



Course Tutorial

Course Features and Navigation

This guide explains various features that will aid in navigating WIC Learning Online.

Prior to using this tutorial launch the course using one of the methods described in the Quick Start Guide http://www.nal.usda.gov/wicworks/WIC_Learning_Online/started.html.

The **Course Menu** is shown below. Each time you open the course this will be displayed. From here you can access any lesson overview or individual module (also called topics throughout this course). Click on any lesson overview or a module title to begin.

Approximate Duration: 3.5 hours		Course Score: ---		
Select Return to Bookmark button to continue at your bookmarked location; or select any other active topic or test link.				
	Type	Status	Current Score	Take Course Test
Course Overview	Overview	●	---	Take Test
Communicating with Participants				
Lesson Overview	Overview	●	---	Take Test
Providing Quality Customer Service	Instruction	◐	---	
Communicating with Low Literacy Audiences	Instruction	○	---	
Working in a Multicultural Environment	Instruction	○	---	
Counseling Skills				Take Test
Lesson Overview	Overview	○	---	
Using Facilitated Discussion	Instruction	○	---	
Introducing Motivational Interviewing	Instruction	○	---	
Applying Motivational Interviewing	Instruction	○	---	
Reaching Participants Through WIC				Take Test
Lesson Overview	Overview	○	---	
Getting the Word Out: Program Outreach	Instruction	○	---	
Connecting Participants with Support Services	Instruction	○	---	
Making Nutrition Education Fun and Attractive	Instruction	○	---	
Health and Nutrition				Take Test
Lesson Overview	Overview	○	---	
Feeding Infants and Children Safely	Instruction	○	---	

Status Bar - Indicates your progress navigating through each topic. A not started icon displays if you have not opened any of the pages in the lesson. A started icon indicates that you have opened at least one page. A completed icon indicates that you have opened and navigated through all pages in the module and/or lesson.



References - Opens a separate browser window from which you can: 1) read about the course and the objectives, 2) view Job Aids, 3) access Learning Aids via the WIC Learning Online Support Center in the WIC Works Resource System and 4) Course Acknowledgements.


To navigate within the References section, use the navigation buttons within your browser. To close the screen and return to the course player, click the **X** in the upper right corner of the browser window.



The Print Scores Button – Allows you to print your scores at anytime.

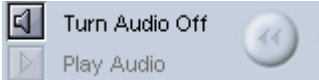


Job Aids - These documents are on-the-job performance support tools. For an updated printable version click on the “Updated & Printable Version (PDF Version)” at the top of the page or visit the WIC Works Resource System at http://www.nal.usda.gov/wicworks/WIC_Learning_Online/support.html.

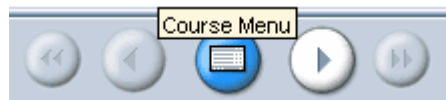
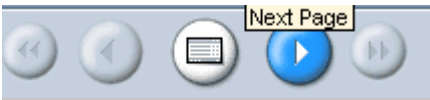
Return to Bookmark 

Return to Bookmark – allows you to continue where you left off the last time you were in the course. (See exit below for more information on bookmarking).

After you have started a module the following options will appear:



Audio – Please note at this time there is no audio for this course. Turning it on or off will have no effect on the course.



Page Navigation - You can move forward or backward by pages or modules. Your current location within the module is prominently displayed. You can also return to the Course Menu.

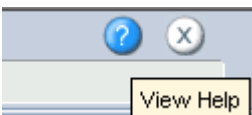


Exit – Found in the upper right hand corner of the screen. Clicking Exit will close the course player.

Note: Using the Exit button to close the course player enables the player to bookmark your place in the course. When you return to the course, you will have the option to return directly to that spot. If you simply close your browser you will lose your course location.

Printing Course Certificate

After completing the course and all assessment (test) questions you will be given the option to view/print your certificate of completion from the Skillport home page (<http://wiclearning.skillport.com>) under the My Report section.



Clicking **Help** (found in the upper right hand corner of the screen) launches a separate browser window. Here you have access to online Help documentation. Some items mentioned in the help section may not be available for this course.

To navigate within the Help section, use the navigation buttons within your browser. To close the screen and return to the course player, click the **X** in the upper right corner of the browser window.

Technical support

Contact 1-866–SKIL-HELP (866-754-5435)

Course Navigation and Content

Contact the WIC Works Resource System staff

Email: wicworks@nal.usda.gov

Phone: 301-504-5414 (8:30 – 4:30 M-F/EST)