



Policy 440

Staff Training Requirements

June 17, 2021 (Revised)

POLICY

Local programs will ensure that staff are appropriately trained to perform their functions according to policy. Local program staff shall complete state training modules or online courses as appropriate for their position. Local program staff must demonstrate an adequate level of competence in performing their tasks.

PURPOSE

To train WIC staff to be Competent Professional Authorities (CPAs) as required by USDA. To ensure a consistent level of competence among all local WIC staff.

RELEVANT REGULATIONS

- 7 CFR §246.11 ¶(c)(2)—Provision of training
- 7 CFR §246.11 ¶(c)(7)(iii)—New staff training
- 7 CFR §246.7 ¶(e)—Certification of participants: Nutritional risk
- 7 CFR §246.14 ¶(c)(iii) —Allowable Training Costs
- USDA WIC Nutrition Services Standards—Standard 3 (A)(1)(a-e)

OREGON WIC PPM REFERENCES

- ◆ [215 — Local Program Monitoring and Review](#)
- ◆ [426 — Record Retention](#)
- ◆ [435 — Staffing Requirements](#)
- ◆ [452 — Civil Rights](#)
- ◆ [660 — Competent Professional Authority: Requirements](#)
- ◆ [710 — Breastfeeding: Promotion and Support Standards](#)
- ◆ [716 — Breastfeeding Peer Counseling Program Requirements](#)
- ◆ [820 — Quarterly Nutrition Education Contacts](#)
- ◆ [850 — Nutrition Services Plan](#)

APPENDICES

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DEFINITIONS

Paper module: Paper modules are self-paced written instructional modules, produced by the state WIC program to guide training at the local level on topics pertinent to the WIC program.

Online courses: Online courses are self-paced training courses identified by the state WIC program, hosted on a central site accessed via the internet, and completed by local agency staff using a computer. Select courses train local staff on topics pertinent to the WIC program.

Health Professional: A person with a bachelor's or master's degree in a health profession, such as nutrition, nursing or health education. Includes physicians, physician assistants, registered nurses, dietitians, public health educators, and International Board Certified Lactation Consultants (IBCLCs).

Local program training supervisor: A person designated by the local program to ensure training of local staff is completed in accordance with state policy. Minimum qualifications: must be a health professional as defined in [♦660—Competent Professional Authority: Requirements](#).

Competent Professional Authority (CPA): An individual on the staff of the local agency authorized to assess program eligibility, determine nutrition risk, and prescribe supplemental foods.

Trainee: The local program staff receiving training using the training modules and online courses.

Level 1 Training: Training modules, module chapters or lessons, or online courses that must be completed by all WIC staff.

Level 2 Training: Training modules, module chapters or lessons, or online courses that must be completed by all CPAs.

Level 3 Training: Advanced training, online courses or modules, module chapters or lessons that are completed by staff with previous training in a specific content area.

BACKGROUND

The Oregon WIC program considers well-trained staff an asset to local WIC programs. Local programs employ a variety of staff in WIC with diverse backgrounds and training. Local programs must ensure that all WIC staff are trained and have the basic nutrition knowledge and skills needed to provide WIC services to participants using a participant-centered approach.

PROCEDURE

Ordering training materials

- 1.0 Local program staff working in the WIC program must complete the appropriate training and Oregon WIC training paper modules or online courses for their position within a specified time period.
 - 1.1. All staff performing WIC functions, including integrated clerical staff, must complete required WIC training regardless of the funding source for the position.
 - 1.2. Staff who are cross trained to perform more than one role (e.g. clerk and CPA) must complete the training requirements for all the roles they are assigned.

- 1.3. Staff must pass the posttest for each training module or online course with a score of 90% or higher to consider it completed. See 15.5 for information on posttests.
- 1.4. Staff must be observed by the training supervisor, successfully demonstrating the competencies identified in each module or online course to consider it completed. See 11.0 for more information on observations.
- 2.0 Paper modules are can be viewed online or downloaded as a PDF from the [WIC Staff Training Modules and Online Courses](#) webpage.
- 2.1. Hard copies of written WIC paper modules are available to order through the state mailroom on [Shopify](#).
- 2.2. Online courses are accessed through Workday Learning. See the [WIC Staff Training Modules and Online Courses](#) webpage for more information.

Training Supervisors Guides

- 3.0 There is a training supervisor's guide for each module or online course on the [Training Supervisors](#) webpage.
- 3.1. Each training supervisor guide includes: Information about where to find the module, course, Certifiers Guide posttest and completion form; course objectives; answers to learning activities that are part of the module or course; and, the questions and correct answers for posttests.

