

Section

VENDOR

Subject

TRAINING

## SUMMARY

Training is required for all new and currently authorized vendors. It is designed to prevent errors, non-compliance, and to improve program service. At a minimum all vendors will be contacted by WIC staff at least twice a year by phone, letter, or store visit.

At least one representative of each store will participate in annual training by WIC staff, and every three years stores will need to participate in interactive training. Vendors should be encouraged to call their local WIC office whenever they have questions.

## DESIGNATION OF TRAINING

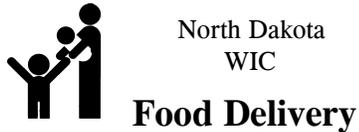
The State has designated the Local Vendor Coordinator in each agency to complete annual and interactive training for all vendors in their respective agencies. The state will provide the Local Vendor Coordinators with training materials and guidance to ensure the uniformity and quality of training statewide.

## ANNUAL TRAINING

Store staff will need to participate in training by WIC staff at a minimum of once a year. At least one representative from each store must be present. The local agency is responsible for designating the time, date, and location of the training. The vendor must be provided with at least one alternate date to attend. The store staff member can be a manager, head cashier, cashier, or anyone dealing with WIC transactions.

To count as an annual training, the training session must include **all** of the following components:

- Purpose or explanation of the WIC Program
- WIC allowable foods – can share the food list
- Minimum variety and quantity stocking requirements
- Procedures for processing and cashing WIC vouchers
- Sanction system
- Vendor complaint process
- Claims procedures
- Any program changes or updates since last training
- Infant formula purchased from State agency authorized list



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- Use of incentive items - Offering of incentive items solely to WIC participants is prohibited

The contents of the training must be documented to show that all areas were covered. The annual training can either be in person (“interactive”) or can be in the form of a letter, memo, or video. All required areas need to be covered regardless of the method of training. If using the vendor video for annual training, a supplemental information sheet covering the sanction system, vendor complaint process, and claims procedures could be given to the vendor, along with the minimum stocking requirements handout.

Training should be focused to the audience attending the session.

1. For example, cashiers need to know more about WIC allowable foods, how to process vouchers, the purpose of the program, and any new changes in the program. Information regarding sanctions, vendor complaints, and claims procedures, can be given as a handout to take back to their manager or supervisor. These issues can be explained briefly so they understand why they need to follow the WIC rules and regulations closely.
2. If the training audience consists of mainly managerial staff, the training agenda will probably focus on the opposite issues that were provided for the cashiers. Sanctions, vendor complaints, claims procedures, and the minimum stocking requirements would be more important to this group.
3. Keep a list of those who attend each training session and what is covered in the appropriate store’s file. This information can all be captured on the training checklist – (see page 4).

When conducting a training session it will be important to cover all the items, but the audience will help to determine what to focus on.

### INTERACTIVE TRAINING

Prior to authorization and at least once every three years each vendor will need to participate in interactive training. Interactive training can either be held at the WIC office or on-site at the store. This type of training needs to provide the vendor with an opportunity for questions and answers.

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An annual training can be counted as an interactive training as long as it was “in person” and the vendor had the opportunity for questions and answers.

- At least one cashier and one manager/head cashier needs to be present (exceptions can be made for stores with fewer than 5 staff)
- The local agency is responsible for designating the time, date, and location
- The vendor must be provided with at least one alternate date to attend
- The material to be presented is the same as the annual training contents

**FOLLOW-UP**

After conducting a training session, call the manager from each store to let them know which employees attended. If the training is on-site, have the employees sign-in and leave a copy for the manager if he/she is not in attendance. Ask if any employees were not able to attend and if so, offer one alternate date.

**DOCUMENTATION OF TRAINING**

All training provided to the vendor must be documented in WICnet. On the training tab in WICnet, a record should be created for each training session with the vendor. The completed date must be filled in and this should reflect the day the training occurred. The annual and interactive checkboxes should also be marked as appropriate to document what type of training was performed. In the case of an annual training that was also interactive, both checkboxes should be marked.

**TRAINING CHECKLIST**

The Training Checklist should be filled out for all interactive training sessions and a copy should be sent to the State office each fiscal year. There is an alternate Training Checklist that can be used if the training is not interactive and a copy of that checklist should also be sent to the State office each fiscal year.



