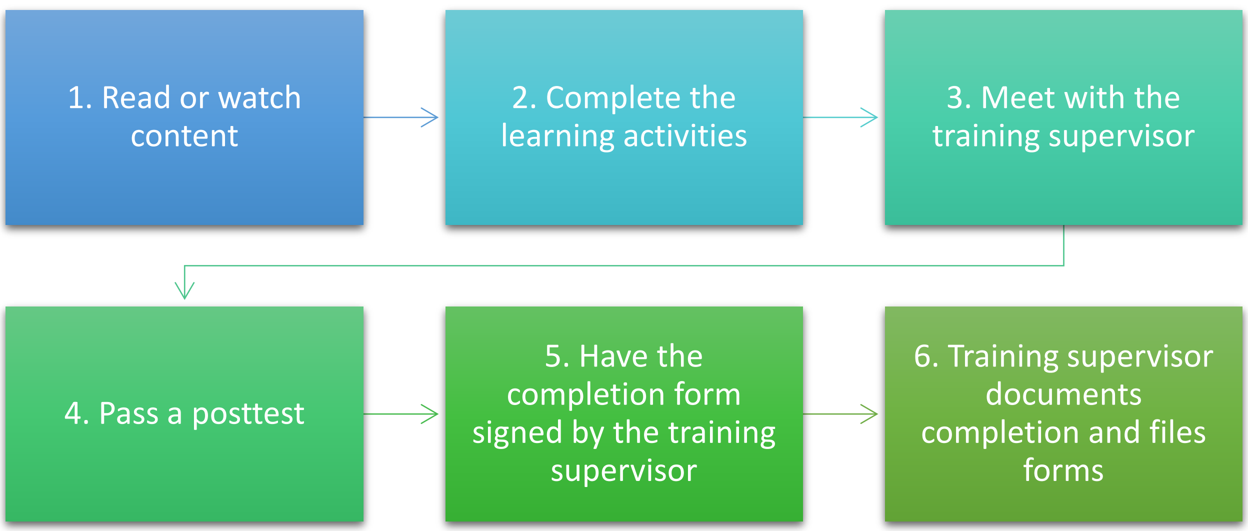
Part 5 Completion of training modules and online courses

There are 6 steps to completing every training module or online course

A new staff person must complete each of the six steps for every required training (Certifiers Guide, training module, or online course):



This lesson covers the details of how you can support staff as they complete each step.

Step 1: Read or watch the content

Every training module, online course, or lesson includes information that must be learned by the new staff person to do their job. In the [Certifiers Guide] there are lessons directing the new certifier to each module or online course. There is a section marked with this symbol at the beginning called "What you need to do" that directs them through completion.

Considerations:

- The training supervisor (you) need to complete the training before you can oversee a new staff person's training.

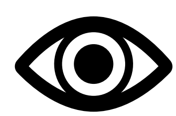
- Read the ***Training Supervisors Guide*** section for the training before you train the new staff person. There is a separate section of the guide for each training module or online course that will give you any special instructions for completing that training.
- Training lessons, modules, and online courses have been written over many years, so the format varies from one to another. It is useful to become familiar with each one so you can help a new staff person adjust to the differences.
    - It is hard to keep every training current, so you may find occasional problems with the content. Let the state office know if you or a new staff person finds something that doesn't seem right.
- While the estimated time to complete is listed for each the training, staff read at different rates. Completion times may need to be adjusted for each new staff person.
- While online courses have less reading, they also move quickly through material. This may make it more difficult for new staff to learn the content. They will need opportunities to talk with others about what they are learning.
- Using the computer for reading lessons in the Certifiers guide or paper modules is recommended because many of the lessons include direct links to important resources.

Step 2: Completing the learning activities - See it - Say it - Do it!

Everyone learns better when they have a chance to see it, say it, and do it as they are learning something new. Completing the training modules and online courses is no different. Opportunities to see it, say it, or do it are built into every module or course. As training supervisor, your job is to make sure new staff have the time and support to complete the learning activities listed in each module or course.

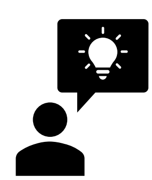
"See it" activities include:

- Reading information in modules or lessons;
- Watching online courses;
- Observing other staff perform WIC procedures or functions;
- Reviewing WIC materials and resources;



"Say it" activities include:

- Talking with staff after they observe them;
- Asking questions;

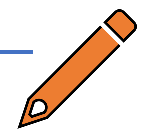


- Meeting with the training supervisor to talk about what they have learned and how they feel about the process (including using the "Talk it Over" section of lessons).

