



TRAINING AND EDUCATION REQUIREMENTS

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APPLICATION SECTIONS - EDUCATION

Exhibit D

Dispensing Organization Agent Training and Education

PAGE LIMIT: 15 Pages

- Understand the rules and laws to be followed
- Knowledge of security and operational procedures
- Advise purchasers on the products available and how to safely consume cannabis.

Exhibit E

Purchaser Education Plan

PAGE LIMIT: 10 Pages

- Education on cannabis legality
- Information on the health risks of use or abuse of cannabis
- Possible side effects
- Prohibition on smoking in public places



Exhibit D

**Dispensing
Organization
Agent Training
and Education**

DISPENSARY AGENT TRAINING COURSE

- All dispensary agents, owners, and other dispensary workers must complete within 90 days of employment.
- Must be administered by a “Responsible Vendor”, authorized by IDFPR
- A complete list of the 26 approved vendors can be found on the IDFPR website
- Minimum 2 hours, online or in person
- Must keep a copy of each agent’s certificate of completion on file
- Must be repeated annually
- Course covers the rules and regulations that dispensary agents are expected to know and follow.

INITIAL STAFF TRAINING

- Create a training program for your new hires
- Should include a plan for the Responsible Vendor training
- Explain how you will train and evaluate new employees on cannabis knowledge, understanding of rules and regulations, security and operational procedures, and purchaser information
- Describe extra training for agent-in-charge (AIC) positions.

ONGOING EDUCATION

- Create a plan for yearly staff training
- 8 hours minimum per year
- Can be done all in one day, or spread throughout the year
- Administered or arranged by dispensary owners or managers
- Dispensary must maintain records of courses and time completed for all employees.
- Must cover (at least):
 - Point of sale system
 - State verification system
 - Requirement for agent badge
 - Proper inventory handling and tracking
 - Specific uses of cannabis and infused products
 - Inspections and law enforcement interaction
 - Other topics specified by the department

REMEMBER

Customers appreciate a highly trained staff.

They will keep coming back!



QUESTIONS?



Exhibit E

**Purchaser
Education Plan**

PURCHASER EDUCATION

- Create a plan to educate your customers on the rules and regulations of the Illinois Adult Use program
- Decide how the information will be delivered
 - Agent consultations
 - Brochures
 - Posters
 - Workshops

SUGGESTED TOPICS TO COVER

- Cannabis is federally illegal
- When and where is cannabis use allowed
- Driving under the influence
- Symptoms of impairment
- Employment and employer liabilities
- Medical benefits
- Quantity limitations
- Cultivation of cannabis for personal use
- Health and safety concerns of cannabis use
- Physical and physiological effects
- Delivery methods and onset
- Appropriate response to overconsumption



Badging Requirements

AGENT BADGING REQUIREMENTS

- Principal Officer (PO), Agent-in-Charge (AIC), or Agent
- Cannot work in the dispensary without a physical badge displayed and easily visible
- Application submitted via online portal
- Turn around time is typically 2-6 weeks
- Must be fingerprinted by an approved fingerprint vendor
- Must submit the following documentation:
 - Attestation Form
 - Fingerprint Receipt
 - Fingerprint Consent Form
 - 2 Proofs of Residency
 - Driver's License or State ID
 - Passport Style Photo

QUESTIONS?