



WISCONSIN DEPARTMENT OF NATURAL RESOURCES NOTICE OF FINAL GUIDANCE & CERTIFICATION

Pursuant to ch. 227, Wis. Stats., the Wisconsin Department of Natural Resources has finalized and hereby certifies the following guidance document.

DOCUMENT ID

LE-20-0010

DOCUMENT TITLE

Recreational Vehicle Volunteer Instructor Policy and Procedure Manual

PROGRAM/BUREAU

DNR Bureau of Law Enforcement

STATUTORY AUTHORITY OR LEGAL CITATION

DATE SENT TO LEGISLATIVE REFERENCE BUREAU (FOR PUBLIC COMMENTS)

July 6, 2020

DATE FINALIZED

July 13, 2020

DNR CERTIFICATION

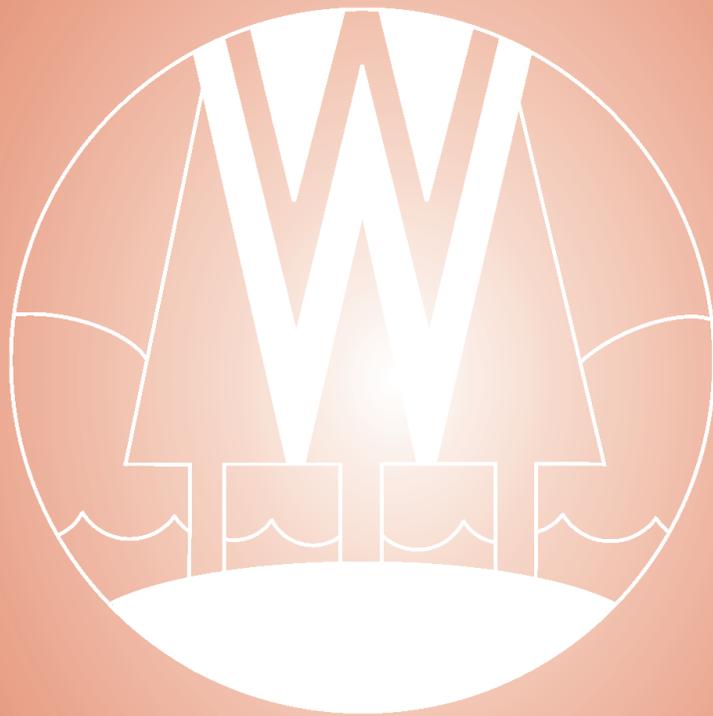
I have reviewed this guidance document or proposed guidance document and I certify that it complies with sections 227.10 and 227.11 of the Wisconsin Statutes. I further certify that the guidance document or proposed guidance document contains no standard, requirement, or threshold that is not explicitly required or explicitly permitted by a statute or a rule that has been lawfully promulgated. I further certify that the guidance document or proposed guidance document contains no standard, requirement, or threshold that is more restrictive than a standard, requirement, or threshold contained in the Wisconsin Statutes.

July 13, 2020

Signature

Date

RECREATIONAL VEHICLE



VOLUNTEER INSTRUCTOR POLICY & PROCEDURE MANUAL

WISCONSIN DEPARTMENT OF NATURAL RESOURCES

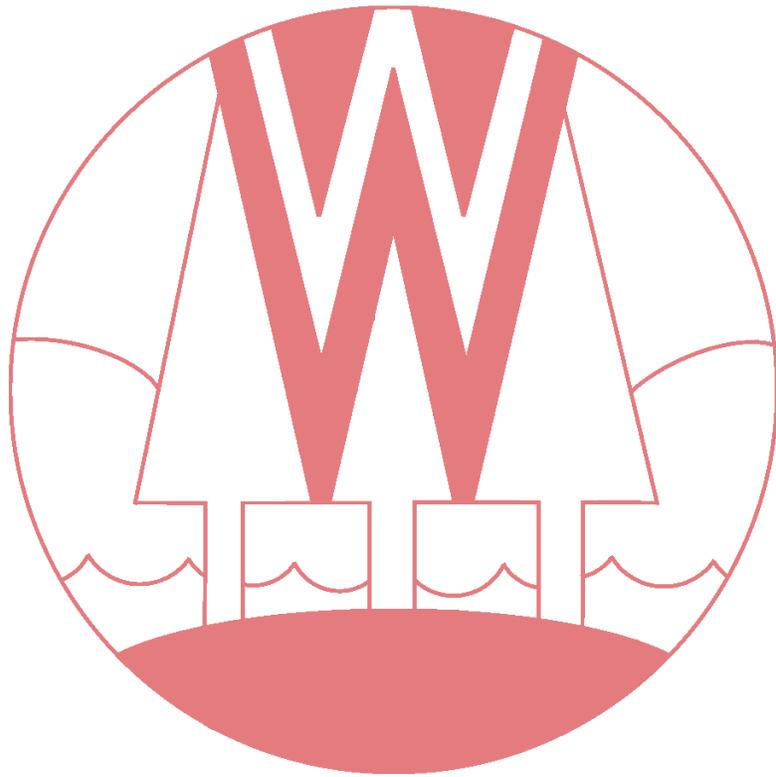


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Photo courtesy of Take Me Fishing



WHAT'S NEW?

- **Off-Highway Motorcycle** - On October 1, 2016 new Off-Highway Motorcycle (OHM) laws became effective in Wisconsin. What is an OHM? An OHM is a 2-wheeled motor vehicle that is straddled by the operator, that is equipped with handlebars, and that is designed for use off a highway, regardless of whether it is also designed for use on a highway. This would include motocross, enduro and dual-sport motorcycles. OHM operators at least age 12 and born after January 1, 1998 are required to possess an OHM Safety certificate to operate an OHM on lands open to public OHM use. This certification will be obtained solely by completing an internet OHM Safety course. There will be no classroom course for OHM Safety. Current Wisconsin ATV Safety certificate holders may complete an online OHM Safety short course to obtain their OHM Safety certificate. The short course is free of charge. Students requiring both ATV and OHM Safety may complete the online combo course. The combo course has a required fee. More information can be found by visiting the WI DNR website and searching keyword "off-highway motorcycle".

- **GoWild!** – The “Instructor Dashboard” is the key to your instructor profile. This is where you manage your safety education classes using six tabs.
 - Main Info
 - Schedule
 - Supply Orders
 - Roster
 - Timesheets
 - Financial

Enter your class **Main Info** (aka: start card), enter your **Schedule**, add your **Supply Orders** and manage your **Roster**. Once your class is complete, enter your volunteer time on the **Timesheets** tab, and then process the class **Financials**.

If you haven't yet taken notice, GoWild is constantly evolving on the user end. While there have been some major bugs and issues, system fixes are continuously being released and improved upon. We appreciate your patience as well as the feedback concerning areas of improvement.



INTRODUCTION

Welcome and thank you for your interest in volunteering for the Recreational Safety programs of the Wisconsin Department of Natural Resources, referred to as the Department in the rest of the manual. We appreciate your willingness to donate your time to the citizens of Wisconsin for this cause. Volunteer instructors help the Department improve the quality of Wisconsin's outdoor heritage. As a volunteer instructor, referred to as instructors throughout this manual, you will be representing the Department in public and as such will be evaluated by the public each time you act as a volunteer instructor for and on-behalf of the Department. Instructors are expected to work cooperatively with Department staff, the public and other volunteers and teach Department approved curriculum and lesson plans.

The Department and the public expect volunteer instructors to be community-minded individuals who are of good character and readily willing to share their knowledge and service. Candidates that qualify as instructors will become role models and valued representatives of the Department within their local communities because they have become a part of an organization with a solid reputation of being friendly, accountable, prompt, efficient and honorable.

As an instructor, please remember that you are not in private practice, but instead are part of a corps of volunteers representing the Department. Instructors are in an elevated and privileged position to make a difference in people's lives. Instructors are expected to work cooperatively with Department staff, the public and other volunteers and teach Department approved-curriculum and lesson plans.

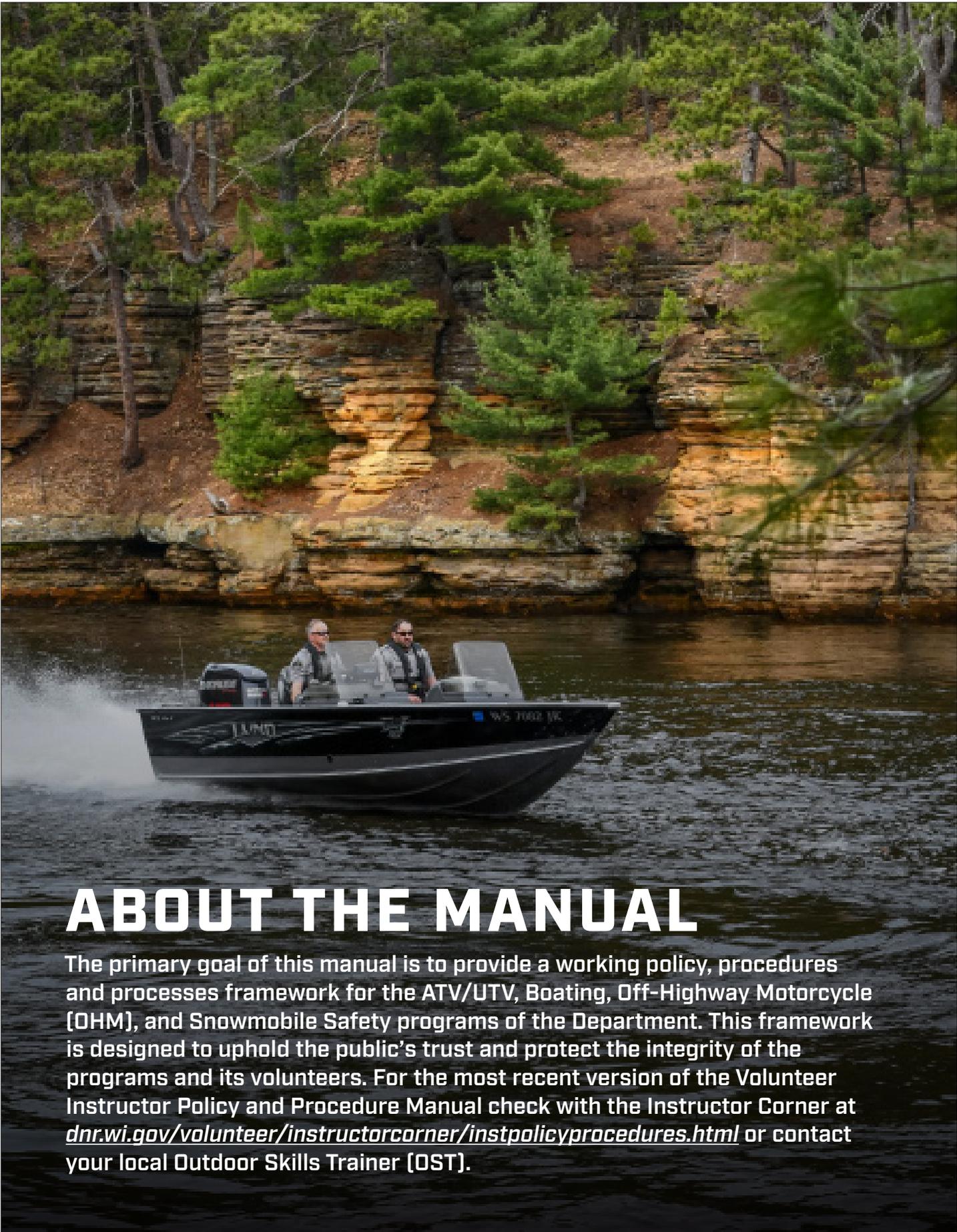
The Recreational Safety and Outdoor Skills Section (RSOS) is a newly created team designated to administer and provide oversight to the safety education and recreational vehicle enforcement activities for the Department. Our team, consisting of a Section Chief, Outdoor Skills Trainer Supervisor, Program Administrators, Assistant Program Administrators, OSTs and Program Specialists, is here to help volunteer instructors and the public with our strategic goals. The Department of Natural Resources (DNR) owns the instructor program and volunteer instructors serve at the DNR's discretion and conduct safety program courses under the supervision of the RSOS staff with direct supervision from their local Outdoor Skills Trainer.

