



NOTE

If you are training a new staff during COVID-19, we have additional training guidance on the [WIC Policy and Procedures](#) page under the **Providing Remote WIC Services** sub-header.

The Washington WIC Certifier Competency Training supports WIC certifiers to develop a solid foundation of knowledge and skills to provide participant-centered nutrition services. Thank you for investing time to train your staff to become confident, competent WIC certifiers.

Trainer's Role

Your role is to coordinate and oversee the Certifier Competency Training for each trainee. Training time will vary due to staff schedules, agency hours, and trainee's needs. Please get the most current training tools from the [WIC website](#).

Getting Started

1. Get the trainee access to a computer with internet and printer capabilities.
2. Submit the [Add/Remove/Change LMS User Account form](#) to WAWICTraining@doh.wa.gov to create a LMS account for trainee to allow access to courses in the Learning Management System (LMS). Coordinator must notify the state when a trainee begins Certifier Competency Training.
 - a. Mark "Yes" on the LMS user account form (last column) to indicate staff person is beginning the Certifier Competency Training.
3. Orient the trainee to LMS courses and tools:
 - a. [Getting your Temporary Password](#)
 - b. [LMS Instructions for Staff](#)
4. Become familiar with Certifier Competency Training and Tools:
 - a. [Certifier Competency Training Worksheets 1- 16](#): Complete the worksheets in numerical order. Competencies build on information gained from previous competencies.
 - b. [Certification Observation Tool](#) ***During COVID-19, use [this form](#)***
 - c. [Certifier Competency Training Documentation Form](#)
During COVID-19, use [this form](#)
5. Schedule time for:
 - a. Trainee to complete Certifier Competency Training Worksheets 1-16.
 - b. Trainer to discuss and review the trainee's progress.
 - c. Trainee to observe participant contacts with multiple staff, if available.
 - d. Trainer to observe the trainee completing participant contacts.



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6. Core WIC Training: We're not currently scheduling Core WIC training in Olympia due to COVID-19. We posted [Core WIC Training](#) materials that you can use to train staff in your clinic.

A. Certifier Competency Training Worksheets

1. Review each certifier competency worksheet with the trainee.
 - a. Most competency areas have a course in the LMS. Begin training by having the trainee complete the course. Use the training requirements listed on each worksheet to help the trainee demonstrate knowledge and skills for that competency area.
 - b. There aren't LMS courses for a few competency areas. Use the training requirements listed on each worksheet to assure the trainee learns the knowledge and skills before having the trainee take the post-test in the LMS. These competency areas are:
 - 4 – Participant Confidentiality
 - 7 - Nutrition Assessment
 - 8 - Food Prescriptions and Benefits Issuance
 - 10 - Community Resources and Referrals
2. Assure the trainee reads policy chapters, staff tools, and education materials listed in the training requirements section of each worksheet.
3. Clarify WIC policy and certification process.
4. Help the trainee find answers to questions.
5. Observe the trainee demonstrating skills within the competency area.
6. Review each competency worksheet upon completion and have an open and supportive discussion. Here's a few sample questions to get you started:
 - a. What questions or thoughts do you have about this competency?
 - b. What did you find interesting?
 - c. What was most helpful?
7. Retain documentation that supports completion of the Certifier Competency Training, for example worksheets with notes.

B. Observations

Note: Ask the participant's permission to have other staff observe and introduce the observer.

1. Have the trainee observe other certifiers during a variety of participant appointments.
2. Have the trainee use the Certification Observation Tool to become familiar with the steps and capture questions or comments while observing.



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- a. The trainee will facilitate a discussion after the participant has left. Use observer guidance to get the discussion started.
3. The trainer observes the trainee when they are ready to begin completing participant contacts. Allow the trainee to do sections of the contact to become familiar with the steps and gain confidence while working with participants. The trainer is logged into the computer when the trainee is only completing parts of a participant contact.
For example:
 - a. The trainee completes the heights and weights and the trainer completes the rest of the contact.
 - b. The trainee asks the assessment questions and the trainer engages in the nutrition education discussion with the participant.
4. Use the Certification Observation Tool to track the trainee completing participant contacts. Steps include:
 - a. Complete the top of the form.
 - b. Check items completed correctly in each section.
 - c. Leave items unchecked if not completed or more practice is needed.
 - d. Write N/A in sections that aren't applicable to the contact. For example:
 - Hemoglobin may not be required for this participant or appointment type.
 - Formula or foods requiring Medical Documentation Form doesn't apply.
 - e. Document notes for discussion:
 - i. Areas the trainee excelled.
 - ii. Areas the trainee needs more practice.
 - iii. Specific examples or quotes.
 - f. After the participant has left, use the observer guidance questions on the Certification Observation Tool to guide the discussion.
5. Review and cosign the participant's file when the trainee completes the certification. Co-sign for each certification with your name and date on the Participant Demographics Sticky Note in Cascades. Co-signing must occur before the benefits are issued for the participant. Look at:
 - Income eligibility determination
 - Risk eligibility determination
 - Food prescription assigned
6. Retain completed Certification Observation Tools in the trainee's file.

C. Documentation of Competency Completion

1. If you have multiple trainers, the person who completes a specific worksheet discussion or observation signs the matching section on the Certifier Certification Documentation



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form. After completing all 16 Certifier Competency Training worksheets and required observations, the coordinator must date and sign the Certifier Competency Training Documentation form.

2. Submit a completed copy of the Certifier Competency Training Documentation form to WAWICTraining@doh.wa.gov.
3. Keep all training documentation used during training until you receive notification of approval from the state.
4. The state staff reviews the Certifier Competency Training Documentation form and may contact the coordinator with questions.
5. Once approved, the state sends:
 - a. The Certifier Competency Training Documentation form with state reviewer signature
 - b. A letter of congratulations
 - c. A signed Certificate of Achievement

Note: We encourage the coordinator to present the new certifier with the certificate and letter of congratulations at a staff meeting. This is a great way to recognize certifiers for completing the training and becoming a Competent Professional Authority (CPA).

6. Keep the Certifier Competency Training Documentation form with state reviewer signature on file during the certifier's employment and four years after the end of their employment.

Nutrition Training Requirements

CPAs are required to complete 12 hours of nutrition training each year. Document nutrition training hours for each CPA. Logs must include:

1. Name of training and brief description
2. Date training was completed
3. Number of hours for the training
4. Signature:
 - a. Individual Training Log: Signature of the Coordinator
 - b. Group Training Log: Staff print and sign their names

Note: CPAs may count up to 6 hours of breastfeeding training as nutrition training to meet this requirement

For persons with disabilities, this document is available on request in other formats.

To submit a request, please call 1-800-841-1410 (TDD/TYY 711).

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