

Vendor Training

- I. Education/training is provided by either the State or local WIC vendor management staff to vendors through state created vendor training modules, manuals, video/DVD, computer-based training, and on site presentations.
- II. Vendor training is conducted for the following reasons:
 - a. Vendor is newly authorized (initial training),
 - b. Annual vendor training,
 - c. Interactive training every three (3) years,
 - d. Any non-compliance with the Utah WIC Vendor Agreement (vendor has accumulated ten (10) or more violation points),
 - e. Vendor requests training,
 - f. Any other training deemed necessary by the State agency.
- III. Local agency vendor coordinators may be assigned by the State Agency to conduct initial training at new vendors and interactive training for existing authorized vendors.
- IV. The State Agency will conduct all annual training and training for non-compliance with the vendor agreement.
- V. Annual WIC vendor training is required to be completed by all vendor staff who handle WIC transactions and those who supervise them.
 - a. Annual training will be provided by the State Agency through self-paced instruction modules with a post-test.
 - b. The State Agency will ensure that all authorized vendors complete annual training requirement.
 - c. The annual training must include instruction on:
 - i. The purpose of the Program;
 - ii. The supplemental foods authorized by the State Agency;
 - iii. The minimum varieties and quantities of authorized supplemental foods that must be stocked by the vendors;
 - iv. The requirement that vendors obtain infant formula only from sources included on a list provided by the State Agency;
 - v. The procedures for transacting and redeeming-WIC food instruments;

- vi. The State Agency violation points and sanction system;
 - vii. The vendor complaint process;
 - viii. The claims procedures;
 - ix. State Agency policies and procedures regarding use of incentive items;
 - x. Use of the WIC acronym and logo; and
 - xi. Any changes to program requirements since the last training.
- VI. At least once every three years vendor training must be provided in an interactive format that includes a contemporaneous opportunity for questions and answers.
- a. Examples of acceptable vendor interactive training include:
 - i. on-site cashier/associate training, or
 - ii. off-site classroom-style training.
 - b. Teleconferencing cannot be utilized to satisfy the Interactive training requirement without state approval. Generally, interactive training will be face-to-face.
 - c. Interactive training is required for all employees who handle WIC transactions including cashiers, bookkeeping staff and management/supervisory staff.
 - d. At the sole discretion of the State, “train-the-trainer” style interactive training may be provided.
 - e. The local or state agency WIC vendor coordinator will coordinate the date, time, and location of the training with the vendor.
 - i. The vendor’s schedule will be reasonably accommodated when setting up this training.
 - ii. The vendor will not be required to have all employees attend the same training session. The training may be arranged to include a second training session on the same or different day depending on the needs of the vendor. In addition, the vendor will be allowed to train those employees that were ill, on vacation or could not be available for the on-site training.
 - iii. The vendor will be provided with at least one alternative date on which to attend interactive training at a mutually agreeable time.
- VII. The vendor is ultimately responsible to inform and train cashiers and other staff on program requirements. The vendor is accountable to ensure all employees who handle WIC transactions are trained on WIC redemption procedures once the initial pre-authorization training visit has been accomplished.

- VIII. The vendor/corporate offices should use Utah WIC training materials supplied by the Utah State Agency. The vendor or corporate offices are not permitted to edit or change any WIC training material supplied by the State Agency.

- IX. The WIC program has no legal obligation to provide vendor training materials in multiple languages. The WIC Program holds the retailer responsible for providing or bringing an interpreter for on-site visits, communication or questions with the State WIC Office or Local WIC Agency, initial or renewal of agreement applications; required training sessions, or other meetings, as necessary.