Volunteer safety instructors contribute to the overarching strategic goals of the Bureau of Law Enforcement, specifically #2 and #4. These priorities were established through a comprehensive process involving external partners, organizations, volunteers and Department staff.

1. Maintain healthy and diverse wildlife populations and habitats
- 2. Enhance opportunity, safety, and enjoyment of outdoor recreational experiences in Wisconsin**
3. Enhance public safety by being ready to respond to emergencies, natural disasters, acts of terrorism, and assist other agencies
- 4. Raise the level of appreciation for our natural resources and the benefits they provide and pass on the conservation ethic to future generations**
5. Protect public health and the environment through clean air, land, and water
6. Organizational stewardship for the future – lead, adapt, and manage the organization to achieve our mission while providing our staff with fulfilling careers

Complementing the strategic goals stated above, the primary purpose of the safety programs is to teach and train beginners to be safe, ethical, and responsible in the recreational activity they choose. Regardless of age, sex, religion or race, everyone is allowed and encouraged to attend Department safety programs. As an instructor, you agree to instruct the program using the most current curriculum and lesson plans of the [RSOS] Section. Prior to accepting the role of an instructor, please read through this manual to develop a better understanding and decide if you can abide by its expectations.

Finally, if your application is accepted and you choose to serve, you can take pride and comfort in knowing that your service will make a positive and important difference in many lives. Instructors pass on a tradition of safety, ethics and values which are critical components to sustaining Wisconsin's outdoor recreational heritage.



ABOUT THE MANUAL

The primary goal of this manual is to provide a working policy, procedures and processes framework for the ATV/UTV, Boating, Off-Highway Motorcycle (OHM), and Snowmobile Safety programs of the Department. This framework is designed to uphold the public’s trust and protect the integrity of the programs and its volunteers. For the most recent version of the Volunteer Instructor Policy and Procedure Manual check with the Instructor Corner at dnr.wi.gov/volunteer/instructorcorner/instpolicyprocedures.html or contact your local Outdoor Skills Trainer (OST).

WHAT IT TAKES

QUALIFICATIONS

Instructor candidates must:

- Be at least 18 years of age.
- Be a graduate of the recreational program they wish to instruct.
 - Certification by apprenticeship - candidates can complete this requirement as they apprentice.
 - Certification by academy or mini academy - candidates will need to discuss requirement with OST.
- Demonstrate willingness to devote time and effort to carry out program responsibilities and duties.
- Demonstrate willingness and abilities necessary to perform instructor duties and responsibilities.
- Demonstrate sincere interest in serving the Department and the public.

CERTIFICATION PROCESS FOR VOLUNTEER INSTRUCTORS

Candidates must:

- Meet the instructor qualifications outlined above.
- Submit a completed Apprenticeship Application Form 8500-161 to local OST.
- Pass initial screening or desktop check per NR 19.30.
- Pass local background check conducted by the local conservation warden and approved by the OST.
- Read through this manual and submit a completed Apprentice Volunteer Instructor Exam to local OST.
- Complete one of the certification methods listed below:
 - Certification by apprenticeship
 - Apprentice instructs at least two courses with an existing volunteer instructor team within 18 months of apprentice approval.
 - Apprentice is recommended by an active instructor sponsor for full certification by submitting a Volunteer Instructor Training Record and Application Form 8500-162.
 - Certification by Department training
 - Attends a training session held by RSOS Staff.

Multiple Certifications

Active instructors and apprentices in good standing that want to become certified as instructors in multiple safety programs need only to assist with one safety course in that program and submit a completed Volunteer Instructor Training Record and Application Form 8500-162 to their local OST.

CONTINUING EDUCATION REFRESHER (CER)

Instructors must complete a CER at least once every three years, on or before their last training or CER completion date.

Instructors can complete their CER requirement by doing one of the following:

- **Workshop (preferred)** – attend a training session held by RSOS staff.
- **Academy and mini academy** – attend a one or two-day training session.
- **Exam** – an open book exam covering the Instructor Policy and Procedure Manual. The exam is available on the Instructor Corner and by contacting your local OST.
- Other training opportunities authorized by local OST or other RSOS staff.

INSTRUCTOR STATUS

Active instructors have

- turned in all rosters per the deadlines
- kept required records and contact information up to date
- met the active instructor requirements every three years
- Their CER is up to date and they have taught a class in the last 3 years.

Inactive instructors

- cannot register or instruct safety courses
- cannot be added to course rosters without contacting OST
- are inactive because they have (either):
 - not turned in course rosters
 - not met the active instructor requirements

Additionally, five years of inactivity will require an instructor to complete the instructor certification process again. Upon re-entering the instructor corps any previously assigned anniversary date may change, but it will not affect the instructor's previous years of service awards or calculations.

INSTRUCTOR RETIREMENT OR RESIGNATION

Instructors that wish to resign or retire should notify their OST immediately. Their OST will assist in the collection or reassignment of any previously issued Department equipment such as sign sets, helmets, DWI goggles, life jackets, inert flares, electronic equipment and other items.

CONDUCT EXPECTATIONS

CONDUCT AND DISCIPLINE - INSTRUCTOR

Instructors will:

- Always conduct themselves in a professional manner and act responsibly.
- Follow all program policies, procedures and guidelines.
- Instruct and represent the corps with integrity.
- Provide a safe and comfortable learning environment.
- Maintain order and discipline during classroom and field activities.
- Develop working knowledge of their program curriculum and lead by example.
- Present course curriculum in a factual and objective manner allowing students to form their own opinions and conclusions.
- Always maintain a professional and respectful attitude.
- Prohibit previously removed instructors from assisting or instructing in any safety courses and report infractions to their local OST.
- Supervise students at all times before, during and after classes.
- Acquire the parent or guardian's permission to participate in the class if a student is under 18 years of age.
- Maintain all educational aids and materials from the Department in good working order.
- Attend and/or participate in active instructor requirements such as workshops and academies.
- Update contact information either on their own through the Instructor Dashboard or by notifying their local OST as soon as contact information changes.
- Evaluate and grade students consistently and fairly.
- Train students to be safe, ethical and responsible.
- Instruct Department-approved lesson plans using the principles of **EDOC**:

EDOC:

Educate – Give them the basic information and explain why it is important. Tell them what they need to know and stick to the lesson plan.

Demonstrate – Show them the correct process/activity/task.

Observe – Watch them perform the process, correct if needed.

Congratulate – Tell them they did a good job at every opportunity.



- Register safety courses six weeks before the course begins. Exceptions must be approved by local DST.
- Notify local warden of safety course dates at least six weeks prior to course and provide minimum of 45 minutes for warden to complete safety presentation.
- Issue temporary certificates to those students who pass the required exams.
- Review course forms and send in required course roster and fees within **five days of course's end date**
 - If using the paper system, send course roster and fees to address listed on forms.
- Keep accurate records including a copy of the class roster, any receipts, documents of student discipline or course incidents and all instructor claimed expenses for a minimum of **six calendar years**.
- Produce course records for Department representatives upon request for review or in compliance with any program's auditing processes.
- Be aware of personal space and what could be perceived as improper touching.
- Direct customers to DNR Customer Service, available 7 days a week from 7:00 A.M. to 10:00 P.M. at 1-888-936-7463 or online at dnr.wi.gov/contact if they are unsure of the correct answer when asked a question by the public.
- Conduct all safety courses with at least two active instructors always present.
- Inform their local DST as soon as possible after receiving a citation, being arrested, charged, or convicted of any crime by any law enforcement agency.
 - This is necessary to preserve the integrity of the program, its mission, and associated instructors.
 - Appropriate action may include no action, corrective action, inactive or removal from the program.
- Always maintain a professional attitude and exhibit actions which positively support the program and the Department .

Instructor will not:

- Instruct students in any one-on-one situation where a student and instructor are alone, out of view of the rest of the class.
- Use alcoholic beverages before or during a course or field activities or whenever students are present.
- Use offensive language.
- Engage in criticism of other instructors or Department staff at any time.
- Allow disagreements to take place in class between instructors or in front of students.
- Actively endorse specific associations, groups, manufacturers, or products.
- Use tobacco products during periods of instruction.
- Brag about accidental or purposeful infractions of DNR rules and regulations or any other written law.
- Use their instructor position to promote their personal opinion.
- Remove a concealed weapon from concealment.

COMPLAINTS

If a questionable incident takes place during a safety course the instructor shall document the incident in a few sentences containing who, what, when, where, why and how, in addition to identifying witnesses and reporting it to your local OST.

Instructors are not immune to complaints from the public. In the past, most complaints against instructors fall into a few common categories.

