEES: STATE VOCATIONAL REHABILITATION AGENCIES (GENERAL)
STATE VOCATIONAL REHABILITATION AGENCIES (BLIND)
STATE REHABILITATION ADVISORY COUNCILS
CLIENT ASSISTANCE PROGRAMS
PROTECTION AND ADVOCACY FOR INDIVIDUAL RIGHTS
PROGRAMS
REGIONAL CONTINUING EDUCATION PROGRAMS
RSA SENIOR MANAGEMENT TEAM

SUBJECT: Performance Standards for the State Business Enterprise Program Under
the Randolph-Sheppard Act

CITATIONS: 20 U.S.C. 107, Randolph-Sheppard Act, as amended, and 34 CFR 395,
Vending Facility Program for the Blind on Federal and Other Property

CONTENT: The purpose of the Randolph-Sheppard Vending Facility Program is to
provide remunerative employment for individuals who are blind through
the operation of vending facilities on Federal and other property. The
Randolph-Sheppard Act, 20 U.S.C. 107 et seq. provides priority for such
individuals who are licensed by a State licensing agency (SLA) to operate
vending facilities, including cafeterias, on any Federal property. The
Randolph-Sheppard regulations require that the licensing agency must be
the State vocational rehabilitation agency that furnishes services to
individuals who are blind.

In order to improve services provided by the program and increase the
number of employment opportunities, recommended performance
standards have been developed for business enterprise program (BEP)
counselors and facility managers.

The intent of the Rehabilitation Services Administration (RSA) in issuing
these standards is to provide positive direction to SLAs in the
administration of the program. There is no requirement that the standards
be adopted in whole or in part. However, RSA certainly encourages their
use to facilitate overall program improvement, to reduce the need for

training of vendors who move from one state to another, and to promote uniformity in the administration of the program by the States.

The development of performance standards for the program has been seriously considered and discussed during the past two years. A workgroup was established consisting of State vocational rehabilitation agency directors and BEP staff; key members of national organizations of licensed facility managers; the Director of the Mississippi Rehabilitation Research and Training Center on Blindness and Low Vision; and staff of the Rehabilitation Services Administration.

The first initiative of the workgroup was to conduct a national training needs assessment. The workgroup divided into two teams, each well represented from the agencies and organizations cited above. One team focused on the training needs of BEP counselors while the other concentrated on the training needs of facility managers. Upon the completion of the assessments, performance standards were developed, accompanied by suggested training resources to achieve the standards.

Staff of the National Restaurant Association (NRA) Educational Foundation (the industry standards-setting body) provided substantial input and support through the Association's training programs. Although some of the standards are specific to the Randolph-Sheppard program and were developed solely by the workgroup teams, many others are taken from the NRA programs that provide the national training and certification requirements for the restaurant industry. The NRA programs are the primary resource for the training and certification of both BEP counselors and facility managers.

One NRA program is SERVSAFE (Serving Safe Food). It is a managerial certification program recommended for all managers of a food operation. The certification is a nationally recognized certification in food safety and sanitation. It is a group training program with five or more participants required. The instructor must be certified in SERVSAFE.

Another NRA program is management skill development. This course is comprised of five categories: Administration, Finance, Human Resources, Marketing, and Operations. Participants can earn a certificate in management skills upon completion of fourteen modules and successful completion of the certification examination. This can be group training or independent study.

Since many Randolph-Sheppard vending facilities throughout the country consist solely of vending machines, standards for vending machine operation have been incorporated into the performance standards. Staff of the National Automatic Merchandising Association (NAMA) provided

input and support through their well established training program and certification requirements. The facility management standards for vending machine operation apply to BEP counselors and facility managers. The NAMA program includes training in the repair of vending machines and coin changers and in the safe use of common hand tools used for that repair. Training is also furnished for the stocking and cleaning of vending equipment as well as establishing a schedule of preventive maintenance.

Let me take this opportunity to express appreciation to the members of the workgroup. Each of them provided able and substantive assistance throughout the development of the performance standards. We believe that application of the standards will create more efficient and effective service delivery throughout the Randolph-Sheppard Vending Facility Program.

Training and certification materials are available from:

Ms. Anita Hines
National Restaurant Association, the Educational Foundation
250 South Wacker Drive, Suite 1400
Chicago, Illinois 60606-5834

Telephone 773-274-0537

and

National Automatic Merchandising Association
20 North Wacker Drive, Suite 3500
Chicago, Illinois 60606-3102

Telephone 312-346-0370

INQUIRIES: RSA Regional Offices

Fredric K. Schroeder, Ph.D.
Commissioner