Level I trainings: all WIC staff

- 4.0 All staff working in WIC in any job classification must, at a minimum, complete the six trainings outlined below.
- 4.1. The following must be completed within one month of hire:
 - "Orientation to WIC" online course (includes "4 Key Services" online course, "Orientation to WIC" paper module, and "Introduction to Caseload" online course)
 - "Breastfeeding Level 1" online course
 - "Food Package" module (See 7.1 for exceptions)
 - Civil Rights online course
- 4.2. These trainings must be completed within 3 months of hire:
 - "PCS – Setting the Stage" online course
 - "Adverse Childhood Experiences (ACEs)" online course
- 4.3. See the [Level 1 Training Checklist](#) for details.

Level II training: CPAs

- 5.0 In addition to the modules or courses required for all WIC staff, staff hired as certifiers (Competent Professional Authority/CPAs as defined in [◆660—Competent Professional Authority: Requirements](#)), must complete the following training (see [Certifiers Guide Training Checklist](#) for details):
 - "*Certifier's Guide*" module (this module guides completion of all training and includes content that must be completed within 6 months of beginning to certify)
 - "*Anthropometrics*" online course (within 1 month of hire and prior to performing

these functions)

- “*Hematology*” online course (within 1 month of hire and prior to performing these functions)
 - “*Nutrition Risk*” module (prior to beginning to certify complete the appropriate workbooks for the category of participant to be certified)
 - “*WIC Participant Centered Education*” online course (10 individual modules) (within 3 months of beginning to certify)
 - “*Basic Nutrition*” online course (within 3 months of beginning to certify)
 - “*Prenatal Nutrition*” online course (prior to certifying pregnant women and within 6 months of beginning to certify)
 - “*Child Nutrition*” online course (prior to certifying children and within 6 months of beginning to certify)
 - “*Infant Feeding and Nutrition*” module (prior to certifying infants and within 6 months of beginning to certify)
 - “*Breastfeeding Level 2*” face-to-face training or “*Breastfeeding Level 2*” module as a substitute (prior to certifying breastfeeding women and within 6 months of beginning to certify)
 - “*Infant Formula*” module (within 6 months of beginning to certify)
 - “*Postpartum Nutrition*” online course (prior to certifying postpartum women and within 6 months of beginning to certify)
 - “*Baby Behaviors*” online course (within 6 months of beginning to certify)
 - “*Toddler Behaviors*” online course (within 6 months of beginning to certify)
 - “*Responsive Parenting and WIC*” online course (within 6 months of beginning to certify)
- 5.1. WIC staff serving in the roles of RDN/WIC nutritionist or training supervisor must complete the training to be a CPA.
- 5.1.1. If the RDN/WIC nutritionist works at or less than 0.10 FTE, local agencies may apply for reimbursement of up to 46 hours of the nutritionists’ hourly rate to support the time needed to complete the training (maximum of 30 hours for training and 16 hours for job shadowing. See [the application](#) for details.

Facilitating groups

- 5.2. CPA’s providing group nutrition education must complete the “*Providing Participant Centered Groups*” module prior to facilitating any groups.
- 5.3. Staff members involved in verifying online lessons or reviewing self-paced lessons must receive training on how to fill this role effectively. See [♦820-Quarterly Nutrition Education Contacts](#).

Staff performing lab functions

- 6.0 WIC staff whose jobs are limited to weighing and measuring or drawing blood must complete Level 1 training for all staff listed in ¶4.0 plus the “*Anthropometrics*” and “*Hematology*” online courses.

Breastfeeding peer counselors

- 7.0 WIC staff hired as breastfeeding peer counselors must complete Level 1 training appropriate for all staff listed in ¶4.0 and the following Level 2 modules.
- “*Breastfeeding Level 2*” face-to-face training (or “*Breastfeeding Level 2*” module as a substitute)
 - “*WIC Participant Centered Education*” online course
 - “*Baby Behaviors*” online course
 - “*Providing Participant Centered Groups*” module
 - “*Responsive Parenting and WIC*” online course
- 7.1. Staff who work as breastfeeding peer counselors are not required to complete the “Food Package” module from Level 1.

Breastfeeding Coordinators

- 8.0 WIC staff filling the role of breastfeeding coordinator must be CPA’s and either be an IBCLC or must complete the designated Level 3 Breastfeeding training within 6 months of assuming that role. (See information on the [Level 3 Breastfeeding training](#).)

WIC Coordinators

- 9.0 WIC staff filling the role of WIC coordinator must complete Level 1 training and will be guided through individual coordinator training by their agency’s assigned state nutrition consultant.
- 9.1. A WIC coordinator training plan and training checklist are available on the [Training Supervisors](#) webpage.

