

<p style="text-align: center;">Nutrition Services Department of State Health Services</p>

Effective October 1, 2007

Policy No. WV:08.0

WIC Vendor Training

Purpose

To increase vendor understanding of and compliance with the policies and procedures of the WIC Program.

Authority

7 CFR Part 246.12

Policy

At least one designated representative from each vendor outlet with a current Agreement shall participate in a WIC state agency (SA) administered training.

Procedures

- I. Prior to or at the time of a vendor's initial authorization, or at a subsequent authorization after a break in the Agreement term between the vendor and the Department of State Health Services, each vendor outlet shall participate in a training that is in an interactive format. This may include telephone conferencing, video teleconferencing, classroom training, or training via Internet. Vendors who receive initial training by phone or via Internet must attend classroom or video teleconferencing training within one year of the initial training certification.

- II. Each WIC vendor outlet with a current Agreement shall participate in SA training annually which includes but is not limited to newsletters, videos, cashier training manual, policies, materials and interactive training.

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- III. Each vendor outlet with a current Agreement shall attend state-sanctioned classroom or video teleconferencing training at least once every three years. A vendor outlet's agreement shall not be renewed if a representative has not attended state-sanctioned classroom or video teleconferencing training within three years from the last date he/she attended a state-sanctioned classroom or video teleconferencing training.

- IV. Vendors with 10 or more authorized outlets may request SA approval to designate a representative(s) as the vendor's company trainer(s).
 - A. These representatives must receive annual training from the SA, they must be observed conducting training and must be certified by the SA to retain their privilege and designation as a WIC authorized company trainer.
 - B. WIC authorized company trainers must notify the SA in writing of the date/time/account/outlet/store personnel/title to whom classroom or video teleconferencing training is provided no later than 30 days after the training class.
 - C. Vendors who fail to make timely notifications shall lose their privilege and designation as a WIC-authorized company trainer.
 - D. The vendor agreement will not be renewed for an outlet/store not receiving training within a three-year period or for which the SA has no timely record of WIC-authorized company training.

- V. When the SA migrates from the paper system to an EBT System in an area, a representative from the vendor outlet must attend mandatory WIC EBT Policy and Procedures classroom training, unless the vendor outlet has completed self-service EBT training within the six months prior to the EBT go-live date. The SA shall provide the classroom training before it implements EBT in a specific area of the state.
 - A. Vendors are encouraged to send representatives to the classroom training even if they have completed the self-service EBT training.

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- B. Vendor Outlets who complete the self-service WIC EBT Policy and Procedures training must attend a state-sanctioned WIC EBT Policy and Procedures classroom training within one year to maintain authorization to accept EBT transactions.

- VI. Each vendor is responsible for informing and training its cashiers and other staff on the most current WIC Program policies and procedures.

- VII. The SA has sole discretion in designating the date, time, location and format of all interactive training offered by the SA. The SA shall provide vendors with at least one alternative date on which to attend training. The location for the alternative training shall be determined by the SA.