

450.12

Vendor Training

Overview

Introduction Participating vendors receive training by the state WIC office..

Types of Training Vendors receive 3 types of training. They include:

- Authorization training,
- Annual training, and
- Interactive training.

Authorization Training

Definition Authorization training is an initial training session conducted on-site.

Authorization training procedure Authorization training procedures include:

- Store inspections to verify that minimum inventory requirements are satisfied prior to conducting training.
- Introduction of state representative conducting the training session.
- Verification that a responsible person of authority is present at the training.
- Explanation of the Iowa WIC Program.
- Review of materials included in the WIC vendor's binder, including:
 - PowerPoint presentation,
 - Iowa WIC approved foods listing and food flyer,
 - WIC ID decal,
 - WIC vendor comment cards,
 - Authorization information sheet, and
 - WIC Vendor agreement.
- Review and sign WIC vendor agreement.

Interactive and Annual Training

Interactive training

Interactive training includes a contemporaneous opportunity for questions and answers. Acceptable interactive training includes on-site store associate training, off-site classroom-style train-the-trainer or manager training. Vendors will receive interactive training prior to or at the time of initial authorization, and at least once every three years after.

Annual training

Mandatory annual training is achieved through quarterly newsletters, training materials, on-site training requested by vendors, and on-site training as a result of failed monitoring visits.

Training topics

Initial and annual training must include:

- Instruction on the purpose of the WIC Program,
 - Supplemental foods authorized by the Iowa WIC Program,
 - Minimum varieties and quantities of authorized supplemental foods that must be stocked by vendors,
 - Procedures for transacting and redeeming food instruments and cash value benefits,
 - Vendor sanction system,
 - Vendor complaint process,
 - Claims procedures,
 - The State agency's policies and procedures regarding the use of incentive items,
 - Changes to the program requirements since the last training, and
 - Infant formula must be purchased from the State Agency authorized list.
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