Policy

Local agency (LA) WIC staff shall complete the training modules in the LMS (Learning Management System) as well as breastfeeding training as appropriate for their position. An adequate level of competence must be demonstrated in performing the tasks. Designated preceptors will ensure that LA CPAs are appropriately trained to perform assigned functions according to the CPA Training Manual. All staff shall also complete specific civil rights trainings as well as continuing education as outlined in this policy.

Procedure

All employees working in the WIC Program must complete the standardized training modules for their position within a specified time period as described in the WIC Staff Training Manual.

1. **All Staff**
   - Meet with LA breastfeeding coordinator within 1 week of hire—All WIC staff are required to meet with the LA breastfeeding coordinator immediately upon hire. At this meeting, the breastfeeding coordinator shall discuss why WIC supports breastfeeding, why breastfeeding is a priority, the LA breastfeeding promotion program, the breastfeeding promotional supplies available for distribution, the peer counseling program (if applicable), and the breast pump distribution program.

2. **CPA's/Nutritionists:**
   - 17 training modules within 6 months of hire—CPAs and Nutritionists are required to complete all 17 training modules. The training modules are self-paced. Nutritionists and RDs are exempt from completing the quizzes, tests, and skills checklists. New trainees can access the training modules through the LMS by accessing (updated coming soon) and clicking on “request a new account.” Further guidance on completing the WIC training modules can be obtained by referencing the WIC CPA Training Manual.
   - Maternal, Infant and Early Childhood Nutrition Course (MIECN)—eight week instructor led nutrition course is offered on a quarterly basis and will be completed by all CPA trainees within the first 6 months of hire. The passing score is 80% or better.
   - 35 hour breastfeeding training within 1 year of hire—All CPAs, RDs, and Nutritionists are required to complete this comprehensive breastfeeding training once every five (5) years. Staff can attend a course offered by the State WIC Office or another similar course.

3. **Front Line/Administrative Staff:**
   - WIC Entry Training Modules within 2 months of hire—Clerks and administrative staff are required to complete the following modules within the first 2 months of hire:
     - WIC Certification
     - Customer Service
     - Breastfeeding is the Best Choice
   - 6 hour breastfeeding training within 6 months of hire—All front line and administrative staff are required to attend this training (offered by the State
WIC Office) to learn the basics of breastfeeding and why promoting and supporting breastfeeding is a priority for WIC.

4. **Peer Counselors:**
   - Breastfeeding training modules within 6 months of hire - Peer Counselors are required to complete the following counseling and breastfeeding training modules within 6 months of hire:
     - Counseling Skills
     - Cross Cultural Counseling
     - Breastfeeding is the Best Choice
     - Getting Started with Breastfeeding
     - Managing Breastfeeding
     - Other Breastfeeding Issues
     - Pumping and Away From Baby

   - **Loving Support** Peer Counselor training within 1 month of hire – All Peer Counselors are required to attend the **Loving Support** Peer Counseling Training offered by the State WIC Office.

   - 35 hour breastfeeding training within 1 year of hire – All Peer Counselors are required to complete this comprehensive breastfeeding training once every five (5) years. Staff can attend a course offered by the State WIC Office or another similar course.
### WIC Training Modules

Training modules are self-paced and meet requirements of VENA competencies. The following provide additional guidelines to be used with staff completing the WIC training modules. Further guidance is provided in the WIC Training Manual.

**Preceptors:** for each CPA trainee (CPAT) a designated preceptor will be distinguished to act as a mentor to the trainee, in most cases the preceptor will be the agency dietitian, nutritionist or a State Training Coordinator. The responsibilities of a preceptor include:

1. Mentor Trainees through the eLearning training modules.
2. Answer questions and provide direction and advice.
3. Perform reviews of certifications, nutrition education and related work performed by the trainee during the training process. Preceptors must sign off on all certifications that CPAT’s conduct until the trainee has reached the status of CPA.
4. Provide opportunities for observational learning.