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### Training Checklist for Interactive training

Date of Training <b>03/02/2013</b>	Location of Training <b>WIC office</b>
Reason for Training <input checked="" type="checkbox"/> Annual requirements <input type="checkbox"/> Sanctioned <input type="checkbox"/> Requested by store	
WIC staff in charge of training <b>Sally Smith</b>	If training is interactive, is manager or head cashier present? <input type="checkbox"/> Yes <input type="checkbox"/> No

<u>Name of those attending</u>	<u>Store</u>
1. <b>Billy Bob</b>	<b>Mary's Market</b>
2. <b>Jane Doe</b>	<b>Bob's Supervalu</b>
3. <b>John Doe</b>	<b>Mary's Market</b>
4. <b>Jack Nicholson</b>	<b>Mary's Market</b>
5. <b>Gerald Ford</b>	<b>Mary's Market</b>
6. <b>Jay Leno</b>	<b>Bob's Supervalu</b>
7.	
8.	
9.	
10.	
11.	
12.	

(If more than 12, please attach a separate sheet)

* Need to cover all topics verbally or by giving a handout on topic	
* <b>Content:</b>	
<ul style="list-style-type: none"> <li>Purpose of Program/explanation of WIC</li> <li>WIC allowable foods/food list</li> <li>Minimum variety and quantity stocking requirements</li> <li>Procedure for transacting and redeeming vouchers/milk tickets</li> <li>Sanction system</li> <li>Vendor complaint process</li> <li>Vendor claims procedures</li> <li>Program changes/updates</li> <li>Infant formula purchased from SA list</li> <li>Offering of incentive items</li> </ul>	<b>Covered:</b> (If yes - ✓) ___✓___ ___✓___ ___✓___ ___✓___ ___✓___ ___✓___ - gave handout ___✓___ - gave handout ___✓___ ___✓___ ___✓___
Other Comments: <u>Shared new juice policy - no longer allowing 46 oz. cans.</u>	
<hr/> <hr/> <hr/>	
WIC Staff signature <b>Mary Nutritionist</b>	Date <b>03/02/2013</b>

### Training Checklist ~ Non-Interactive training

Date of Training: <b>8/28/13</b>	Mode of Training: <input type="checkbox"/> Newsletter <input checked="" type="checkbox"/> Letter/memo <input type="checkbox"/> Review of training presentation <input type="checkbox"/> Other
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<u>Reason for Training:</u>	
<input checked="" type="checkbox"/> Annual requirements	<input type="checkbox"/> Sanctioned <input type="checkbox"/> Requested by store
<u>Local Agency:</u> <i>Clearwater County</i>	<u>WIC staff who completed training:</u> <i>Mary Nutritionist</i>

<u>Store(s)</u>	
1. <i>Bob Owner</i>	13.
2. <i>Connie Cleaner</i>	14.
3. <i>John Doe</i>	15.
4. <i>Andy Panda</i>	16.
5.	17.
6.	18.
7.	19.
8.	20.
9.	
10.	
11.	
12.	

* Need to cover all topics by handout or by confirmation that they have reviewed the training presentation																							
<b>* Content:</b>	<b><u>Covered:</u></b> (If yes - ✓)																						
<ul style="list-style-type: none"> <li>• Purpose of Program/explanation of WIC</li> <li>• WIC allowable foods/food list</li> <li>• Minimum variety and quantity stocking requirements</li> <li>• Procedure for transacting and redeeming vouchers</li> <li>• Sanction system</li> <li>• Vendor complaint process</li> <li>• Vendor claims procedures</li> <li>• Program changes/updates</li> <li>• Infant formula purchased from State agency authorized list</li> <li>• Offering of incentive items</li> </ul>	<table style="margin-left: auto; margin-right: auto;"> <tr><td>_____</td><td>✓</td></tr> </table>	_____	✓	_____	✓	_____	✓	_____	✓	_____	✓	_____	✓	_____	✓	_____	✓	_____	✓	_____	✓	_____	✓
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Other Comments: _____																							
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WIC Staff signature <i>Mary Nutritionist</i>	Date <i>8/28/13</i>																						