Quarterly in-services

- 10.0 To support continuous learning and staff development, certifying staff must, at a minimum, participate in quarterly in-services on topics related to certifier competencies. (See the Certifier Competency Model included as an appendix to [◆660—Competent Professional Authority: Requirements](#).)
- 10.1. In-service topics must develop staff knowledge, skills or abilities related to CPA competencies identified in the CPA competency model. Examples include: facilitated discussions relating to participant centered services; new WIC mandates or data system functionality; attending WIC statewide meetings; guest speakers on customer service, cultural competence, or evidence-based nutrition topics; presentations by partner or referral agencies; facilitated discussions about nutrition risks or topics developed by the RDN/WIC nutritionist.
- 10.2. The state WIC program may require completion of specific in-services within a particular time frame to meet program requirements.
- 10.3. If the local agency is selecting in-service topics, the topics must either be based on staff training needs identified during local program self-evaluations,

or local WIC program needs; or be chosen to further enhance staff knowledge, skills or job satisfaction.

- 10.3.1. At least one of the quarterly in-services must be on a breastfeeding topic.
- 10.4. Training supervisors must document the date, the in-service presenter or facilitator, and the names of staff completing each quarterly in-service. (See the sample [Tracking In-service Completion form](#) for suggestions.)
 - 10.4.1. Retain the documentation of in-service completion for use during local agency reviews and to compile a list for the annual Nutrition Services Plan evaluation.
 - 10.4.2. If staff miss the original group in-service presentation, ensure they complete the in-service at another time and document the date.
 - 10.4.3. If quarterly in-services are developed by your agency, document and retain the training objectives and training materials used.

Annual civil rights training

- 10.5. The required annual civil rights training can be considered one of the quarterly in-services. (See [◆452—Civil Rights](#) for more information.)
 - Locally mandated trainings that are not related to certifier competencies, such as HIPAA or blood borne pathogens, cannot be counted as meeting the quarterly WIC in-service requirement.

Regular observations

- 11.0 To guarantee on-going clinic performance and compliance with state policy, all staff are to be observed regularly during each biennium.
 - 11.1. All CPAs must be observed doing certifications at a minimum of once per year. Use of either the [Observation Guide – Assessment](#) or the [Observation Guide - PCC](#) is required.
 - 11.1.1. File completed observation guides with other staff training documents.
 - 11.2. Observations of CPA's must be completed onsite by the training supervisor to assure that correct techniques are used, accurate nutrition-focused counseling is provided, appropriate referrals are being made, and paraprofessional CPA's are staying within their scope of practice.
 - 11.3. CPA observations may be delegated by the training supervisor to another CPA who is a health professional.
 - 11.4. Observations completed by the training supervisor fulfill the observation recommendations of the required agency self-evaluation described in Policy [◆215 - Local Program Monitoring and Review](#).
 - 11.5. It is recommended that the training supervisor provide feedback to the supervisor of staff observed to be considered as part of their staff evaluations, so that staff development plans support observed needs.

Selection of training supervisors

- 12.0 Each local WIC program will identify a training supervisor.
 - 12.1. The State WIC program recommends that the training supervisor be a registered dietitian (RDN)/WIC nutritionist, although at a minimum the training supervisor must be a health professional as defined in [◆660—Competent Professional Authority: Requirements](#).
 - 12.2. The training supervisor not only understands the WIC training modules and courses but also answers questions beyond the scope of the modules. The training supervisor acts as a resource for accurate information to CPA's in the program.
 - 12.3. The title of "training supervisor" indicates oversight of training and does not need to be a person in a supervisory or management position.
 - 12.4. The local WIC program may assign more than one person to share this role.
 - 12.5. The local WIC coordinator shall submit the name and qualifications of the training supervisor(s) annually as part of the self-evaluation and biennial review processes, or more frequently if there is staff turnover.
 - 12.6. Specific duties or responsibilities may be delegated to other staff and overseen by the training supervisor. The training supervisor may delegate the administrative activities related to training, such as tracking attendance and entering information in the data system, to a non-health professional. The training supervisor may delegate training related to policy and program operations, such as policy related in-services, to a staff supervisor or WIC program coordinator even if they are not a health professional. Staff observations and any nutrition or health related training activity, such as nutrition or food package in-services or Level 2 module completion oversight, may only be delegated to a health professional.

