**Section 672.300 Initial WIC Retail Training by the Department**

a) Upon official written notification by the Department, an initial WIC retail training course shall be provided to applicants who have met the criteria in Subpart B. All applicant sites shall send, at minimum, one representative to the training course except as provided for in subsection (f) or in Section 672.305.

b) The initial WIC retail training course shall be presented in an interactive format. The purpose of the Vendor training is to improve Vendors' understanding of WIC Program rules and requirements to enhance compliance and prevent errors. At a minimum, initial training shall include, but is not limited to the following:

1) the purpose of the WIC Program;

2) approved supplemental foods;

3) minimum stocking requirements;

4) the requirements to obtain infant formula only from sources included on the Department's list of infant formula providers;

5) procedures for transacting and redeeming WIC Food Benefits;

6) the Vendor sanction system;

7) the Vendor complaint process;

8) claims procedures;

9) incentive item policies; and

10) changes to program requirements within the past year, including but not limited to changes to federal and State statutes, regulations, policies, or procedures affecting the program.

c) All applicants or their representatives at the initial retail training course shall provide their full names and store names to document and record their attendance.

d) At the end of the initial retail training course, each attendee shall complete and return a certification of understanding of the WIC Program to the Department. The certification will be maintained in the Vendor file.

e) The Vendor shall inform and train cashiers and all other store employees who may be involved in the WIC redemption process on program requirements and transaction processes.

f) In order for attendance of the initial retail training course to be waived, the applicant shall request, in writing, a waiver from the Department. This request shall contain the name and position of the store representative who attended an annual or initial training course within the 12 months prior to the date of application and the date of attendance at that training. The applicant shall affirm that the store representative named in the waiver request is employed by the applicant. The store representative shall complete and return to the Department a certification of understanding of the WIC Program for the applicant.

(Source: Amended at 46 Ill. Reg. 2073, effective January 21, 2022)