
Grocer Training

What is the purpose of grocer training?

All grocer training is designed to prevent program errors and noncompliance, and to improve program service.

How often do grocers have to attend training?

New grocers must attend training before initial authorization. All authorized grocers must attend at least one interactive training session during their period of authorization.

The state agency will also schedule and require additional training for grocers who are not meeting program requirements on an as needed basis.

What are the state agency's responsibilities?

- Provide interactive training before a new grocer is authorized
- Provide training annually to at least one representative of each store
- Designate the date, time, and location of the interactive training, and who should attend (for example, managers or cashiers)
- Provide at least one alternate date for interactive training
- Document the content of grocer training and attendance

What are the grocer's responsibilities?

- Attend training as required by the state agency
- Train cashiers and other staff on relevant program requirements
- Maintain documentation of training provided

What are acceptable methods of training?

- In person, classroom style training for store managers or corporate trainers
- In person training at the store for managers or cashiers
- Interactive training by webinar

- Training newsletters and grocer blog
- Informal training during site visits, or by phone or email

What does required training include?

- Information about the purpose of the WIC program
- Specific foods authorized by Vermont WIC
- The minimum inventory of approved WIC foods that the grocer must keep in stock, including the types, brands, sizes and quantities
- Procedures for completing WIC transactions
- The grocer sanction system
- The grocer complaint process
- The claims procedure
- The authorized list of infant formula distributors, wholesalers and grocers for WIC formula
- The policy regarding the use of incentive items
- Any changes to program requirements that have occurred since the last annual training.

What happens if a grocer fails to attend a training session?

If a grocer misses a required training, they will have one opportunity to reschedule to an alternate date. If the grocer misses training on the alternate date, their application may be denied, or their agreement terminated.