Common Complaints:

- student discipline
- failure to submit completed course roster and fees to RSOS
- poor instruction methods
- using the instructor position to promote an agenda outside the realm of the safety course
- using the instructor position to criticize the Department or Department employee(s)

The best protection against a complaint is to know this policy manual and the course curriculum.

All complaints from the public regarding the Department’s safety programs are investigated by the OST until resolved.

Corrective actions are necessary when the instructor’s actions conflict with:

- local, state or federal laws
- the instructor code of ethics and conduct
- the goals of RSOS
- this manual

Corrective actions to valid complaints may include any of the following but are not limited to:

- Verbal, written or in person communication with the instructor [Example: a problem or issue is identified and discussed with the instructor and a verbal agreement resolves the issue].
- Establishing performance goals [Example: specific written goals are established and required if the instructor wishes to maintain his or her certification].
- Active instructor status changed to inactive status while complaint is being investigated.
- Removal from instructor corps. Removal is permanent and applies to all Department safety programs. Removed instructors are then prohibited from participating in any of the RSOS programs **EXCEPT** as a student to gain student certification. There is no appeal process.

EVALUATIONS

As a certified instructor you will be evaluated by the public every time you present yourself as an instructor with the Wisconsin DNR. Understanding and using feedback from self-assessments/evaluations, course evaluations or peer reviews can help you become a better role model, instructor and public speaker.

Wisconsin DNR safety courses and their instructors may be evaluated at any time with or without notice.

Evaluation techniques may include any of the following but are not limited to:

- requesting copies of course records, forms and fees submitted by the instructor
- instructor self-assessment and evaluation
- evaluation forms completed by students
- peer reviews
- random evaluations by Department staff

REMOVAL AND NON-ACCEPTANCE

The Department acknowledges that it is nearly impossible to describe or cover every situation or combination of charges, convictions, character traits and other issues that would warrant removal from or prevent acceptance to the instructor corps. All instructors are considered at-will volunteers and should be aware that the Department has complete authority over the program. This means that volunteers can be removed at the will of the Department. Decisions regarding removal or non-acceptance are final and apply to all RSOS programs. There is no appeal process.

Apprentice instructor applicants will be notified of non-acceptance by the local OST. Instructors who are removed will be notified of the removal by the appropriate program administrator and will return all training aids to the OST immediately.

A candidate's instructor application may not be accepted solely at the discretion of the Department. Instructors can be removed or applicants not accepted based on any grounds which warrant the belief that the program and the students would be best served. Below are some examples that will warrant removal from or non-acceptance to the instructor corps. The instructor or applicant will have

- failed to follow Department policy or procedure
- received complaints regarding instruction methods
- been disrespectful, argumentative, uncooperative or verbally abusive to students, parents or Department staff
- been charged with a violation of law that may be viewed as not meeting the Department's or the public's expectations as to who should be allowed to instruct in the Department's programs
- engaged in conduct that could bring discredit to the Department, its staff or its volunteers
- falsified information on any Department form or record



DRESS CODE & UNIFORMS

The appearance of an instructor is an important contributing factor to the overall success of the course. Students are highly visual learners and will notice things that instructors may overlook or deem as unimportant. For this reason, instructors always need to look professional.

Instructors shall wear neat and clean clothing consistent with the goals, standards and messages of the safety programs. Instructors shall not wear clothing that displays questionable content or messages inconsistent with the safety programs, such as clothing with alcoholic beverages, distasteful jokes, pictures or

cartoons. Instructor shall not display any patches, badges, identification cards or other insignia that portrays the person wearing the uniform as anything other than a Wisconsin DNR certified instructor. Instructor teams that are sponsored by groups, clubs, organizations or businesses may attach their sponsor's name(s) and or patches in a manner that does not detract from the instructor's status. A pre-existing instructor uniform can be worn if it adheres to the uniform standards explained below. Uniforms that do not adhere to the following standards cannot be worn.

If an instructor uniform is worn it *SHALL*:

- readily identify the person as a Wisconsin DNR safety instructor
- project a positive image to add credibility to the DNR safety program and the instructor
- display instructor name tag if one is available
- display the appropriate program patches (in good condition) with the most current years of service rocker displayed directly below

RSOS will provide uniform items including but not limited to: instructor vests, caps and photo identification badges. Instructors may wear the Department-supplied instructor vest or their own instructor uniform. Instructors may attach their sponsor's name(s) and or patches to the lower half of the back side of the Department-supplied vests if the patches and attachments are of a professional nature and are attached in a manner that does not detract from the instructor's appearance and status. Other locations on the vest may be approved by OST. Attachment of non-Department issued patches onto Department issued instructor vests requires pre-approval from your local OST.

Photo courtesy of Take Me Fishing



Instructor Photo ID Badges

Your photo ID is your volunteer instructor card. Photo ID badges serve as another way for the instructor to be identified by students. The photo ID will include a photo of the instructor, certification date and customer ID number.

If an instructor would like to receive an instructor photo ID once they are a certified instructor, instructors should submit a photo to their DST using the following guidelines:

- Instructor should wear an appropriate shirt or instructor vest
- Photo should be taken from the waist up
- Be taken against a solid color background, such as a wall, screen, etc.
- No hats or sunglasses should be worn

Junior volunteer instructors can receive instructor vests and photo IDs if requested.

When not acting as an instructor, Department-provided instructor uniform items **SHALL NOT** be worn or displayed in places that serve alcoholic beverages or during activities that are not related to the positive promotion of the safety program.



RESOURCES & RECOGNITION

DEPARTMENT MATERIALS

The Department may provide materials and educational aids to instructors upon request, including but not limited to:

- Instructor Policy and Procedure Manual
- teaching guides and lesson plans
- student manuals, safety regulations, and necessary paperwork
- instructional aids
- Department forms
- resources available at the Instructor Corner dnr.wi.gov/volunteer/instructorcorner

AWARDS - YEARS OF SERVICE

All Years of Service Awards will be mailed directly from Madison to the instructor's listed residential address (delivery unavailable to PO Boxes) with a letter of appreciation suggesting the instructor work with their local OST for a more professional and formal presentation at local instructor appreciation banquet.

Instructors accumulate years of service by instructing a safety course each calendar year. If an instructor does not instruct a safety course within a calendar year they will not receive a year of service credit.

To receive credit for instructing a safety course the instructor is responsible for signing or making sure their name is on either the paper or electronic course roster with their customer ID # and estimated volunteer hours. This information must be provided on the approved Safety Course Roster and Remittance Form for each course taught.

Years of Service Awards and associated rocker patches are issued for years two and five. Subsequent awards are issued in five year increments.

An instructor's years of service are calculated and maintained by the Department's record keeping system.

Apprentice years do not count towards years of service.

Years of service awards are mailed out the year after they are earned.

Additionally, it is critical to inform your local OST of changes to your contact information ASAP. Each year awards cannot be delivered because instructors have moved away and have forgotten to inform the Department of the new information. Instructors are responsible for notifying their local OST or Department Staff of changes, preferably within 14 days of the change. You may also update your personal information by accessing your customer account through gowild.wi.gov/lookupaccount.

SAFETY PROGRAMS

DESCRIPTIONS & REQUIREMENTS

REQUIREMENTS FOR ALL PROGRAMS

- The minimum course length is listed under specific program sections.
 - a safety course may not be scheduled for less than two days unless approved by OST for special circumstances
- Course fees for ATV/UTV, Boat and Snowmobile Safety are \$10.00 and additional fees shall not be charged by instructors.
 - The online Off-Highway Motorcycle (OHM) is free to graduates of the ATV/UTV program.
- Course records must be completed within five days of the end of the course.
- There is **no minimum age** required to attend, all ages are welcome. However,
 - Instructors must explain to students that certificates **are not** valid in Wisconsin until the students have reached the required age for that activity.
 - All safety programs are developed at the 6th grade level and as such, students should be able to read, comprehend, and have the necessary maturity level and attention span to retain larger amounts of information in a short period of time.
- Upon successful completion of a course, students will receive a temporary certificate. Once a roster has been processed, students will have access to print out official certificates.
- Instructors are required to track course attendance to ensure that students have met the minimum hours.
 - Once minimum hours are met, students are still expected to attend the rest of the course dates unless excused by their instructor as appropriate.
- Students that miss the testing or exam portion of any course will be marked as fail.
 - Instructors **will not** hold an additional testing or exam session for these students.
- Wisconsin DNR safety certificates are recognized by **most** states and provinces that require proof of certification.
- Instructors **may not** schedule or conduct a course for less than five students unless approved by OST.
- Instructors are recommended to not exceed a **ratio of one instructor to ten students**.
- Instructors will not instruct students in any one-on-one situations where a student and instructor are out of sight or view of the rest of the class.

ALL-TERRAIN & UTILITY-TERRAIN VEHICLE SAFETY (ATV/UTV)

Certification requirements

- All ATV operators at least age 12 and born on or after January 1, 1988 must possess a valid ATV Safety certificate.
 - Instructors must stress to students less than 12 years of age that their certificate is not valid until they turn 12 years of age.
- All UTV operators at least age 16 and born on or after January 1, 1988 must possess a valid ATV Safety certificate issued by this state or any other state or province.

Internet ATV/UTV Safety course

The internet course is available through this link: <http://dnr.wi.gov/education/outdoorskills/safetyeducation.html>

Traditional ATV/UTV Safety course

Instructors teach this course in a traditional classroom setting utilizing Department lesson plans and agendas. Students prepare for the exam by completing the chapter reviews in the Department-supplied student manual. Minimum course length is six hours over two days.

Student operation of an ATV/UTV is **not allowed** and is not required to pass the course. ATV/UTV hands-on lesson plans are allowed on stationary machines as long as the ignition key is removed, or battery is disconnected and the ATV/UTV meets current legal standards such as registration and licensing.

SNOWMOBILE SAFETY (SNOW)

Certification requirements

A person who is born on or after January 1, 1985 may operate a snowmobile if the person holds a valid Snowmobile Safety certificate. Anyone is eligible to take the class and receive a safety certificate. Instructors must stress to students less than 12 years of age that their certificate is not valid until they turn 12 years of age.

Internet Snowmobile Safety course

The internet course is available through this link and is only available to persons 16 years of age or older: <http://dnr.wi.gov/education/outdoorskills/safetyeducation.html>

Traditional Snowmobile Safety course

Instructors teach this course in a traditional classroom setting utilizing Department lesson plans and agendas. Students prepare for the exam by completing the chapter reviews in the Department-supplied student manual. Minimum course length is six hours over two days.