<table>
<thead>
<tr>
<th>Training Requirement</th>
<th>Clerks</th>
<th>CPAs</th>
<th>Nutritionist/RD’s</th>
<th>Peer Counselors</th>
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<tbody>
<tr>
<td>Meet with LA Breastfeeding Coordinator within 1 week of hire</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Complete all 17 training modules within 6 months of hire</td>
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<td>X</td>
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<td>Complete entry level modules within 2 months of hire</td>
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<tr>
<td>Complete the breastfeeding training modules within 6 months of hire</td>
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<tr>
<td>Complete 8 week MIECN Course within 6 months of hire</td>
<td>X</td>
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<td>X</td>
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<tr>
<td>Complete a 6 hour breastfeeding training (offered by the State WIC Office) within 6 months of hire</td>
<td>X</td>
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<tr>
<td>Complete a 35 hour breastfeeding training within 1 year of hire (this training must be completed once every 5 years)</td>
<td>X</td>
<td>X</td>
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<td>Complete 12 hours of continuing education every year</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Complete the Peer Counselor training (offered by the State WIC Office) within 1 month of hire</td>
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<td>X</td>
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</table>
5. Evaluate hands on learning activities.
6. Certify achievement of the modules’ performance objectives by signing the “Skills Checklist Form(s).”
7. Proctor the Practical Exam (PE) for CPAT’s.
8. Provide on-going mentoring opportunities for all staff, conduct staff assessments, as well as provide effective feedback for enhancing skills.
9. Develop a formal WIC staff evaluation plan that will monitor and evaluate the quality of the staff members work for CPA’s, Clerks or Peer Counselors. This should be done on an annual basis as described on page 5 of the “WIC Clinic Staff Training Policy & Procedure Manual”.

Skills Checklist- each module requires that a preceptor observe the trainee completing certain activities accurately. Once the trainee successfully completes the skills checklist it will be filed as part of the trainee record kept at the LA.

Quizzes
After the completion of each module the trainee will be required to complete a quiz which is offered through the LMS. Scores will be recorded in the LMS and will become part of the trainee record.

Nutrition Education Group Exam
Presenting a nutrition class is only required by those CPA trainees that will be facilitating group sessions at their local agencies. The CPA trainee will select nutrition education materials and a lesson plan and present a nutrition class to WIC participants under the supervision of a nutritionist/RD or Training Coordinator.

Clinic Functions
The trainee can independently perform functions he/she has successfully completed and has been signed off on using the skills checklist which indicates the trainee is competent in that area. All other skills they are learning may only be practiced under the supervision of their preceptor or qualified clinic staff.

Final Exams
Once a CPA Trainee has successfully completed all quizzes, skills checklists, the 8 week nutrition course and the practical exam for all 5 participant types the final CPA exam will be assigned to the trainee in the LMS. Once the trainee has scored an 80% or higher on the knowledge exam the CPA certification certificate needs to be requested from the state office and copy kept in new CPA’s training record.

CPA Module Nutrition Course or Final Exam Failure
The module skills checklists, quizzes, 8 week nutrition course and final exam can be re-taken if the student does not initially pass. If a LA staff member scores below an 80% in the 8 week nutrition course or below an 80% on the final CPA exam the LA will be responsible for mentoring the trainee on the course topics before re-enrolling the trainee in the nutrition course or before the final exam is re-assigned. The student will only be able to function as a CPA once they pass the nutrition course and final CPA exam. The preceptor should provide additional mentoring to guide the student successfully through the modules.

If a CPA trainee cannot pass the CPA Knowledge exam after 2 tries it is up to the agency on if they would like to allow the CPA trainee take a step down to clerk, or if they want to let the CPA trainee go.
Additional Training Requirements and Continuing Education

Civil Rights
On an annual basis, all WIC staff will complete the Civil Rights training hosted in the LMS. Staff completion of this training will be tracked in the LMS. This training will be assigned and must be completed during the first 90 days of each Federal fiscal year. New Clinic staff must complete this training within 60 days of hire and will re-certify during the next annual certification period.

National Voter Registration Act (NVRA)
All clinic staff are required to complete semi-annual (every six months) National Voter Registration Act (NVRA) training. This training offers a summary of the NVRA and responsibilities as a public assistance agency to register voters. Each NVRA Clinic Coordinator will be responsible to provide trainings on voter registration services for new hires within one week of their start date.

Continuing Education 12 Hours Annually
All CPAs, RDs, and Nutritionists are required to take a minimum of twelve continuing education hours to stay abreast with evolving information and to support the roles and responsibilities of the CPA and nutritionist. The training hours are in addition to the trainings provided by the State. These trainings shall be documented in the clinic or LA Training Log which will be verified at the time of the LA Program Review.

Some examples of other continuing education may include but are not limited to:
- WICWorks Training Modules http://wicworks.nal.usda.gov/wic-learning-online
- California WIC Association WIC Works Modules http://www.calwic.org/events/wic-works-webinars
- SNAP-Ed Connection Modules which are nutrition related http://snap.nal.usda.gov/professional-development-tools/online-training
- Healthy & Active Preschoolers Modules by the California Department of Education http://www.healthypreschoolers.com/overview
- InJoy Birth & Parenting Education free webinar series http://injoyvideos.com/free-webinars
- Ellyn Satter Associates nutrition information http://www.ellynsatter.com/
- In-service trainings relevant to WIC participants provided by community partners such as Cribs for Kids, Learn the Signs, Act Early, Car Seat Safety, etc.

Many other relevant webinars are available online and through community partners. LAs shall verify with their point of contact at the State Office whether certain training content will satisfy the continuing education requirements.