



U.S. Fish & Wildlife Service

National Conservation Training Center

Conserving the Nature of America

CLM8140 - Introduction to Visitor Services

Course Code	CLM8140
Course Title	Introduction to Visitor Services
Description	<p>Today, visitor services professionals today are facing the challenges of an increasingly sophisticated public, increasing visitation and shrinking budgets, while maintaining the biological integrity of refuge resources. This course will familiarize participants with the history, regulations and policies that guide our work to connect the American public to the nature of the mission of the FWS. Topics covered will include: understanding the visitor services standards, defining and determining the differences between, and use of interpretation, environmental education and outreach programs, and an overview of emerging technologies and techniques to help participants enhance the quality of refuge visitor service programs.</p> <p>OBJECTIVES: Upon completion of this course, you will be able to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Demonstrate a working knowledge of the visitor services standards, and how to apply them to your field station's programs and facilities <input type="checkbox"/> Define and determine the mix of interpretive, environmental education and outreach programs at your field station to effectively communicate with visitors. <input type="checkbox"/> Identify emerging technologies and communications techniques applicable to Service programs. <input type="checkbox"/> Identify ways to engage new and non-traditional partners in the work of the Service. <p>TARGET AUDIENCE: Anyone involved with FWS visitor services or public use programs, including project leaders, natural resource managers, environmental educators, interpretive staff, outreach specialists, outdoor recreation planners, park rangers, and volunteers.</p>
Delivery Method	Instructor Led
Non-FWS Fee	\$796.00
Instructional Hours	25
Credits/CEUs	2.0
Course Content Contact	laurie Heupel: laurie_heupel@fws.gov; (304) 876-7486; laurie_heupel@fws.gov
Curriculum Category	Visitor Services
Course Frequency	Once per year
Registration Category	Wait List
Registration Link	Register in DOI Talent
DOI TALENT Course Type	ILT
College Credit Name	Semester Hours
College Credit Value	1

Schedule: CLM8140 - Introduction to Visitor Services

Start	End	Location	Session Contact
10/21/2019	10/25/2019	Grosse Ile, MI	wendy_contrael@fws.gov