Student operation of a snowmobile is **not allowed** and is not required to pass the course. Snowmobile hands-on lesson plans are allowed on stationary machines as long as the ignition key is removed, or battery is disconnected and the snowmobile meets current legal standards such as registration and licensing.

COMBINATION ATV/UTV-SNOWMOBILE SAFETY

Traditional ATV/UTV-Snowmobile course

Like the other traditional courses, the combo course is taught in a classroom setting. However, it combines both ATV/UTV and Snowmobile Safety into one course. ATV/UTV and Snowmobile instructors use Department lesson plans and agendas. Students prepare for the exam by completing the chapter reviews in the Department-supplied student manuals. Instructors must get the student manuals to the students at a minimum of fourteen days in advance of the class to allow the students time to complete the homework. The minimum course length is nine hours over two days. Instructors who wish to offer this course must contact their local OST to acquire the specialized agenda and lesson plans.

Student operation of an ATV/UTV or snowmobile is **not allowed** and is not required to pass the course. Hands-on lesson plans are allowed on stationary machines as long as the ignition key is removed, or battery is disconnected and the machine meets current legal standards such as registration and licensing.

Instructors need to:

- Collect course fees for both courses, \$10 for ATV/UTV and \$10 for Snowmobile Safety.
- File separate course registration cards, one for ATV/UTV and one for Snowmobile Safety.
- Keep separate rosters, one for ATV/UTV and one for Snowmobile Safety.

OFF-HIGHWAY MOTORCYCLE SAFETY (OHM)

Certification requirements

All Off-Highway Motorcycle (OHM) operators who are at least 12 years old and born after January 1, 1998 must have OHM Safety certification when operating in areas open for public OHM use. Operators of OHMs can only receive Safety certification through web courses. Students can take a course at any age, but the certification is not valid until they turn 12 years of age.

Internet Off-Highway Motorcycle Safety course

Previous Wisconsin ATV/UTV safety graduates need only complete the free OHM safety certification short course. Operators in need of both OHM and ATV/UTV safety certification may complete the online combination course. The free short course and the combination course can be found at this link

<http://dnr.wi.gov/education/outdoorskills/safetyeducation.html>

BOATING SAFETY (BOAT)

Certification requirements

A person who is born on or after January 1, 1989, and who is 12 years of age or older may operate a motorboat if the person holds a valid Boat Safety certificate. Instructors must stress to students less than 12 years of age that their certificate is not valid until they turn 12 years of age.

Certification options

- Department traditional Boat Safety course
- U.S. Coast Guard Auxiliary About Boating Safety
- U.S. Power Squadron America's Boating Course
- Department approved internet courses

Students should use the link below to find a course that suits their needs

<http://dnr.wi.gov/education/outdoorskills/safetyeducation.html>

Instructor certification requirements for U.S. Coast Guard Auxiliary and U.S. Power Squadron course instructors will be in accordance with the respective agency policies and requirements.

Traditional Boating Safety course

Instructors teach this course in a traditional classroom setting using Department lesson plans and agendas. Students prepare for the exam by completing the chapter reviews in the Department supplied student manual. Minimum course length is eight hours over two days.

Students are *not required* to operate a boat in order to pass or become certified.

Boating (optional hands-on training)

Students may operate a boat only when an active certified instructor is onboard. Only boats with a working engine shut-off switch or engine shut-off lanyard attached to the operator can be used.

The Department acknowledges that there are many types, sizes and varieties of watercraft but does not recommend a specific size, model or type of boat for this option. However, due to the high frequency of small watercraft incidents, the Department encourages instructors to concentrate instruction efforts in this area.

COURSE ORGANIZATION

TRAINING AIDS

Instructors should make sure they have access to the equipment and supplies they will need for the course. The DNR supplies the following upon reasonable request:

- power point projector
 - laptop computer
 - DVD player
 - projector screen
- Lesson plan aids
- DWI goggles
 - life jackets
 - inert flares
 - ATV/UTV & snowmobile sign sets
 - helmets
 - protective clothing

Instructor groups that disband shall immediately notify their DST and return training aids.



COURSE PLANNING

Any active instructor can get the ball rolling on a class. Starting a course should be a team effort. Including other instructors early in the planning process is important. Generally, the planning process should begin at least eight weeks before a class is to meet for the first time.

Make sure other instructors are available

Consider the number of instructors that have committed to help from your group. There must be a minimum of two instructors at all classes and the preferred ratio of instructors to students is 1:10. This ratio of instructors allows for a quality learning experience.

Scheduling an instructor team meeting

This allows time to discuss the course plan, assign tasks and review any program changes. At the meeting discuss the following:

- Who will check with and reserve the facility?
- Who will register the course, including ordering the supplies?
- Who will schedule the safety presentation with the local field warden?
- How to best handle class registration phone calls and sign up?
- Who will handle the fees, complete the roster, maintain the course records?
- Who will instruct which chapters and lessons plans?
- Review equipment inventory and/or supplies needed.
- How best to use the student manuals?

Selecting a classroom facility

Determine a suitable location and make sure it is reserved. Safety courses should be offered at public locations.

Suitable locations:

- schools
- town halls
- government buildings with conference room(s), such as DNR offices
- law enforcement agencies
- community centers
- sportsmen's clubs

Courses shall not be held at:

- homes, unless approved by OST
- facilities that serve alcohol, unless approved by OST
- locations, times or conditions that are inconsistent with the goals and objectives of the safety program

The classroom facility will:

- be used according to the Department policies in this manual and any owner/management agreement for its use
- be assigned to a member of the instructor team, and that person is responsible for the reservation, clean up and any other issues that may arise related to the facility
- be large enough to comfortably hold the instructors, students, parents and guardians
- have adequate bathroom facilities for both male and female students
- have adequate chairs and tables
- have good lighting, heating, cooling and ventilation
- be easily accessible and handicap accessible
- have good acoustics so instructors and students can clearly hear
- be large enough for any indoor lesson plans that will require open areas
- be reserved an hour before, during and an hour after the time needed which allows for setup, take-down and clean up
- be arranged to fit the course needs if permitted by facility
- have adequate parking within a reasonable distance
- be left in the same or better condition than it was found
- be separated from distractions
 - examples: A gym with basketball game on one side would not be acceptable. Loud talking and or music in an adjacent room would not be acceptable.
- be respected, all instructors and participants must be made aware of all building regulations and must follow them, future course locations may depend on it
 - State law maintains that there is no smoking in school buildings or anyplace on school grounds.

COURSE REGISTRATION

Safety courses can be held any time of year at the convenience of the instructors. Most instructors try to hold safety courses to coincide with the recreational needs and demands of the public. Offering courses when people are looking for them is important. We encourage instructors to think of the public and to plan their courses to meet those needs. Students look for ATV/UTV or Boating courses in the spring and early summer, and students look for Snowmobile classes in early winter.

Instructor Dashboard

Instructors are strongly encouraged to use the Instructor Dashboard on GoWild to register and manage their courses. The Instructor Dashboard can be accessed by typing the following link into your browser: gowild.wi.gov Any active instructor has access to their Instructor Dashboard. Instructors can only register courses that they are certified to instruct.

The Instructor Dashboard will allow instructors to:

- register their courses & order the class materials
- allow on-line student registration
- manage instructors and students on their roster
- compete the electronic instructor timesheets
- submit course fees
- check instructor training record and years of service
- enroll in upcoming instructor training sessions

If the Instructor Dashboard is not used, instructors must submit a [Safety Course Registration Card \(Form 8500-130\)](#) at least **six weeks** prior to the course start date. The form is located on the Instructor Corner dnr.wi.gov/volunteer/instructorcorner

You can submit this course registration form in one of three ways:

- mail to the address listed on the form
- email to DNRLSafety@wisconsin.gov
- fax to 608-266-3696

Regardless of how a course is registered:

- Instructors **must contact their local warden six weeks** before first class to schedule the safety presentation
- ALL course dates, times and locations must be listed.
 - Any changes to the dates, times or locations must be made in GoWild or by contacting your OST.
- Instructors must register courses at least **six weeks** in advance because
 - It allows for the student materials to be prepared and shipped from the warehouse.
- Course registration activates the state insurance coverage
 - Certificate of Protection can be found on the Instructor Corner
- A course ID number is assigned.
 - This number is used in all future reference and searches for student certifications and years of service queries, and this number should be listed on any documents related to this course.
- The course may need to be advertised on the upcoming classes web page located at: gowild.wi.gov/customers/safetypedclass

HOW STUDENTS REGISTER FOR COURSES

The Department prefers a pre-registration system for registering students. This allows instructors to control their class sizes and avoids complaints against instructors from people who may not like to stand in line or show up for a class that is already full.

Pre-Registration Methods:

The method of student registration should be noted in the other “class description/information” section of the Course Registration form so that students know how they need to enroll.

- **Location pre-registration:** Arrange a meeting time and place specifically for pre-registration, such as a sporting goods store, sportsmen’s club, school or other public place. This method is preferred if the student is required to pick up the course materials and complete chapter reviews ahead of the class.
- **Phone pre-registration:** Guide people to a phone number that they can call to register for your course.
- **Email pre-registration:** Guide people to an email address that they can use to register for your course.
- **Online pre-registration:** the instructor sets up the class to allow the students to self-enroll online.

ADVERTISING THE COURSE

Once a course is registered, it will be advertised on the DNR website at gowild.wi.gov/customers/safetyedclass

If the class is full before the instructor registers the course, the instructor should check the box located on the Course Registration Card indicating that the course is already full. If using the Instructor Dashboard, you must select “yes” on the “Class Full?” question. If the form is submitted with the full box checked, the course will not be posted on the Department website. You can remove a course from the website yourself by using the Instructor Dashboard or by contacting your local OST or RSOS Staff.

Instructors may advertise courses by hanging posters in appropriate public places, placing an advertisement in local newspapers, utilizing community calendars, school announcements, social media and public service announcements via radio and TV stations.

COURSE CHANGES

If you need to make a change to the date, time and/or location of the course, individual classes, the change must be updated online as soon as possible. If you use the Instructor Dashboard, you can update this yourself, otherwise the change must be communicated to your local OST prior to affect. Failure to make notification of changes will affect liability coverage for the course.

COURSE OUTLINE

Instructors will use this outline, or one like it, to cover the basic course logistics.

