
Subject: Vendor Training

Effective Date: October 1, 2016

Revised from: October 1, 2010

Policy: All vendors must receive training on an annual basis. At least one authorized vendor representative must participate in training each year. The authorized vendor representative is then responsible for ensuring that all store personnel who handle WIC transactions (cashiers), people responsible for processing WIC checks (bookkeepers) or those labeling shelves (stockers/front end managers) receive training.

New vendors are required to receive face-to-face, interactive training at the time of the vendor's initial authorization.

In Kansas Vendor contracts are considered for renewal every three years. Renewing vendors are required to receive face-to-face training once every three years, as part of the contract renewal process.

During the years in between contract renewal, each vendor is required to receive annual training through self-paced training materials and quizzes, web-based training sessions or by participating in a face-to-face, interactive training.

The Local Agency shall provide face-to-face training:

- To all new vendors prior to the vendor's initial WIC authorization.
- To all renewing vendors during their contract renewal year.
- To follow-up after on-site monitoring visits, educational buys, and/or compliance investigations as needed.
- To ensure program integrity as deemed necessary by the State Agency.

The State Agency shall provide interactive training:

- To all vendors during the two years in between their contract renewal.

Reference: 7 CFR § 246.12(4)(3)(xi)

Procedure:

1. The SA shall provide training materials to LA's pertaining to WIC program policies and procedures. The SA will provide training materials to prevent program errors or abuse, reduce reimbursement errors, and promote the delivery of quality services to WIC clients, caregivers, parents and proxies.
2. LA's are encouraged to develop other training tools. These tools must be submitted to the SA for review to ensure their accuracy and completeness.
3. All training must be completed by August 1st to ensure all documentation is entered in KWIC by August 31st.

Subject: Vendor Training

4. The LA has discretion to choose the date, time and location of the face-to-face training. The vendor must be provided with at least one alternative date and time to attend the training and can be scheduled after the initial training date for vendors who could not attend the first training date and time.
5. LA staff shall facilitate the initial face-to-face training for new vendors prior to a new vendor's authorization. If training cannot take place during this time frame, the LA staff must notify the SA Vendor Manager of the reason for the delay and the anticipated completion date of the training. In the event of unusual circumstances that prevent the LA from fulfilling its training responsibilities, the LA may coordinate with the SA and request assistance from another LA or the SA.
6. The SA shall provide training materials in various forms including but not limited to, interactive newsletter, self-paced manuals, videos, web-based modules, etc. These training materials will be used for vendors not in contract initiation or contract renewal.
7. All actions pertaining to vendor training must be documented in the KWIC system by the LA.