Administrative Staff Training

I. Administrative and clerical training modules are found on the Staff Training tab on SharePoint.

II. Administrative/clerical training modules include:

   a. Civil Rights
      i. <u>All WIC staff must complete each fiscal year</u>.
      ii. New employees must complete within 60 days of employment.

   b. Customer Service
      i. Must be completed by all clinic staff.

   c. Participant Violations
      i. Must be completed by supervisory staff and those assigned to handle participant violations.

   d. Vendor Management
      i. <u>Local Agency Vendor Coordinators must complete the Vendor Management Module annually</u>.
      ii. Reading the Vendor Manual (manual for stores) is required as part of completing the Vendor Management Module.

   e. Information Security/Privacy Training (see *System Training*).
      i. Training is completed using the *UDOH Privacy Security Training* online module
      ii. <u>Must be completed by all WIC staff annually</u>.

III. Breastfeeding Promotion and Support Training

   a. All WIC staff have responsibilities to complete training in breastfeeding promotion and support. See *Functional Area II Nutrition Services-Breastfeeding, Nutrition Education and Counseling, Staff Training* for more information.

IV. Completion of Modules.

   a. New staff must complete all assigned modules within 3 months of their hire date or as otherwise indicated.

   b. Existing WIC staff need to complete new and revised/updated modules within three months of notification of development or as otherwise indicated by the State agency.

    c. New staff must be scheduled adequate work time to complete the assigned modules. Staff must not be expected to complete them on their own time.

V.   Documentation of module completion.

    a. Each staff member must have a file containing all completed post tests for each assigned module.

    b. Exams must be numerically graded by the module preceptor.

        i. The local agency WIC Director assigns a staff member to grade the customer service module.
        ii. The State Vendor Coordinator grades Vendor Management and Participant Violations.
        iii. The State Operations Manager grades Civil Rights.

    c. Post test exams must have a score of pass or greater than or equal to 80% to pass. If a staff member fails a post test, the module must be read again and the test repeated until a passing grade is achieved. Preceptors should assess passing status for progress checks and activities to determine if additional training is needed.