



**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.

[Click here to view the Map.](#)

**News Flash**

The WCO Fellowship Programme now has an Alumni site, where the fellows can share their experiences, network with each other and promote their development.

**New e-learning Courses**

- Post-Clearance Audits/ Controls (PCA)
- Revised Kyoto Convention (RKC)
- Risk Management (RM)
- Coordinated Border Management (CBM)
- Introduction to Leadership and Management (LMD)

**Blended Learning**

LMD workshops will now include an e-learning preparatory course.

**Upcoming Events**

2nd Session of the Virtual Customs Orientation Academy (VCOA)

**Contact Us**  
[learning@wcoomd.org](mailto:learning@wcoomd.org)

**Highlights from the 1st Session of the Virtual Customs Orientation Academy (VCOA)**

The pilot Session of the VCOA was conducted from 4 August to 24 October 2014. Among 33 participants 25 received a standard certificate while 3 participants were recognized as receiving “with honours” achievement and are been showcased on the VCOA Alumni site as the top 3 graduates, shown below.



**Udesh Jayawardana**  
Sri Lanka Customs



**Mohammad Jha-beer Hossunnally**  
Mauritius Customs



**Alex Ka Lok NG**  
Hong Kong Customs

**Don't miss the opportunity to join the next session.**

- 12 weeks of tutored studies
- Build your capacities through awareness development
- Speak the international Customs language
- Enhance your fundamental Customs knowledge

**CLiKC!'s What's Happening**

**Framework of Principles and Practices on Customs Professionalism**

*“Human capital is the most valuable asset to keep pace with an ever-changing environment.”*



The Framework of Principles and Practices on Custom Professionalism's objectives are to equip Members with a blueprint to design comprehensive Customs workforce development strategies and programmes. It aims at pooling methods on the related key concepts such as staffing, recruitment, development and learning, career paths and mobility and performance management.

The Framework is available to all Members to ensure they implement Human Resources Management strategy in line with the specificity of the Customs Profession.

**People Development Interactive Map**



The People Development Interactive Map is a database that gathers and links information from Member administrations in two keys areas: national Customs training centres and HR management development.

This tool complements the Framework on Customs Professionalism and aims to promote exchanges of experience and practices among the Customs Training professionals network and thus to contribute to enhance Customs Professional Standards.

The National Learning Coordinator's are kindly invited to contribute to the Customs Training Community's collaborative work and update / maintain your administration's data.

[View the map on CLiKC!](#)



## Some aspects regarding the Training Strategies and Modern Methods of Training

**George Bucnaru, Liliana Gimbutan, Cosmina Stefan**  
 (Romanian Customs administration)

Every institution's organizational, human resources and training strategies ensure the good course of the training activities and require **implementing specific documents such as:**

- Training Needs Analysis (best practices guide)
- Annual Training Plans
- Internal (methodological) norms
- Trainers Catalogue
- Courses Catalogue
- Procedures, Standards, Methodologies (e.g. *Cascade Training Model, Standards for trainers evaluation*)

The essential connection between the Human Resources and Training Strategies guarantees the successful implementation of professional training within Romanian Customs Authority.



The professional training of Romanian Customs Administration's public servants is a strategic and dynamic process recognized at all levels especially by the management, in order to obtain a coherent and well trained body of Customs professionals.

The Training Strategy defines the objectives, principles, instruments and methods of development and evaluation of the training activity. The perspectives of the training development are also mentioned.

Within the Romanian Customs Administration, the Training Strategy has reached its third generation already (2004-2006, 2007-2009 and 2010-2014). Its mission is to support Romanian Customs to fully play its role in the European Customs "family".

**Usually, a Training Strategy is made up of the following elements:**

- Purpose, mission, role
- Analysis of the actual system
- Objectives of the activity (short, medium and long term)
- Implementation strategy plan (this Plan contains measures, deadlines and responsibilities)
- Methods of developing professional activities

The Training Strategy is based on basic principles reflecting good practices: training is a vital investment of any organization, and must be career-long.

The main objectives of the Training Strategy are the following:

- The development of a functional competency-based training system according to the Human Resources and Training policy;
- Constant increase of the training efficiency by improving the organization of the training structures, by employing trainers, improving the programs and evaluation systems;
- Providing an efficient management in the training tracking process;
- Conceiving a single plan for all the training actions development at the customs administration level by taking into account the proposals of the central, regional, local and individual structures;
- Improving the Training facilities;

- Emphasizing the principle according to which each and every employee has to be trained at the right time;
- Increasing the awareness of the entire staff on the role and importance of the training in the career development;
- Informing the entire staff on general information regarding the implications of the European adhering process over their current activities;
- Including the business field requirements in all the training plans and programs;
- Revising permanently the Training requirements.

Regarding the methods of developing professional training activities, we consider that blended learning is the most significant of all.

This method implies two stages in the professional training activity.

1. On line individual study (e-learning)
2. Strengthening the knowledge gathered through class sessions, exercises, study cases (know-how).

