



# New Employee Training Guidelines

## Colorado WIC Certification Program

The Colorado WIC Program utilizes a certification process to ensure that all new employees obtain a certain level of knowledge and skill. New employees need to have all records reviewed and signed off by a local agency designated trainer or mentor until they complete all of Level I requirements. Once a new employee has completed all Level I activities and has obtained a passing score (if required), they are considered a Certified WIC Authority (CWA) and can determine eligibility, assign risk factors and assign food packages as well as create care plans without review. On-going on-the-job training is essential for all new employees while completing the certification process and beyond. Level II and Level III required activities offer additional training for new employees.

## Module Learning

New employees are required to complete the modules, post-tests, online courses, videos and other requirements that are listed below for Level I, Level II, and Level III. Level I activities focus on WIC eligibility, communication and Compass requirements, while Level II and Level III activities contain information on nutrition, assessment and counseling. Information on each required activity is located on the Colorado WIC webpage ([www.coloradowic.com](http://www.coloradowic.com)) under Local agencies> WIC Certification Program. Each activity is designed for self-paced learning and some require a certain score be obtained to pass the requirement. The supervisor or trainer must be available to assist with questions, schedule time for the new employee to complete all requirements, review and evaluate performance throughout the process, and document completion in Compass.

## Level I

All Level I activities must be completed within 3 months of date of hire.

Required Activity	Completion Requirements
<b>Modules and Tests</b>	
<i>Colorado</i> WIC Orientation Module & Post-Test - Welcome to WIC Video - Saving the Children Story of WIC Video Part I & II	<i>Pass post-test with a score of 90% or above</i> - View videos; discuss with trainer
<i>Colorado</i> Screening Module & Post-Test - Hemocue Online Module & Post-Test ( <i>hemocuelearningcenter.com</i> )	<i>Pass post-test with a score of 90% or above</i> - Pass post-test with a score of 70% or above
<i>Colorado</i> Nutrition Risk Factors Module & Post-Test	<i>Pass post-test with a score of 90% or above</i>
<i>Colorado</i> Food Package Module & Post-Test	<i>Pass post-test with a score of 90% or above</i>
Online Compass Training Course - 13 individual modules	<i>Complete course; pass post-test with a score of 90% or above</i>
Observation Checklist	<i>Pass with a score of 90% or above</i>
Participant Record Review	<i>Pass with a score of 90% or above</i>

<b>Other Requirements</b>	<i>To Be Completed within 3 months of hire date</i>
Review Nutrition Education Counseling Guide	<i>Read entire guide; review with trainer</i>
Review Mini-Manual	<i>Read entire manual; review with trainer</i>

## Level I

All Level II activities must be completed within 6 months of date of hire.

<b>Required Activity</b>	<b>Completion Requirements</b>
<b>Modules and Tests</b>	
Colorado Basic Nutrition Module & Post-Test	<i>Pass post-test with a score of 90% or above</i>
Colorado Breastfeeding Module & Post-Test	<i>Pass post-test with a score of 90% or above</i>
Colorado Infant Nutrition Module & Post-Test	<i>Pass post-test with a score of 90% or above</i>
Baby Behavior Online Course & Post- Test	<i>Complete course; pass post-test with a score of 90% or above</i>
Colorado Prenatal & Postpartum Module & Post-Test	<i>Pass post-test with a score of 90% or above</i>
Colorado Preschool Child Nutrition Module & Post-Test	<i>Pass post-test with a score of 90% or above</i>
<b>Videos</b>	
<i>To Be Completed within 6 months of hire date</i>	
Partnering with WIC for Colorado Kids Video	<i>Complete entire video; discuss with trainer</i>
Closer Look – Allowable Foods Video	<i>Complete entire video; discuss with trainer</i>
<b>Other Requirements</b>	
<i>To Be Completed within 6 months of hire date</i>	
WIC Visit Assessment & Counseling Evaluation Tool	<i>Trainer completes observation and provides feedback</i>

## Level III

All Level III activities must be completed within 9 months of date of hire.

<b>Required Activity</b>	<b>Completion Requirements</b>
<b>Modules and Tests</b>	
Participant Centered Education Online Course and Post-Test - Introduction module and modules 1 -9	<i>Complete course; pass post-test with a score of 90% or above</i>

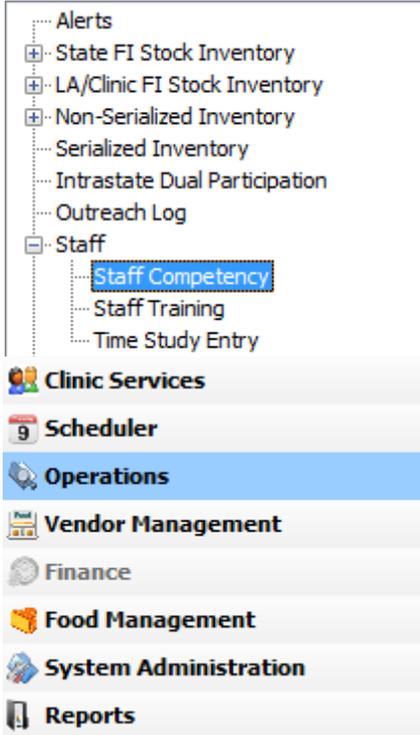
## Colorado Online Module Tests

Colorado WIC modules and online courses include an online post-test located on the CO.TRAIN.org website. The post-tests assess comprehension and knowledge obtained. Access instructions for taking the online module tests associated with the Colorado modules are posted on the Colorado WIC website (Local agencies > WIC Certification Program). A new employee must pass the module post-test with a score of 90% or higher.

## Documenting Training Completion

Using the Staff Competency panel under Operations in Compass, supervisors are to document the completion of Levels I, II and III after verifying successful completion. Certificates of Completion are available from CO.TRAIN. Submission of scores or certificates to the state office is not required.

# How to Document Training Completion



1. Access **Operations**, click **Staff**, then **Staff Competency** in Compass. Select the new employees name from the **Filter By User ID** drop down list.
2. Click **Add Row**. Skill Type in the Competency Tracking box will populate with Professional or Para-Professional depending on the user's set-up, the **Skill** drop down list is the same for both.
3. The first **Skill** to select from the drop down list is **Hire Date**. In the **Date** column enter the hire date and select **Completed** from the Skill drop down list.
4. When a new employee successfully completes Level I, II and III, the trainer can select **Completed** under the **Skill** drop down list and enter the date of completion.
5. The individual logged-in and entering in the new employees training completion is captured in Compass and the supervisor/trainer name is included in the **Updated By** field. Again, the new employee completing Level I, II and III should not enter their own training completion.
6. This record can be printed and is saved in Compass.

Staff Competency

Print

Filter By User ID: CherylCassell

Staff Type: Professional

Add Row

Remove Row

Staff Type	Skill	Level	Date	Day #	Updated by
Professional	Hire Date	Completed	06/01/2015		BrigitteBoyd
Professional					BrigitteBoyd

Updated by Field

## Troubleshooting:

- If supervisors/trainers are missing staff from the **Filter By User ID** drop down list in the **Staff Competency** panel ensure the correct clinic is selected and if applicable a Secure Compass User ID Form was successfully completed for new staff.
- If supervisors/trainers have names of staff that are no longer employed listed in the **Filter By User ID** drop down list in the **Staff Competency** panel please complete a Secure Compass User ID Form to remove Compass access for those staff.