

## 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. All WIC staff must complete each fiscal year.
    - 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. Local Agency Vendor Coordinators must complete the Vendor Management Module annually.
    - 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. Must be completed by all WIC staff annually.
- III. 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.
- IV. 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.