

Administrative Staff Training

- I. Training modules for administrative and clerical staff are found on the Staff Training tab on SharePoint.
- II. Administrative Staff Training Modules include:
 - a. Civil Rights
 - i. All 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. Security Awareness training (see *System Training*).
 - i. Must be completed each calendar year.
- 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.