First class

- Arrive early to make sure the room is set up and all is prepared for the class.
- Set up area to receive students and hand out materials (if not already done).
- Collect student registration forms and \$10 fee from each student.
- Ensure that students have Customer ID numbers.
- Verify and review registration materials with students to ensure correct customer information is recorded (Address, Date of Birth, Customer ID Number) to reduce errors in processing and ensure students receive their certificate in their customer profile once passed and the class is submitted.

When it is time to begin the class, verbally address the following in front of the students and parents.

- Introduce yourself and any other instructors that are present.
- Cover Student Rules of Conduct.
- It is a good idea to make hand-outs with course rule of conduct, dates, locations and other specific detailed information they will need to be a good student.
- Explain the purpose of the course.
- Students will be given information to be safe, ethical and responsible.
- Expertise comes from years of practice with family and friends.
- Announce that any students wishing to have the exam read to them will need to speak to an instructor before the exam.
- Inform students that all exams will be given at the end of the course and they will need to score 80% or better to pass on the exam.

Each class

- Take attendance to ensure each student meets the minimum requirements for course length.
- Review items and lessons covered in prior class sessions.
- Allow time for questions and answers.

Last class

Exams

- Administer student exams per the exam procedures contained within this manual.
- Review course roster materials with students to ensure correct customer information is recorded (address, date of birth, customer ID number).
- Issue temporary certificates to those who pass the course.
- Students will receive permanent certificates in their Student Dashboard once the instructor submits the final roster to the Department.
- All course records must be completed at the end of the class or within 5 days of the course ending.
- See “course records and fees section” contained within this manual.

RECORD KEEPING

RSOS recognizes the value of good record keeping and program accountability. Lead instructors are required to keep course records for a period of six calendar years. (For example: If a course is completed any time in 2019, the records could be destroyed after Dec. 31, 2025). After 6 years, the instructor shall destroy (shred or burn) course records. Instructors who show a pattern of failing to keep reliable records will no longer be able to register a course, handle course records or fees. If these patterns continue, instructors may be removed. Instructors will be given notice prior to any action being taken. A portion of course fees, as explained in the allowable expenses section below, can be used to offset expenses associated with required record keeping.

Required Course Records

For each course, use a folder labeled with the course information to hold the course records. All other forms and exams not listed below can be destroyed after each course.

Records that are required to be kept for 6 years are:

- financial records including of instructor expenses (such as receipts, mileage logs, etc.)
- copy of student roster
- notes or documentation regarding but not limited to student accidents, injuries and discipline issues

COURSE FEES

All Department course fees are \$10.00. Additional fees may not be charged by instructors, clubs, or schools. Instructors are responsible for collecting the \$10.00 fee from the students.

- 50% of each student fee must be remitted to the DNR along with the course roster within five days after the course completion date
- up to 50% of the remaining student fee can be used by instructors for allowable expenses

Unused student fees are considered program income and must be submitted to the DNR.

Student fees pay for allowable instructor expenses, capital items, student manuals, shipping expenses and instructor awards and patches.

When using the Instructor Dashboard, the course fees must be submitted using a credit/debit card or electronic check. Instructors who collect student fees need to make sure checks are written out to instructor and not the Department. Fees cannot be partially submitted online and by mail. Instructors who are not using the Instructor Dashboard should make checks or money orders payable to Wisconsin DNR and include course ID# on the memo line of the check or money order.

Allowable Expenses

Instructors can use student fees to purchase or reimburse expenses that are necessary for an instructor to conduct and provide a course. Below is a list of allowable expenses including but not limited to:

- Postage
 - mailing student roster, student registration cards and fees to the Department
 - when possible, use the prepaid envelopes provided by the Department
 - mailing other material to DNR staff
- Mileage
 - check with your local OST or visit [IRS.gov](https://www.irs.gov) for state standard business mileage rates
 - travel from home to class location and back
- Facility rental expenses
 - rental fees
 - chairs, tables, media equipment
 - custodial services
- Course and record keeping supplies
 - pens/pencils
 - copier expenses/paper
 - notebooks
 - file folders
 - portfolios
- Publicizing course
- Training aids not provided or unavailable from your OST
 - contact your OST for specific training aids

Non-allowable Expenses

Items provided or available from the local OST but not limited to:

- electronics
 - computers
 - power point projectors
 - OST approved DVDs
- Boat Safety training chest
- OWI goggles

Instructors SHALL NOT use student fees to pay for items listed below

- food or drink for students or instructors
- incentives for students or instructors

DONATIONS AND SOLICITATION

Instructor groups may accept donations and may solicit donations from local businesses, sporting groups, associations and individuals on the behalf of their club or group. Instructors shall not solicit donations from students or parents of students on behalf of the Department.

INSURANCE COVERAGE

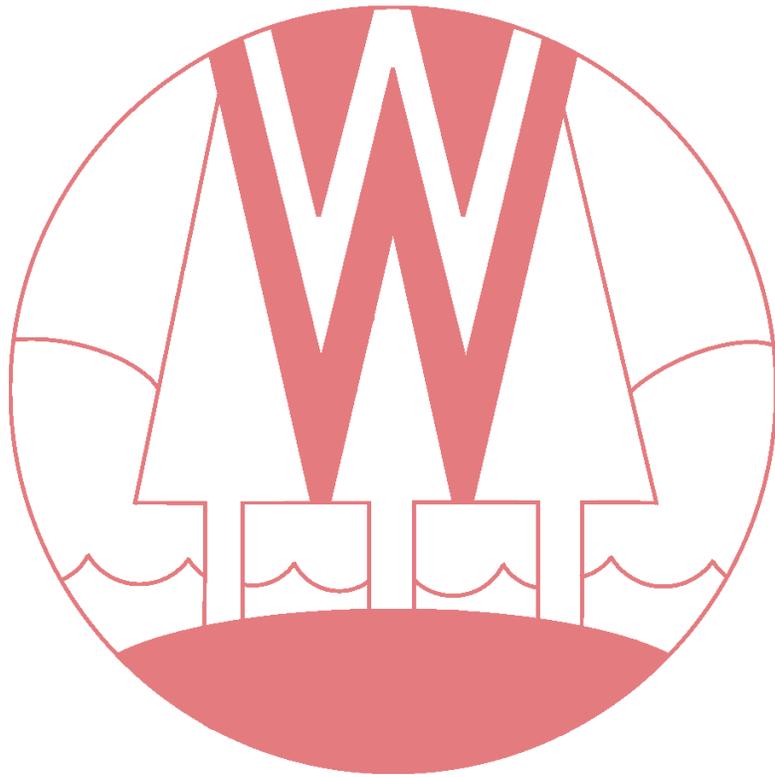
[Listed in GoWild or mailed to Madison]

DOA provides property and liability coverage for DNR certified instructors who conduct a DNR ATV/UTV, Boat or Snowmobile course. The instruction of those courses needs to follow DNR course standards and the Instructor Policy and Procedures Manual.

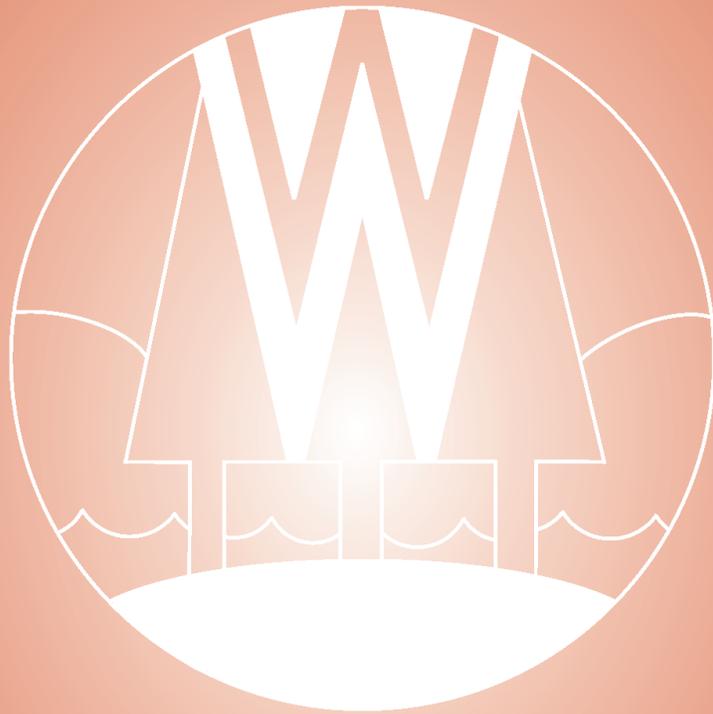
A copy of the insurance coverage letter is available on the Instructor Corner. If an instructor or student is involved in an incident involving property damage or personal injury, specific procedures must be followed. For more information contact your local OST.

COURSE INCIDENTS

Incidents include injuries, crashes, property damage, and any ATV/UTV, Boat or Snowmobile accidents. Incidents also include potentially disputed discipline and/or removal. These issues must be discussed immediately with your OST who may require a General Incident Report Form (DOA-6441) completed within 10 days of the incident. The report form can be found in the forms tab within the Volunteer Instructor Corner of the DNR website or can be provided by your OST.



RECREATIONAL VEHICLE



VOLUNTEER INSTRUCTOR POLICY & PROCEDURE MANUAL

WISCONSIN DEPARTMENT OF NATURAL RESOURCES

RECREATIONAL VEHICLE



VOLUNTEER INSTRUCTOR POLICY & PROCEDURE MANUAL

WISCONSIN DEPARTMENT OF NATURAL RESOURCES

PART II.

INSTRUCTING

The information presented in this section is geared to prepare the instructor for instructing safety classes. Instructors need to be aware of all concepts presented in this manual.

Knowledge and preparation will ease the fears that an instructor may have as they begin their first class. Instructors can prepare for their first class by studying this manual and the specific safety program manual. Beginning instructors must perform a full complement of duties while at the same time learning new ones.

Giving recognition and positive reinforcement to a student will enhance their learning. Using a name tent will allow you to respond to the individual personally. An instructor who establishes good control of the class in the very first class and every class thereafter will be respected. Good control means doing what needs to be done when it needs to be done, following the program policies and procedures and having the attention of the students. There is no place for threats, intimidation, or class dictatorship in Department safety programs.

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INSTRUCTING

THE LEARNING PROCESS

Successful educational experience results in changed behavior. An instructor's duty is to enhance the learning process and control what is learned. It is important for all instructors to understand the learning process. While instructing any topic an instructor must continually analyze, react and respond to the following questions:

- Who are my students / audience?
- Why am I doing this?
- What are the basic concepts of the course?
- When should I change instruction methods?
- Where can I find and use good examples of the information for students to relate to?
- How can I present or relay this information so that students will learn and retain it?