"Do it" activities include:

- Finding and writing answers to questions;
- Completing all the learning activities in the module or course and talking about the answers (may also be called practice activities or skill checks);
- Practicing a WIC procedure or function while another staff person observes.

Learning activity

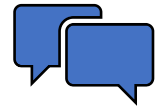


Each learning activity will be different depending on the information that is being reviewed or practiced.

- The "Learning activity," "Practice Activity," or "Skill Check" header will let staff know that they need to do something.
  - Sometimes a pencil  will indicate where to write answers to questions.
- Learning activities are not tests. They are chances to learn and practice. It is okay for experienced staff to help, support, answer questions, or provide any assistance needed by new staff.
- Training supervisors do not need to grade learning activities. Make sure the new staff person has the resources they need to complete the learning activities.
- The learning activities in the ***Certifiers Guide*** lessons and job aids are fillable forms. A new staff person can download the files so they can type the answers into the form and save them to review later.
  - Saving the form is not required but may make it easier for you to review with the new staff person.
- The correct answers for learning activities can be found in the training supervisor guide document for that lesson, module or course.
- Many of the activities include critical thinking, observing how something works in your agency, or expressing an opinion. There will not be a "correct" answer for those kinds of activities.

Step 3: Meet with the training supervisor

Every lesson, module or course will identify a time when the new staff person should meet with their training supervisor. In the ***Certifiers Guide*** it is called "Talk it Over" and marked with this symbol.

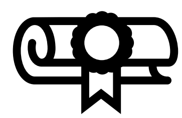


During the meeting with the new staff person you should:

- Explore what they learned and their questions about the content of the training;
- Check answers to learning activities as needed;
- Help them reflect on what they learned and how they might use that information in WIC;
- Schedule the next training activity and make sure they have what they need to complete it.

Step 4: Pass a posttest

All modules or courses have an online posttest that covers the information from the training.

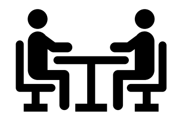


- Staff need to pass posttests with a 90% or higher.
- Staff can use whatever resources (e.g. open-book, help reading the questions) they need when taking posttests.
- Posttests taken online are graded by the computer and results can be printed.
- Posttest answer keys are in the training supervisor guide for each training.
- Staff can re-take the posttest as many times as needed to pass.
    - If the new staff person doesn't pass the first time, review which questions they missed and decide on what they need to do to learn the material.
    - If they miss many questions (1/3 or more) either have them retake the training or re-do the relevant sections before they take the test again.
- The posttest for the ***Certifiers Guide*** covers all the lessons in the guide.
- There is no posttest for the data system training.
- Final posttest results must be kept in the staff person's file.

"Testing out" of modules

If the new staff person is a health professional or has 2 years or more of WIC experience, you may choose to have them "test out" of a module. That means they can take the posttest before completing the module. If they pass with 90% or higher you can skip Steps 1 to 3. If they do not pass the posttest on the first try, they should complete the module as usual.

Step 5: Signing the completion form



Every training has its' own completion form. Passing a posttest shows that a staff person has the knowledge from the training. Signing the completion form means you are verifying that they have demonstrated the competencies from that training. You may not be able to verify these skills right after the staff member passes the posttest.

Review the completion form for PCS Setting the Stage as an example.

- Completion forms can be saved electronically or in hard copy.
- The new staff person first verifies they have completed the training and signs the form.
- You would review the list of competencies and note whether they meet them or not.
    - Observing the new staff person and talking with other staff are 2 ways you can determine if a staff person demonstrates competencies.
    - It might take multiple interactions to observe competency on specific skill areas.
- You document their posttest score, the staff person's name, then date and sign the form to verify completion and competence.
- Completed forms must be kept in the staff person's file.

Step 6: Document completion and file forms

Every agency must be able to show state reviewers that their staff is well trained. You do that by keeping good training records. The final step for every training includes:

- Documenting training completion in the data system so staff training reports can be run;
- Filing training documents (posttest results, training completion forms) in staff records where they are available for review.

Learning activity

Find where posttests and completion forms are filed for staff in your agency.

Run a staff training report from the data system and review the results.

References

[Policy 440: Staff Training Requirements]