



Collection of National Practices & Experiences

Calling for all National Learning Coordinators to share with the CLiKC! Community their:

- National Curricula
- Case Studies on HRM
- Training Management

Update/post your contact information.

News Flash

Swaziland and Uganda have launched their National Hosting project.

New CLiKC! Feature

Automated Registration:

As of now, National Coordinators are free to register users on their own.

New e-learning Module

The course on the WCO Data Model is now available in English and French.

Coming Soon

New e-learning modules coming soon:

- Post-clearance audits/controls (PCA)
- Revised Kyoto Convention (RKC)
- Risk Management
- Coordinated Border Management (CBM)
- Multilateral Environmental Agreement (MEA)

Upcoming Events

How to jump start learning reform in administration?
Open Discussion - ongoing
CLiKC! / National Learning Coordinator Forum

Contact Us

learning@wcoomd.org



Administration's e-Learning Outlook: Mongolia's Achievements

According to the Agreement of installment of WCO e-learning programme to the members for domestic purpose, signed between the WCO and Customs General Administration of Mongolia on 26 June, 2009 in Brussels, Belgium, the working group was established to organize activities to implement the e-learning program.

Due to the fact that customs officials who work at scattered deployment in border points of Mongolian vast territory, the workload is increased by foreign trade flow, their trend, new models, "brand" description, quantity; and the most efficient way to conduct training to them is "remoted to electronic" method.

With the optimum management and technology, modules of the training and its appendixes were translated (1.5 years), edited (6 months), sound edited (1 month), installed (6 months) and total 188 modules of 13 customs matters topics were introduced to customs officers on 30 December 2011, and it was considered as the 6th country in translation of the module into their native language.

During the processing of converting the lessons into Mongolian, some challenges were faced such as some of the Mongolian letter fonts were not recognized in the format, errors occurred on some English files, some of the data could not be fit in the charts, tables, and some technical difficulties in translating and transmitting them into filings etc, however, it the technical solutions has been successfully found by our IT officials.

The Customs officials exercising customs control at 8252.658 km long border points, are highly benefitted from e-learning programme, by being provided a possibility to have an unlimited access to the training at any ports in low cost and in its mother language to acquire and improve the knowledge, and study continuously. Taking this opportunity, the Mongolia Customs would like to express the sincerest gratitude to the Capacity Building Directorate, WCO for accepting its request to upload the lessons in Mongolian version to the CLiKC!.



Registration Now Opened

Virtual Customs Orientation Academy
Your gateway to Customs 21st Century Competencies

Enhance your fundamental Customs knowledge

3 months of tutored studies for new Customs recruits

Don't miss this opportunity to join the "Academy"



CLiKC's What's Happening in Sub-Saharan Africa?

Customs Capacity Enhancement Project (CCEA-SSA)



Namulesa Lillian Joy
Regional Coordinator
(EAST AND SOUTHERN AFRICA)

I bring more than 10 years of Customs experience, including 7 years as the Supervisor charged with planning Capacity Building activities in the Customs Department of the Uganda Revenue Authority (URA). During my tenure as a supervisor, I gained knowledge, skills and experience that will enable me promote and coordinate WCO- ESA- CCEA-SSA project activities wherever such assistance may be requested.

Why and/or how will your experience impact the project and/or the region?

Application of interpersonal skills enable me support the project manager in engaging and re-engaging Customs Administration on project deliverables through dialogue. Hence enhancing benefits of Customs reform and modernization.

Use of analytical skills and techniques to carry out fact finding missions and assess need in selected member countries. Resulting in appropriate recommendations to enhance capacity in LMD or improve training systems as well as integrate e-learning or both.

The skills and experiences I possess have enable me to contribute ideas to the team's efforts in developing a standardized tool that can serve as a benchmark for customizing training strategies in Customs administrations.

Made use of respective contacts in the region to network and effectively coordinated not only project activities

The project's impact on the region:

Will enhance the LMD capacity by building a regional pool of LMD trainers.

Integrating e-learning will transform training delivery and provide access to high quality materials from WCO thus, internationally standardized training.

Although the project entry point is at national level, with a regional approach, project components will eventually align to complementary activities at Regional level enhancing integration.

Stronger relationships, regional cooperation and complementarity of efforts wherever activities over-lap.

The project's impact me professionally in term of:

There is proficiency in my career and greater understanding of wider scope of work and ability to work in diversity of cultural background, languages and social and political orientation with a single focus.

I am building bigger and stronger networks making coordination of activities easier due to synergy and enhancing my interaction while sharing across borders within the region.

Working amid diversity has enhanced my marketing and negotiation skills.

What do you expect to achieve at the end of the project?

Emergent breed of managers and leaders empowered to use the knowledge and skills gained to envision, lead and manage change and people better and solve trade and Custom related problems so, better trade facilitators.

Training methods and delivery transformed, strong knowledge base, enhanced professionalism, and improved performance hence, efficiency and effective.

Expertise gain in working with donor funded projects and better workman ship able to plan and deliver results and employ similar concepts and tools to manage similar projects.



Si Mohamed EL HAIL
Regional Coordinator
(WEST AND CENTRAL AFRICA)

My academic training in development and organizational change and my research work in HR at the doctoral level allow me to make a great theoretical baggage to the reinforcement capacity projects. Also, besides the fact that I am accredited in LMD, my experience in consulting public and private organizations, and as head of training at the customs will be an added value to the project in terms of practical cases and tools already tested. In my opinion, this dual learning should bring some elements to participate in the building capacity approach used by WCO.

Why and/or how will your experience impact the project and/or the region?

Organize and Deliverer LMD workshops;

Participate in diagnostic missions;

Participate in the elaboration of training strategy document;

Participate in the elaboration of HR strategy and all HR practices;

Accompany customs administrations in the elaboration and the implementation of their own national training strategy.

The project's impact on the region is to enable customs administrations:

Support reform and modernization initiatives;

Offer a personalized service to all stakeholders of the Customs;

Increase customs revenue and meet the government requirements in terms of tax and security;

Reduce the vulnerability of the customs deal with fraudulent actions;

Maintain and improve the intellectual capital of the customs;

Improve the efficiency and agility of the customs develop a knowledgeable and competent human resource able to meet the challenges of the 21st century customs effectively integrate new training tools such as E-Learning.

The project's impact me professionally in term of:

Detain new skills to work in an international and multicultural context;

Develop my skills in the profession of consulting;

Master the implementation of E-Learning tool;

Open up new opportunities for international work.

What do you expect to achieve at the end of the project?

Enhance the HR and training function in customs administrations in the region;

Implement training strategy in many customs administration in the region;

Implement E-Learning platform in customs administrations in the region.