INDIVIDUAL DIFFERENCES

Learning is an individual process. Instructors who vary their methods and materials are most effective. Actual learning takes place when there is interaction with the person, the information, skill and attitudes.

Each student brings their own knowledge, experience and background into the classroom in terms of age, motor skills, emotions, intellectual maturity and attitude. Because of this, students will learn at varying rates and levels. This can make instructing, learning, and testing a challenge.

Some students may also have physical or behavioral learning disabilities that can also make comprehension difficult. Some students learn quickly while others need time to work it out. A student's responses and in-class performance can often alert instructors to individual differences. Disabilities may not be visible; therefore, identifying these differences early on is important. Instructors should adjust their instruction methods accordingly and **not** single out students with difficulties.

LEARNING CHALLENGES

When offering a safety education course to the general public, it is possible to encounter a variety of learning barriers. Examples could include illiteracy, language barriers, hearing impairments, physical and mental disabilities and a wide range in age groups.

When instructing people with disabilities instructors need to adapt to individual needs, avoid singling out students, use common sense, and remain flexible. Every student regardless of their ability is welcome to

participate in Department safety programs. Instructors should always be fair and reasonable.

Many instructor teams willingly assist students with disabilities and their parents/guardians are very helpful when attending classes with their children. Students are not to be failed because an instructor could not adapt to a student's disability. A disruptive student is different from a disabled student and may be expelled from class based on behavioral issues. Contact the local DST if assistance is needed in this area.

INSTRUCTION METHODS

The following methods have been proven effective for instructing safety programs.

Educate Demonstrate Observe and Congratulate (EDOC)

EDOC is the Department's preferred method of instruction to be used in our safety programs.

- **Educate – give the basic information and explain why it is important**
- **Demonstrate – show the correct process/activity/task**
- **Observe – watch them perform the process, correct if needed**
- **Congratulate - tell them they did a good job at every opportunity**

Lesson Plans

Department approved lesson plans are written to utilize the EDOC method of instructing. Lesson plans that *are not*

supplied by the DNR must be pre-approved by the DST before use in the classroom. The most current lesson plans can be found on the Instructor Corner.

<http://dnr.wi.gov/volunteer/instructorcorner/>

Learning by Repetition

The more frequently the activity is repeated, the more likely the activity will be mastered. Instructors need to understand that they will *not* be able to make a student an expert. It takes years of experience and learning to become an expert at anything.

Team Teaching

Developing an instructor team has many benefits. An effective instructor team can share the instruction duties so that everyone stays fresh and motivated. Students will be more attentive with multiple instructors and presentation methods. The instructor team can also share record keeping and exam correction duties. Many lesson plans encourage small group interaction.

A group with 5 to 7 instructors is desirable in all programs and allows for everyone to be involved. The strength of a team is drawn from individuals combining their knowledge and experience to increase the overall quality of the team. The most effective instructor teams continuously evaluate their instruction abilities through student and team evaluations.

Another tool that instructor teams can use is made up of two instructors from the same group, a primary and secondary instructor. The primary instructor presents the information. The secondary instructor assists with the presentation, demonstrations, ensures that all points of the lesson are given and watches student reactions for any additional clarification where needed. This method can develop an effective style that can make instruction fun and educational.

Instructors are encouraged to switch to a new chapter or subject or let the secondary instructor work on becoming the primary instructor. The goal of the instructor team should be to develop a comfort level of expertise in all chapters of the safety program. Instructors should be careful to **not** fall into the comfortable trap of teaching 1 or 2 chapters and nothing else.

Experience

In most cases learning-by-doing is considered the most effective. Think back to when you were involved in sports or clubs. How did you learn? Did you learn to ride a bike by reading a book? Did you learn to drive a car by reading the owner's manual? Most activities have a guide that can be used to **assist** in the learning process. However, we all learn better by actual doing or hands-on. Instructors should strive to provide as much actual hands-on learning as possible.

Demonstration

An instructor's most effective tool is demonstration. Demonstration shows students how to do something giving them a basis for comparison. A student is more likely to learn when the instructor explains the task as it is demonstrated. In some instances, words will have to substitute for things that cannot be readily displayed or presented in the EDOC instruction method.

Demonstration on its own is just a little better than lecture. When presenting to a large group of students it may be impossible for each student to get the most from a demonstration. In this case an instructor will need to do more to reach the students. Breaking into small groups when possible will help students get the most out of a learning experience.

Using media [videos, DVDs, PowerPoint]

Instructors can use Department approved multi-media to introduce, reinforce or summarize topics. Reinforce safety lessons and provide discussion points.

- Every multi-media presentation should be previewed so the instructor is familiar with the content.
- Prior to showing a multimedia presentation, the instructor should tell the students what to watch for, (both good and bad examples).
- Multi-media presentations require preparation time and constant attention. For example, a video should not be shown with a “watch and learn” attitude. It should be used to enhance a specific topic. Very little information will be absorbed if an instructor shows a video without explanation or discussion. Instructors should lead into a video with discussion, show it or part of it and then have a follow-up discussion with the students.
- Class discussion can bring it all together for the students.

General use of multi-media presentation segments

- In general, use of multi-media presentations on specific topics should be kept to about 10 minutes. Many multi-media presentations have additional information that is irrelevant or does not enhance a lesson plan. In those cases, an instructor needs to cue the multi-media presentation to the specific area ahead of time and then show only that portion that is directly related to the lesson.

- To avoid interruption and distraction, instructors should set up and operate multi-media equipment before they use it. This also provides a more professional presentation.

Authorized multi-media presentations - Department or OST Approved ONLY

- Authorized multi-media presentations are issued or approved by the Department. If instructors wish to use a multi-media presentation that is not provided by the Department, the instructors must get prior approval from their local OST before used in class.
- Be careful to not make your course entirely a multi-media only course.

Lecturing

The least preferred instruction style is lecture. However, there are times when lecture or reading from the manual is adequate or may be the only means of instruction for that topic. Lecture style presentations should be held to a minimum and be used to lead into Department approved lesson plans so students can use what they have just learned. This will result in higher retention levels.

Lecture presentations are difficult to do well. Some instructors will struggle while speaking in front of a class. However, most people are more comfortable when they have something to do or explain in addition to talking. This is particularly true when an instructor is excited about a topic in which they excel or are familiar with. Before any presentation, careful preparation is necessary. The best speakers learn to use the tone of their voice (inflection) and body movement to add emphasis and color to a

presentation. Instructors who start to feel comfortable speaking in front of a class will eventually worry less about giving a presentation and focus more on the delivery method and look for ways to better connect with the students through their presentation.

Using a course outline for each class along with note cards will help instructors stay on task, properly cover the topic and stay within the time limits. Even if the presentation is written in its entirety, underscoring key words and phrases on a note card or piece of paper will help the instructor without having to read it.

Public Speaking

It takes time and practice to become an effective speaker. An instructor does not have to be a polished speaker to be an effective speaker. Address the class in the same manner you would a friend in a natural conversation.

Instructors should avoid “war stories” also known as detailed stories of personal experiences. War stories, in some cases, can be useful in terms of emphasizing a teachable moment. However, instructors should use discretion to make sure the story is relevant. A good rule of thumb is to keep war stories to less than 2 minutes. A presentation full of war stories may interest a few but will lose the interest of many.

It is normal to be nervous before delivering a presentation regardless of experience. The best way to control nerves is to be prepared. Practicing a presentation before it is given is the best way to combat nervousness and lay the ground work for success.

A few things to remember when giving a presentation:

- Know your audience and speak at their level.
- Don't assume that everyone will understand the terminology you are using.
- Ask questions and invite student participation.
- If someone asks a question you don't have the answer to, it's okay to say that you aren't sure or don't know.
- Relax and have fun, let excitement about the topic show.
- Good ways to open a presentation are to use startling facts, a good question, good quote, short story, a short demonstration or video clip.
- Be familiar with the topic and use props if appropriate.
- Body language can help or hurt a presentation. Gestures should be smooth and natural. Use them to emphasize and enhance a point. It is ok to move around but try not to pace back and forth.
- Eye contact is important. Personalize a talk by looking at various students in the audience for a moment as you speak. Look to the students for reactions and change tactics if necessary.
- Tell the students what you are going to tell them, summarize and then review before finishing. End on a good note and thank the students for listening.

The Teachable Moment

This is a valuable tool that is available to the observant instructor. A teachable moment is one of those situations which happens unexpectedly when either the instructor or student does something wrong or something right. How an instructor acts or reacts at this moment will determine its success or failure. Many teachable moments have slipped by because of hasty cover-ups, barked orders or indifference. A teachable moment occurs at that moment when someone does something wrong, but it is still safe enough to not warrant injury. An instructor who identifies this can gracefully swoop in and take advantage of the situation

by illustrating where a person started to go wrong and how it can be corrected smoothly without putting someone down or belittling them. When a student does something right the instructor can turn it into a teachable moment by praising the student and pointing out the correct action to the class.

An instructor's goal is to use a teachable moment to educate but not to make someone feel bad, embarrassed or belittled. The instructor may even thank the student for providing an opportunity if the compliment encourages the student. A good instructor should be constantly on the alert for teachable moments.

STUDENT MANUALS

Instructors should utilize the student manuals by handing them out to students as soon as possible. This can be done at a pre-registration night, the first class session or in some cases by referring the students to the online version of the student manual. The student manual chapters and chapter reviews are designed to reinforce topics specific to the recreational activity they wish to become certified in and prepare students for examination.

Once in the hands of the students, the student manual and chapter review assignments should be assigned utilizing one of three methods below. The instructor team should decide which method they wish to apply before the course begins. This should be discussed at the instructor team planning meeting.

For all suggested methods, instructors reinforce the program content by teaching the hands-on Department-approved lesson plans utilizing the EDOC method of teaching.

Method 1: During Class Review

The students and instructors review each chapter and chapter review as a class. This method provides the correct answers for each review question and allows students to ask clarifying questions during the review.

Method 2: Chapter Reviews as Homework

Students are assigned to read certain chapters and complete the corresponding chapter reviews before coming to each class session. Then the students bring the completed reviews to class to be corrected by instructors during class. This method allows students to read and review at their own pace at home on their own time. Instructors should make sure that the students have completed the assignment before reviewing and giving the answers in class.

