**Section 672.310 Annual WIC Retail Training Program**

a) Unless a Vendor has attended an initial WIC Retail Vendor training course during the current contract period, a representative from each Vendor Site shall be notified and shall participate in an annual Department sponsored training program. This person shall not represent more than one WIC Retail Vendor Site at any annual training course. Annual training may be presented by the Department in a variety of formats; however, at least every 3 years, annual training must be completed in an interactive format.

b) Each training program shall include, at a minimum, the following topics:

1) the purpose of the WIC Program;

2) approved supplemental foods;

3) minimum stocking requirements;

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

5) procedures for transacting and redeeming WIC benefits;

6) the Vendor sanction system;

7) the Vendor complaint process;

8) claims procedures;

9) incentive item policies; and

10) changes to program requirements since the last training, including changes to federal and State statutes, regulations, policies, or procedures affecting the program.

c) A representative from each Vendor Site shall complete and return to the Department a certificate of participation in the training program.

d) A Vendor who meets the following criteria shall have the option of providing the annual WIC retail training to each Vendor Site only with written prior approval of the Department. The Vendor shall meet the following criteria:

1) the Vendor shall submit a written request to provide the training course and all materials that will be used in the course, which shall include the subjects specified in Section 672.310(b);

2) all WIC Retail Vendor outlets shall operate under one FEIN;

3) the Vendor shall have a minimum of 20 Illinois WIC Retail Vendor Sites;

4) the Vendor shall allow the Department to observe the training; and

5) the Vendor or the Vendor's representative shall complete and sign certification of understanding of the WIC Program.

e) If the criteria in subsection (d) are met, the Department shall send a written notification permitting the Vendor to provide the annual WIC Retail Vendor training. This permission will be valid for the period covered by the WIC Vendor authorization.

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