Training of training supervisors

- 13.0 The training supervisor will receive an orientation to the training supervisor's role and responsibilities from their local WIC coordinator or from the state WIC training coordinator, if the local WIC coordinator is unavailable.
 - 13.1. New training supervisors must complete the "*Guide for New Training Supervisors*" found on the [Training Supervisors](#) webpage within 6 months of being assigned the training supervisor role.
 - 13.2. The training supervisor must be a CPA. That means they must have completed all Level 2 training modules or online courses. This includes:
 - reading the module or completing the online courses;
 - working through the learning activities in the module or online course;
 - passing the posttest; and,
 - being observed.
 - 13.3. The training supervisor must complete new modules or online courses before training other staff on that module.

Responsibilities of training supervisor

- 14.0 The training supervisor is responsible for ensuring local staff are trained in a timely manner and in compliance with policy. If the training supervisor is not the WIC Coordinator or staff supervisor, they will need to work closely with the WIC Coordinator or staff supervisor to develop appropriate training plans for staff. The training supervisor can designate another health professional who is a CPA to train staff.
- 14.1. See Appendix A for a sample description of the roles and responsibilities of a WIC training supervisor.

Training supervisor tasks for new staff members

- 15.0 The training supervisor will work with the trainee's supervisor to develop training plans. See the [New Staff Training Checklist](#) for a sample plan. See the [Sample CPA Training Plan](#) for a training time line. The training supervisor shall:
- 15.1. Initiate training by scheduling time for the trainee to complete each module or online course and the activities involved.
- 15.1.1. The estimated time to successfully complete each online course or module is listed in the training checklist. The actual time needed will vary depending on the education and skills of the person hired.
- 15.2. Use the training supervisor's guide that accompanies each module or online course for information on completing that training module or course.
- 15.3. Assure that the trainee reads the modules or completes the online courses and completes all learning activities for each module.
- 15.4. Complete the observations specified in the module or course, to ensure the staff has met the objectives of the training.

Standard of competency: minimum 90% score on posttest

- 15.5. Assure that the trainee completes the posttest with at least 90% of the questions answered correctly, unless specifically stated as 100% in the training supervisor's guide.
- 15.5.1. If the score is not 90%, the training supervisor must take action to ensure that the trainee knows the material. Options include:
- Having the trainee re-read the sections of the module or review the sections of the online course that contain the information missed on the posttest and then retake the missed questions until all are answered correctly.
 - Having the trainee demonstrate to the training supervisor's satisfaction that the material is understood.
- 15.5.2. If a substantial number (approximately one-third or more) of the posttest questions are answered incorrectly, either have the trainee retake the module or course from the beginning, or have the trainee re-read the pertinent sections, complete the necessary progress checks again, and retake the posttest.

“Testing out” of modules

- 15.6. If the trainee is a health professional or has two or more years of WIC experience from another state, the training supervisor may have the trainee take the posttest without reading the module and doing the module activities, or without completing the online course. If the trainee passes the posttest with 90% correct answers, the training supervisor may complete the “Completion Form” for that course and consider the trainee competent in that module area. If they do not pass with 90% correct, the training supervisor shall instruct the trainee as to which sections of the module need to be completed.
- 15.7. After observing the new staff person and reviewing the posttest, the training supervisor will complete the “Completion Form”, attesting to the staff members’ competency regarding the content of that specific module or online course.
- 15.8. The training supervisor will offer the trainee the opportunity to complete the “Module Evaluation Form” for each module.
- 15.9. File a copy of the graded posttest or a copy of the Certificate from Workday Learning and the “Completion Form” in an appropriate place for each trainee after completion of the module or online course. These should be available to review during biennial reviews.
- 15.10. The training supervisor will enter the module or course completion date into the WIC data system within a month of module or course completion.
- 15.11. The training supervisor may provide the trainee with a certificate of completion. [Fillable](#) or [blank](#) certificates of completion can be found on the [Training Supervisor](#) webpage.

Training supervisor tasks for continuous learning

- 16.0 The training supervisor will work with the WIC Coordinator to ensure the appropriate continuous learning and training for all staff occurs.
 - Ensure state-mandated and quarterly in-services are completed.
 - Ensure annual civil rights training is completed.
 - Perform required staff observations.
 - Participate in the quarterly training supervisor’s forum calls.
 - Ensure state produced continuous learning materials, such as newsletters, are distributed to WIC staff.
 - Coordinate staff attendance at required regional training or statewide meetings.
 - Stay current with policy updates, changes in clinic or data system operations, or state training initiatives in order to ensure staff have the most up-to-date information.

**If you need this in large print or an
alternate format, please call 971-673-0040.**

This institution is an equal opportunity provider.