Method 3: All Chapters Reviewed before course begins

The student manual is given to the students at a pre-registration day a minimum of 14 days before the students meet as one class. Students are given the assignment to complete ***all chapter reviews*** before the course begins. This method requires the student to read the manual on their own and complete the reviews before coming to class. Instructors should make sure that the students have completed the assignment before allowing them to continue with the class. Instructors will review the chapter reviews, give the correct answers and answer any questions during class. This method allows the students to build basic topic knowledge before the course. This method is typically used in classes that meet only a few times. When instructors utilize this method, students will generally have a better initial understanding during the actual course. Instructors can refer students to internet safety web pages where they can review course materials before coming to class.

ETIQUETTE



“Etiquette means behaving yourself a little better than is absolutely essential”

~Will Cuppy

Below are a few tactics instructors can apply to gain credibility, attention and possibly respect from their students:

Learn students' names.

- Pronounce each student's name correctly. When instructors use a student's name, they are saying that they are important enough to identify by name. Use name tents and or name tags to address each student by their name and they will appreciate the effort and remain more attentive.

Smile.

- A smile is usually contagious and is the most effective way to create a positive response and to convey a sincere message.

Use the words “please and thank you”.

- Using the word please shows that you are willing to work with someone instead of making a demand. Thank you shows your appreciation for the student's effort and participation. The most effective way to use thank you is to follow it with the person's name.

STUDENT RULES OF CONDUCT

These rules should be explained to the students at the beginning of the course and re-explained with each warning. If further violations of the Student Rules of Conduct occur, the student should be expelled from the course. Instructors are encouraged to consult with their OST in addressing these issues.

Student Rules of Conduct include but are not limited to:

- being on time for each class
- attending all the classes, unless excused
- not being disruptive during class
- being alcohol and tobacco free before and during class
- being respectful to everyone at all times
- completing homework assignments, chapter reviews and exams
- not using cell phones, headphones and other media devices during class
- cooperating with classroom procedures and rules
- participating in all course exercises and lesson plans
- paying attention
- thinking and practicing safety at all times

EXPULSION

Students should be expelled immediately for the following, but not limited to:

- cheating on exam(s)
- multiple violations of the Student Rules of Conduct
- conduct deemed as not appropriate by the instructor
- being under the influence of alcohol and tobacco before and during class
 - If the student is under the legal drinking age or they are believed to be using a controlled substance, local Law Enforcement should be called to respond.

Instructors will apply these rules so that each student has the opportunity to do well in the class and on the exam.

Instructors should use “a three-strikes and you’re out” rule in helping to determine if a student should be expelled.

Additional things to consider:

- if a student is to be expelled, they must be expelled before completion of the exam(s) and distribution of the certificate
- if a student has satisfactorily passed the exam(s), they pass the course
- if a student is expelled, arrangements shall be made for the student to leave the class
- if a student is expelled, instructors must create a document stating the reasons why and include a brief synopsis of the events that led up to the expulsion of the student
- if a student is expelled the instructor will notify OST asap within 24 hours
- instructors are not required to refund course fees or excuse students from class, but in such instances as a death in family or major family emergency, consideration should be given; instructors can make exceptions on a case-by-case basis

STUDENT DISCIPLINE

Students are responsible for their individual behavior and for the consequences of any misbehavior. Instructors should not tolerate disruption in the classroom or in the field.

- Instructors may not use physical discipline under any circumstances.
- It is beneficial and highly recommended to have the parents and or guardians attend the first night of class to hear the Student Rules of Conduct read out loud.
- Student participation is very important at all times.
- Instructors need to address misbehaving, rowdy or disruptive students right away.
- If inappropriate conduct becomes an issue, use the procedure described below to help the student learn the appropriate conduct.

EXAMPLE:

If a student is disruptive in the class can they be expelled? **YES**

The student can be **expelled** from the course for disruptive behavior. If an instructor chooses to expel a student for disruptive behavior, it should be done before the exam is proctored. If an instructor expels a student, the instructor must indicate the reason in writing and keep the documentation in the course records file. The instructor must also indicate that the student failed by checking the **failed** box on the course roster.

PARENTAL/GUARDIAN RESPONSIBILITIES

A parent or guardian should attend the first class session. A parent or guardian must have signed the student's parental consent portion of the Student Safety Course Registration Card if the student is less than 18 years old. Without the consent signature,

the student should not be permitted to attend the class. Parents and guardians are welcome to attend and evaluate the entire course at no charge unless they wish to become certified.

Parents and guardians are highly encouraged to support their student with the following:

- getting to class on time
- encouraging good behavior in class
- giving positive reinforcement of safety rules
- helping with study assignments
- overall review and discussion of covered materials
- correcting unsafe habits or actions

GUEST SPEAKERS

Instructors should use guest speakers conservatively and must know what the guest speaker will be presenting. Guest speakers should be used to speak only to the topics that are part of or relevant to the course curriculum. OSTs have the authority to prohibit the use of guest speakers in safety programs.

Guest speakers are people who are invited to attend and speak or present at a safety course. Therefore, guest speakers must be in direct contact (eye and voice) with an instructor at all times when presenting information at a safety course. Instructors should carefully consider the pros and cons

before inviting a guest speaker. Consider the topics appropriate for a guest speaker - such as First Aid.

If using a guest speaker be sure to give them plenty of lead time and confirm before the class begins.

Make sure the guest speaker knows the following:

- course location and time
- number of students
- subject matter on which they are presenting
- purpose of the class and expectations
- amount of class time they are allowed

Instructors need to make sure they know the following about the guest speaker:

- outline of guest speaker's presentation/ power point content
- the guest speaker's qualifications and expertise on the topic
- the message that will be delivered is consistent with the standards and goals of the program
- of any equipment needs they may have

FIRST AID

- Instructors should have local EMS phone numbers on hand in case of an emergency.
- Instructors should have basic first aid supplies on hand.
 - A basic first aid kit is an allowable expense and can be purchased using student fees.

REASONABLE ACCOMMODATIONS

Instructors welcome all students who wish to learn and will make reasonable accommodations for students when notice is provided to the instructor. Reasonable accommodation requests should be provided

to the instructor as soon as possible. Instructors should refer the student, parent or guardian to the local OST with any questions or issues.

Reasonable accommodations will be made for the following:

- **Hearing impaired:** The Department will contract with and pay for a professional sign language interpreter for a student if one is not available. Requests for a professional sign language interpreter for the student should be done as soon as possible to allow for scheduling. Refer the student, parents or guardian to the local OST directly to make arrangements.
- **Physically disabled:** The instructor will make sure the classroom facility is accessible to the student. If necessary, the instructor may have to find another classroom facility to accommodate the course and the student. A physically disabled student does not have to demonstrate any hands-on requirements but is required to explain the topic satisfactorily to the instructor.
- **Physically challenged:** Instructors will make reasonable accommodations for any student wishing to take a Wisconsin DNR safety course regardless of the student's physical ability.
- **Language Barriers:** Students are welcome to use family members or other resources from the community, school or others that maybe available to fill this need.
- **Equal Opportunity:** Students wishing to attend are welcome regardless of age, religion, race, gender or sexual orientation, or reason for taking the course. There are no minimum age requirements for any of the traditional safety courses. Unless special circumstances exist, all courses shall be open to public registration. Contact your local OST if you have any questions.

EXAMS

A successful student is one that has passed the safety program exam(s) with a score of at least 80%.

- o **ATV/UTV** - 50 questions, no more than 10 wrong to pass
- o **Boat** - 60 questions, no more than 12 wrong to pass
- o **Snowmobile** - 60 questions, no more than 12 wrong to pass

EXAM PROCEDURES

Instructors must follow the exam procedures to ensure consistency and to maintain the highest integrity of the safety programs examination process statewide.

- o The exams must be given in a comfortable classroom setting that is well lit, at a comfortable temperature, has suitable tables, chairs, desks and or other reasonable accommodations.
- o Instructors will provide pens or pencils from collected safety course fees as explained in the Allowable Expenses section of this manual.
- o Only active instructors and apprentices can administer exams.
- o Once the exam has been completed by a student, it should be corrected immediately. Several instructors can correct exams at the same time and should be on hand so enough help is available. Under no circumstances will students or parents be allowed to correct exams.
- o Once exams are corrected, they may be handed back to the students for the students to review.
 - o Instructors **shall not** read exam scores out loud.
 - o Instructors **shall** collect all exams after the review.
 - o Under no circumstance will students be allowed to keep any exams.

Instructor will check pass or fail on the front of the student safety course registration form (which becomes the temporary certificate if the student passed). The instructor should sign the student safety course registration card. Finally, when submitting the final roster, mark pass or fail on the course roster.

After exam scores are recorded and reviewed, the exams shall be destroyed.

It is important instructors do not take exam procedures lightly, but it is equally important to understand that not every student will pass the written or field exam. Instructors are **not** obligated to pass a student who has **not** obtained the level of understanding required to become certified. An instructor will need to discern if the failure was a result of learning disabilities and can choose an appropriate action such as reading the exam to the student. An instructor can usually determine who the students are that choose not to study, pay attention or complete assignments, these student's failure should not be viewed as a failure on the instructor's behalf. Instructors, who allow absolutely everyone to pass just because they participated, are doing a disservice to the public, the safety program and the instructor corps.

The exam process **SHALL BE** proctored by an active instructor at all times. Instructors cannot allow an exam to be given using open books, open notes, with help from parents or other students or as a take home exam.

All students and those with learning difficulties can have the exam questions read to them by an instructor. The instructor should allow students time to inform instructors of their wish to have the exam

read to them. Instructors will not administer exams in any one-on-one situation. Instructors should announce the instructor reading option again before an exam is administered.

There may be instances when students with learning difficulties are not discovered until the student fails the written exam. This may happen for various reasons, but mainly because the student is embarrassed of their disability. If this happens, an instructor can read the exam questions out loud to individual students but not in a one-on-one setting. A parent or another instructor must be present. Instructors will not ever take a student behind closed doors alone. Anytime an exam is read by an instructor, the instructor will read the question and answers to the student, being careful not to give away the correct answer. The score from the second exam would be the recorded score. It is okay for the instructor team to read the entire exam out loud to the class.

A school's Individualized Education Plans (IEPs) do not apply to the RSOS exams. Instructors must follow the exam procedures in this manual to ensure consistency and to maintain the highest integrity of the safety programs examination process statewide.

