

1-1 Getting started

Working with your training supervisor

Every WIC program has a training supervisor whose job it is to make sure you get trained. Your training supervisor will use this *Certifiers Guide* to take you step by step through everything you need to learn to be a WIC Certifier and will guide you through all the different training activities.



Who is your training supervisor? _____

Phone: _____

Email address: _____

Some ways your training supervisor will help you:

- Answer your questions and show you where things are;
- Show you how to use your computer to access online training;
- Make sure you have the materials you need;
- Schedule your time to complete training and observe other WIC staff; and,
- Track what needs to be done.

In some agencies the WIC Coordinator and training supervisor are 2 different people. You might even have a different supervisor who is your “boss.”



Who is your WIC Coordinator? _____

Who is your supervisor (boss)? _____

Some ways your supervisor (boss) may help you:

- Complete hiring paperwork;
- Orient you to your agency;
- Help get you set up with an email address, phone, computer, internet access, etc; and,
- Contact the state WIC office to get your WIC data system access, login, and password.

How to use the Certifiers Guide

We recommend that you start at the beginning of the guide and complete the training in the order it is offered.

- The guide is divided into chapters.
 - Each chapter will include multiple activities to be completed.
 - Each activity has a lesson in the guide.
 - Each lesson is numbered. For example, this is lesson 1-1. All lessons in Chapter 1 are numbered 1-1, 1-2, etc.

The [Training Checklist](#) at the end of this lesson gives you a list of all the chapters and lessons you will need to do. Your training supervisor will tell you if they want to change the order of the lessons or have you complete additional training.



Write today's date next to Lesson 1-1 on the [Training Checklist!](#)

Types of training activities

The checklist shows several different types of training activities to complete and the estimated time it will take to finish. You will do some by reading lessons in this guide, others will require you to complete training in other ways.

Type	How to complete
Guide	Read a lesson in the <i>Certifiers Guide</i> and complete any activities described in the lesson.
Paper	The <i>Certifiers Guide</i> lesson will direct you to a separate training module that can be read from the WIC website or your training supervisor can order you a paper copy to complete. Let your training supervisor know which way works better for you.
Online	The <i>Certifiers Guide</i> lesson will direct you to an online course that will be completed on a state website called Workday Learning Oregon .
Other	The <i>Certifier Guide</i> lesson will direct you to another type of training.

Your training supervisor will use the checklist to let you know when you will be working on each activity and track when you have finished it.

What you will need to get started

In addition to the *Certifiers Guide*, you will need access to WIC training paper modules and online courses.

Paper modules:

- Access them electronically from the [Training modules and online courses webpage](#); or,
- Your training supervisor will order paper copies from the [Oregon WIC Publications Shopify store](#).

Online courses:

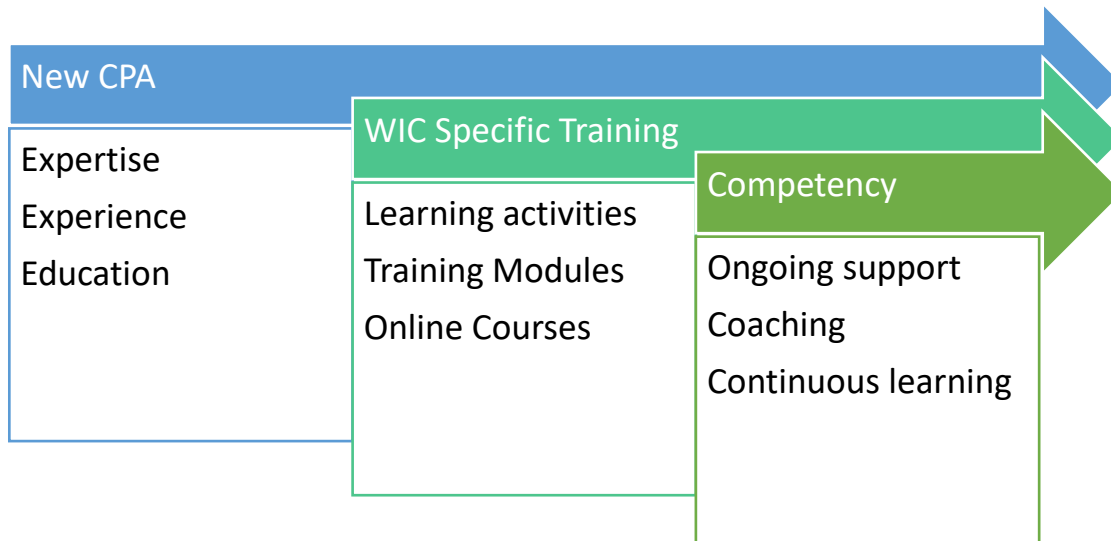
- Set up a Workday Learning Oregon account. You will need your email address to complete this step.
- All online courses and posttests will be accessed from your Workday Learning Oregon account.

Becoming a CPA

All kinds of people become WIC certifiers. They get hired with different backgrounds, skills, levels of education, and types of experience. Regardless of their background or experience, all new CPAs must learn a very specific set of things to do their job.

The set of skills, actions or behaviors needed to be a certifier are described as **competencies**. The list of certifier competencies can be found in [Policy 660](#). Certifier competencies describe the tasks or skills a CPA should be able to do, so they can be observed by their training supervisor. Each learning activity, training module, or online course helps you meet one or more of the CPA competencies. The activity completion form lists the competencies that were covered, and your training supervisor will note how you are doing.

It is not expected that CPAs will meet all the competencies listed in the policy after just completing the required WIC training modules or online courses. All certifiers need ongoing support, coaching, and training. Your agency may have other competencies they want you to achieve because it improves the quality of the services you can provide to participants.



Training completion





To complete each training activity, you will need to follow these steps:

1. Read the lesson in the *Certifiers Guide*.
2. Complete the actions described in the lesson, which may include:
 - a. reading information,
 - b. finding and writing answers to questions,
 - c. talking with other WIC staff,
 - d. observing WIC procedures or being observed,
 - e. reviewing resources,
 - f. completing paper modules or online courses, or
 - g. other kinds of learning activities.
3. Take a post-test for paper modules and online courses. You can reference any of the training materials when taking the post-test. You will need to score 90% or higher to pass.
4. Discuss your questions and what you learned with your training supervisor using the [Talk It Over](#) section in the *Certifiers Guide*.
5. After talking with your training supervisor and completing all the required learning activities, you and your training supervisor will sign a completion form.
6. The post-test and completion form will be kept on file by your training supervisor.
7. Your training supervisor will document completion of each requirement in the data system.

Using the Oregon WIC website

Bookmark the [WIC Staff Resources](#) launch page on your browser. Most of the resources you will need are available here.

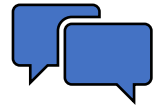
Explore the website by clicking on the subject heading or using the + sign by each icon to see a listing of webpages related to that topic.

 Calendar of Events +	 For coordinators, training supervisors and nutritionists +
 Staff training +	 Nutrition education +
 Forms and publications +	 Breastfeeding +
 Policies, rules, and regulations +	 Staff newsletters +
 Outreach and collaboration resources +	 eWIC +

Learning activity



1. Where on the website did you find the policy on required WIC training?
2. Where would you go on the website to find a listing of all the online courses and paper modules you need to complete?



Talk it over

1. Ask your training supervisor any questions you have about completing required training.
2. Decide how often and when is the best time to meet to discuss training activities.
3. Work together to fill in the *Date Scheduled* column on the *Training Checklist* for the first several learning activities.