From our experience we have learned that some problems could be raised by implementing, managing and developing an e-learning system.

The Moodle system is a modern, efficient and effective e-learning platform, which ensures unlimited number of accounts and an openware technology. This system has been implemented in the Romanian Customs Administration in 2009, through a Twinning Project with the Customs Administration of Finland.

If until now, the Romanian Customs Administration has benefited from various collaboration projects, we are now also a provider of expertise in this field. In December 2012, our training team has successfully implemented an e-learning system for the Customs Service of the Republic of Moldova. This system currently offers approximately 60 training materials available to all Customs officers of the Republic of Moldova.

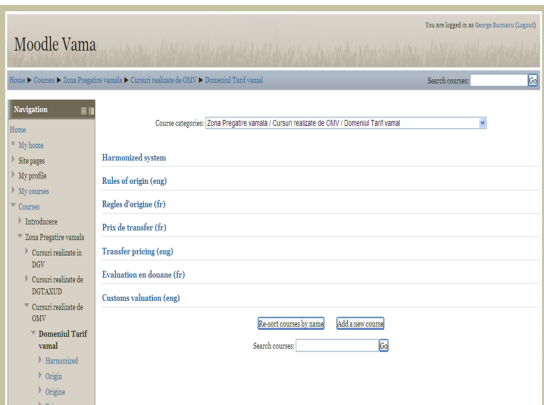
Based on our experience and in a view to strengthen the Customs professional training worldwide, we can offer technical advice to other national Customs administrations to implement the Moodle e-learning system.

If your administration is interested, our support could be the following:

1. Installation of the system (which implies the analysis of the IT system on which the Moodle system is set and the software installation).
2. Customization of the system (establishing the name, layout, structure and primary administrators).
3. Training of the main users of the system (administrators, course creators, and teachers).
4. Installation of ready-to-use Customs course modules on the platform (the World Customs Organization's CLiKC! courses).

The length of each stage is 3 to 5 days. The onsite installation activities can be performed by our team in English or in French.

*Looking forward hearing from the WCO Network of National Coordinators!*



The screenshot shows the Moodle Vama interface. The top navigation bar includes 'Home', 'Courses', 'Zona Pregatire vamala', 'Cursuri realizate de OMV', and 'Domestical Tarif vamal'. The main content area displays a list of courses under the category 'Domestical Tarif vamal', including 'Harmonized system', 'Rules of origin (eng)', 'Regles d'origine (fr)', 'Prix de transfert (fr)', 'Transfer pricing (eng)', 'Evaluation en douane (fr)', and 'Customs valuation (eng)'. There are buttons for 'Reset courses by name' and 'Add a new course', and a search bar for courses.

**“Almost all CLiKC! modules have been downloaded in English and French languages and have been implemented on our e-learning application (Moodle), being passed through/covered by our customs staff. The courses were much appreciated by the users who anxiously expect other modules to be released.”**

*George Bucnaru*

## New eLearning Courses Launched

On October 21 – 23, 2014, the WCO and the South African Revenue Service (SARS) co-organized and hosted the closing workshop for the training and e-learning component of the Customs Capacity Enhancement in Sub Saharan Africa project. The workshop was the platform to officially launch the newest additions to the WCO’s e-learning suite and to share experiences and best practices in the development of the unique competencies required in modernized Customs.

The WCO’s new e-learning courses on the Revised Kyoto Convention, Post-Clearance Audit, Risk Management and Coordinated Border Management were a highlight of presentations and discussions. Taken together, these courses include 45 individual learning modules, providing more than 100 hours of e-learning on critical Customs modernization topics which can be used in stand-alone format or as part of an innovative blended learning approach.

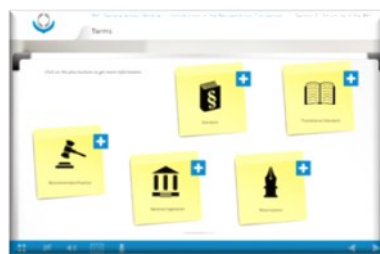
### Introduction to Leadership and Management (LMD)



### Risk Management (RM)



### The Revised Kyoto Convention (RKC)



### Post-Clearance Audit (PCA)



### Coordinated Border Management (CBM)



[Visit CLiKC! to view the courses.](#)

## New WCO Capacity Building Project

The WCO INAMA Project focuses on strengthening the enforcement capacity of targeted Customs administrations in Sub-Saharan Africa, while focusing on the illegal trade in wildlife (fauna and flora) and in particular endangered species as defined by CITES. The project is the follow up of previous initiatives implemented by the WCO and funded by Sweden, e.g. the two preceding Great APes and INtegrity (GAPIN) projects in 2010-11. The projects training component will be on a blended learning format composing e-learning courses before and after workshops.

The current INAMA project, with a total duration of 5 years, is a multi-donor (Sweden, U.S. Department of State, GiZ, CITES) funded project.