GLOSSARY

Administrators

Boating Administrator – specific responsibilities include the development of long range plans for basic, advanced and specialized Boating programs, management of federal grants, development of volunteer instructor manuals, student handbooks, training aids and supplemental educational materials, evaluation of other state and federal agency related studies, and the development of public service announcements and other media articles.

Off-Highway Vehicle Administrator – specific responsibilities include the development of long range plans for basic, advanced and specialized Off-Highway Vehicle programs, management of federal grants, development of volunteer instructor manuals, student handbooks, training aids and supplemental educational materials, evaluation of other state and federal agency related studies, and the development of public service announcements and other media articles.

Program Specialist, Operations

Associates – Department staff who support the safety programs, administrators, section chief and Outdoor Skills Trainers. They also manage the daily operations of the programs and electronic information systems as well as provide instructors with help and general program guidance.

Anniversary Date: considered to be the date an instructor was first certified as an instructor in one of the Department's safety programs.

Apprenticeship: training and education that a person completes to become a certified volunteer instructor. This training is managed by a volunteer instructor sponsor.

Continuing Education Refresher (CER): a training requirement that instructors must complete at least once every three years, on or before their last approved training.

Coaches: certified volunteer instructors, requested by an OST to participate as a trainer or mentor during any instructor training sessions held by the Department.

Conservation Warden: DNR employee with law enforcement credentials, who protects the natural resources. They have many duties including but not limited to, enforcement, field work enforcement, public relations, safety education classes, accident investigations, environmental and spill issues, water regulations and informational complaints.

Evaluators: Recreational Safety and Outdoor Skills Section (RSOS) staff, wardens and/or course monitors and evaluators chosen by the Department to monitor and evaluate classes held throughout the state.

Guest Speaker: a person considered to be a subject-matter expert. Guest speakers that are not certified active volunteer instructors **are not** allowed to have any unsupervised activity with students. More information is available in the guest speaker section of this manual.

Instructor Dashboard: The website, accessible by logging in through GoWild, in which certified volunteer instructors can manage their course and personal information.

Instructor Corner: Department website for instructors. Forms, lesson plans, agendas, and a multitude of other options for instructors can be located at dnr.wi.gov/volunteer/instructorcorner.

Instructor Years of Service: one year of credit for each year of service (calendar year) in which a certified instructor teaches or assists in the instruction of Department safety course which they are certified in. All instructors are required to sign the course roster and write down the number of hours they have donated towards the course. Awards are mailed directly to the instructor in the spring.
Example: 2016 awards will be mailed in the spring of 2017.

Lesson Plans: Department-approved lesson plans are provided for each safety program to guide and assist instructors as they instruct students.

Parents and Guardians: for the purposes of this manual can assist an instructor when requested if they are attending a course that their child is enrolled in. A parent or guardian must be within verbal and visual contact of the instructor when assisting.

Recreational Safety and Outdoor Skills Section (RSOS): A team consisting of Section Chief, OST Supervisor, Program Administrators, Assistant Program Administrators, OSTs, Program Specialists designated to administer and oversee the safety education and recreational vehicle enforcement activities of the Department designed to enhance and promote safe, ethical and responsible recreational activities.

Recreational Safety and Outdoor Skills Section Chief: Director of the Recreational Safety and Outdoor Skills Section who provides oversight to the Hunter, Bow, Boat, ATV, and Snowmobile Education program administrators and other staff in the section.

Outdoor Skills Trainer (OST): oversee the safety programs taught in their area. The OST Team are non-law enforcement safety specialists responsible for coordinating a recreational safety and educational program within their assigned area. Our OSTs recruit, train and monitor the services of volunteer safety program instructors and assist in the development of recreational safety course content as well as to the R3 Team efforts. The OST is your first point of contact regarding any requests or concerns about safety education programs.

Volunteer Instructor Trainings:

Academy and Mini Academy – Mini academies are shorter versions of full academies held by an OST. Academies are one or two full day training sessions. Academies and mini academies are basic certification trainings for new volunteers and will always meet continuing education requirements for existing instructors that choose to attend. Academies and mini academies cover policy and procedure review, program specific lesson plans, program updates and usually disperse some type of educational aids.

Workshop – can be program specific or general enough to cover all safety program refresher requirements. Workshops are usually held during the week for two or three hours a night. Workshops consist of program updates, review of policies and procedures, demonstration of lesson plans and general discussion. Workshops meet the CER requirements but do not certify new instructors.

Volunteer Instructor Types:

Apprentice Volunteer Instructor – a person who is at least 18 years of age, who has already been certified as a student in the recreational activity that they wish to instruct. They have also passed an initial screening background check conducted by the OST. An apprentice is a person who is in the process of completing the required training to become a certified instructor. Apprentice instructors are supervised by their Sponsoring Instructor.

Certified Volunteer Instructor – a person who has successfully completed the certification process required by the Department. A certified volunteer instructor is an authorized individual who can conduct DNR approved courses for each program that they are certified in and remain active. Volunteer instructors are supervised by their local OST.

Junior Volunteer Instructor – a person under the age of 18 who has successfully completed a safety course within the designated education program and is

recommended (sponsored) by an instructor. The junior volunteer instructor and sponsor complete the junior volunteer instructor application and submit it to their local OST. Junior volunteer instructors can assist the instructor in the program, but cannot instruct on their own. The years that a junior volunteer instructor participates count toward full instructor certification. When a junior instructor turns 18 years of age they need to complete the certification process forms and consult with their local OST.

Lead Volunteer Instructor – a certified volunteer instructor, responsible for overall organization of the class and delegating responsibilities to other volunteer instructors. A lead instructor is the instructor in charge of coordination and completion of the course.

Sponsoring Volunteer Instructor – a certified volunteer instructor that is responsible for teaching all required duties and responsibilities to an apprentice during a volunteer instructor apprenticeship.

Wisconsin Department of Natural Resources (DNR or Department): The state agency charged with full responsibility for coordinating, regulating and implementing the many disciplines and programs necessary to protect the state's natural resources and outdoor recreational opportunities for Wisconsin citizens and visitors.

The DNR website is dnr.wi.gov.

OST MAP

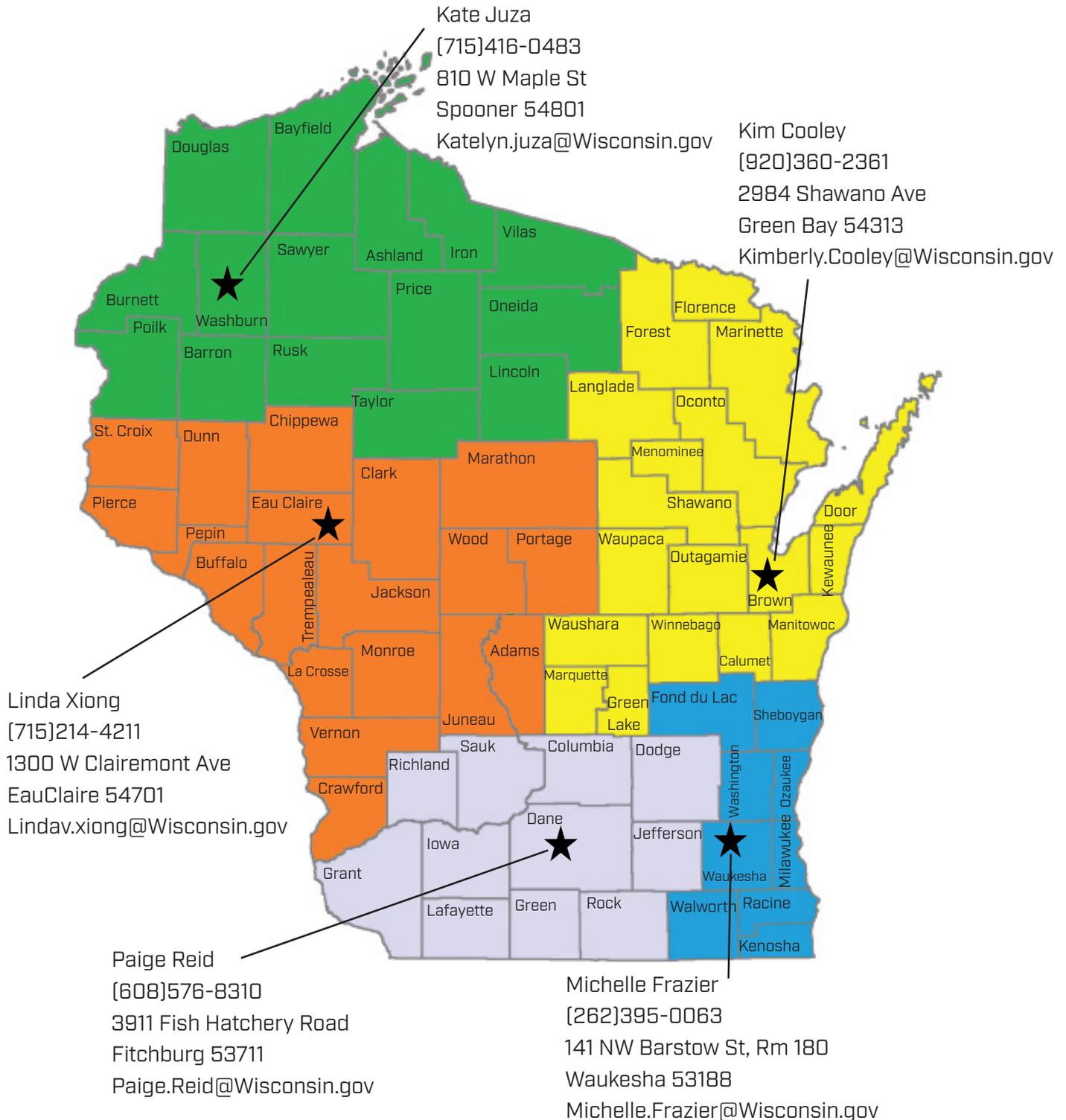
Outdoor Skills Trainer Administrative Area Map

Recreational Safety & Outdoor Skills Section Chief: April Dombrowski: 608-852-9456

Boating Law Administrator: Vacant; Penny Kanable: 608-228-9352

OHV Law Administrator: Marty Stone 608-778-2035

Hunter Education Administrator: Jon King: 608-575-2294; Ashley VanEgtern: 608-267-7509



NOTES:

RECREATIONAL VEHICLE



VOLUNTEER INSTRUCTOR POLICY & PROCEDURE MANUAL

WISCONSIN DEPARTMENT OF NATURAL RESOURCES