POLICY HISTORY

Date	* Revised, Reviewed, Released
12/1/2007	Revised
5/17/2010	Released
10/26/2011	Released
7/20/2012	Revised
1/7/2013	Released
6/25/2014	Revised
5/22/2015	Revised
9/15/2016	Released
5/1/2018	Released
4/5/2019	Released
7/10/2020	Minor revisions
6/17/2021	Minor revisions (Workday)

The date located at the top of the policy is the date of the most recent release. Policies are to be implemented on release date and will become compliance findings 6 months from the release date.

***Released:** Significant changes made to policy. Release notes can be found in the corresponding document on the [Policy and Procedure Manual page](#).

Reviewed: The writer looked at this policy to make sure it was still accurate. Formatting changes may have occurred.

Revised: Minor edits or formatting has occurred without need for release. USDA has accepted a policy and watermark is reviewed.

Date of Origin: Date policy was initially released

APPENDIX A

WIC Training Supervisor Roles and Responsibilities (sample)

DEFINITION: See Policy 440

The Local WIC Agency Training Supervisor is the person primarily responsible for ensuring training of local WIC staff is done in a timely manner and in compliance with state policy. If the Training Supervisor is not the WIC Coordinator or staff supervisor, communication with the Coordinator and/or the staff supervisor will be necessary to fulfill the duties and responsibilities outlined in this document.

The “Training Supervisor” title indicates that the role provides oversight of training. The person in this role may or may not be in a supervisory or management position.

A Local WIC Agency may assign more than one person to share this role. Specific duties or responsibilities may be delegated to other staff.

QUALIFICATIONS:

- Registered dietitian recommended
- Must be a health professional
- Must be a Competent Professional Authority as defined by policy

**The Training Supervisor will work toward completing all training modules and becoming a CPA within the first 6 months of assuming this position. Modules will be successfully completed prior to training other staff on the module.*

ROLES:

- Acts as a training and staff development resource within the WIC program;
- Coordinates with the state WIC program on training initiatives;
- Assesses, plans, implements and evaluates strategies to meet training and staff development needs within the WIC program;
- Coordinates completion of the appropriate Oregon WIC training modules and courses by WIC staff in the time frame set out in policy;
- Coordinates continuing education for staff, including quarterly in-services; and,
- Assures effective, appropriate and accurate information and services are provided to WIC participants by trained WIC staff, by conducting regular onsite staff observations.

TYPICAL DUTIES & RESPONSIBILITIES:

Working with new agency WIC staff, the WIC Training Supervisor...

- Coordinates new staff orientation and completion of training modules or online courses;
- Arranges time, materials and resources for staff to complete the appropriate training modules or courses;
- Completes observations and, if needed, scores module posttests;
- Documents training completion in the WIC data system;
- Ensures training documents are filed appropriately;
- Facilitates new staff observing existing staff in similar positions; and,
- Arranges mentoring for new staff.

In providing information and training to staff, the Training Supervisor...

- Keeps up to date on new WIC policies, data system functionality, and nutrition information and maintains updated reference materials (e.g. participates in Training Supervisor's Forum calls, monitors email);
- Provides existing staff with up-to-date information or facilitates another method for them to receive that information;
- Distributes training materials or nutrition information from the state agency to appropriate staff;
- Assesses task-appropriate training needs of staff;
- Identifies or arranges quarterly staff in-services;
- Performs onsite staff observations as part of agency review and quality assurance as required;
- Provides to staff (through training or other methods) appropriate, current and accurate information, and builds skills of WIC staff, using the Oregon WIC training paper modules and online courses as a minimum; and,
- Makes certain that all staff development and training materials are appropriate and effective (videos, reference materials, etc.).

In order to complete the annual Nutrition Services Plan Evaluation, the WIC Training Supervisor jointly with the WIC Coordinator...

- Assures that staff received training that supported achievement of the Nutrition Services Plan goals, objectives, and activities.
- Compiles a list of quarterly in-service trainings that were completed by local agency staff.

Working within the community and agency, the WIC Training Supervisor...

- Acts as the liaison between WIC and the agency and community regarding staff training and staff education;
- Networks with other health professionals and helps to identify training opportunities and resources for WIC staff within the agency or community.

The Training Supervisor provides leadership in these ways...

- Is familiar with Oregon WIC training policies and works to assure compliance;
- Advocates for staff training and development within their agency;
- Coordinates agency training activities;
- Plans and coordinates special training activities and events, such as quarterly in-services, policy updates, new data system functionality;
- Is the key staff training contact for the state WIC program; and,
- Provides input to the state WIC program on new training opportunities, materials, and resources.