The Washington WIC Certifier Competency Training supports WIC certifiers to develop a solid foundation of knowledge and skills to provide client 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.

**Note:** Please get the most current training tools from the [WIC website](http://www.wic.state.wa.us).

**A. Getting started**

1. Get the trainee access to a computer with internet and printer capabilities.
2. Submit [Excel LMS User Account form](http://www.doh.wa.gov) to WAWICTraining@doh.wa.gov to allow access to courses in the Learning Management System (LMS). Policy requires notification to the state when a trainee begins Certifier Competency Training. This requirement is met by completing and submitting the Excel LMS User Account form.
3. Orient the trainee to LMS courses and tools:
   a. [Getting your Temporary Password](http://www.wic.state.wa.us)
   b. [LMS Instructions for Staff](http://www.wic.state.wa.us)
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
   c. Certifier Competency Training Documentation Form
5. Schedule time for the:
   a. Trainee to complete Certifier Competency Training Worksheets 1-16.
   b. Trainer to discuss and review the trainee’s progress.
   c. Trainee to observe client contacts with multiple staff, if available.
   d. Trainer to observe the trainee completing client contacts.
6. Register the trainee for [Core WIC Training](http://www.wic.state.wa.us).
   **Note:** If you don’t send staff to Core WIC Training, you’re responsible for assuring the trainee gets all the Core WIC Training content.

**B. Certifier Competency Training Worksheets**

1. Review each 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 Training Requirements to help the trainee be able to demonstrate knowledge and skills for that competency area.
b. There isn’t a LMS course for a few of the competency areas. Use the Training Requirements 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. Client Confidentiality
   - 7. Nutrition Assessment
   - 8. Food Packages and Check Issuance
   - 10. Community Resources and Referrals

2. Assure the trainee reads identified policy chapters, staff tools, and education materials in Training Requirements column.

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.

C. Observations

   Note: Ask the client’s permission to have other staff observe and introduce the observer.

1. Have the trainee observe other certifiers during a variety of client contacts.

2. Have the trainee use the Certification Observation Tool to become familiar with the steps and capture questions or comments while observing.
   a. The trainee will facilitate a discussion after the client has left. Use observer guidance on the bottom of page 3 to get the discussion started.

3. The trainer observes the trainee when he/she is ready to begin completing client contacts. Allow the trainee to do sections of the contact to become familiar with the steps and gain confidence while working with clients. The trainer is logged into the computer when the trainee is only completing parts of a client 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 client.
4. Use Certification Observation Tool to track the trainee completing client 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 contact
      - Prescribed formula or foods don’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 client has left, use the observer guidance questions on the back of the Certification Observation Tool to guide the discussion
5. Review and cosign the client’s file when the trainee completes the certification. Cosigning must occur before the checks are printed for the client. Look at:
   - Income eligibility determination
   - Risk eligibility determination
   - Food package assigned

D. Documentation of competency completion

1. After completing each Certifier Competency Training Worksheet and required observations, date and sign the Certifier Competency Training Documentation Form. If you have multiple trainers, the person who completes the worksheet discussion or observation is the person to sign the 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 reviews the Certifier Competency Training Documentation Form and may contact trainer 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 trainer 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 his/her 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:

- Name of training and brief description
- Date training was completed
- Number of hours for the training
- Signature
  - Individual Training Log: Signature of the Coordinator
  - Group Training Log: Staff print and sign their names

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).

DOH-961-1118 October 2017