



Share your HR & Training practices with the Global Learning Community!

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

Monitoring & Evaluation Tool for LMD

4-6 Months after the LMD Workshop, an electronic questionnaire will be sent to the participants to measure the impact and improvement as a result of the LMD workshop.

Courtesy of French Customs

Course on Dual-use Goods now available on CLiKC!

Coming Soon

French Training Kits

Provides the trainer with step-by-step instruction to facilitate a course on:

- Coordinated Border Management (CBM)
- Post-Clearance Audit (PCA)
- The Revised Kyoto Convention (RKC)
- Risk Management (RM)

English version already available!

Customs Controls

- New revamped version
- Integrated with Risk Management (RM)

New Courses

- Transit Course
- Trade Facilitation Agreement (TFA) Course

Upcoming Events

Fellowship Programme

French Session
25th January - 4th March 2016

Spanish Session
9th May - 1st July 2016

Register Now!

[Find the application here.](#)

3rd Virtual Customs Orientation Academy (VCOA)

English Session
11th April - 15th July 2016

Contact Us

learning@wcoomd.org



**Administration's e-Learning Outlook:
Cambodia Customs**

The General Department of Customs and Excise of Cambodia (GDCE) recognizes the importance of the CLiKC! platform that enhances the effectiveness and efficiency of Customs administration. Capacity Building is identified as key for modernization of Cambodian Customs administration. Meanwhile, it is quite limited in term of human and financial resource; therefore, CLiKC! was seen as the only solution. In fact, it should be noted that Capacity Building of the officials through this online program is fully aligned with the GDCE's strategic plan which states that Human Resource Development is a key in achieving the mission of this institution, contributing to Development Strategy of the Royal Government of Cambodia.

CLiKC! was introduced among the Cambodian Customs officials and widely utilized by young officials aged of 20 and above. The introduction proved useful as demonstrated by increasing number of connected Cambodian Customs officials. It has also been seen as an efficient tool in promoting capacity and productivity.

The GDCE nominated Mr. Chea Samnang and Ms. Buth Ratanasophea as the national coordinators of the CLiKC! platform. Therefore, CLiKC! was first introduced at the (GDCE) in 2012, and about 100 Customs officials registered and took the online courses. Secondly in 2013, CLiKC! opened and welcomed about 100 more participants. In 2015, CLiKC! was introduced further within the GDCE with approval of His Excellency Director General Dr. Kun Nhem, and the online program enrollment increased to around 300, making it a total of 515 participants.

While many of the participants continue taking the course, 70 certificates have been granted for completion of the courses such as Rule of Origin, Integrity, Intellectual Property Rights, Transfer Pricing, Customs Valuation and Classification.

One of the successes of CLiKC! in Cambodia is resulted from the creation of WCO E-Learning Programme – CLiKC!/ CAMBODIA group on Facebook for the CLiKC! learners. In this group, we provide guidelines, encouragement, and feedback about the problem learners may encounter. This tool enables us to communicate and exchange ideas. New learners find the tool very innovative. However, a time of adaptation might be needed to become familiar with the system, but CLiKC! coordinators have been responsive and supportive to solve arising issues from the learners.

There are 4 courses that have been tailored for registered learners: (1) Customs Controls (2) Customs Valuation (3) HS Classification and (4) WCO Data Model.

Coordinators have conducted a survey among around 300 participants who have taken the online course. Among these participants, 160 certificates were received within one week and the survey shown that 80% of them considered it as an important motivation tool. Furthermore, feedback from Customs officers from all over the country stated the importance and productivity of CLiKC!. However we have encountered some technical issues because of a low speed internet. The English ability of the officials is also sometimes insufficient to understand the technical terms. This could be considered as an obstacle to the successful implementation of CLiKC!.



WCO E-Learning Program

The interesting thing is that the registered officials have dedicated their time, in spite of the heavy workloads and busy schedule, to continue their learning, even during weekends. However, coordinators have encouraged learners to keep on using the system in spite of the arising problems.

Despite some challenges in using the system, CLiKC! has apparently proved important in Capacity Building of the Cambodian Customs officials. We have observed positive changes in the working system, and we have confidently predicted further changes if the system is enhanced. When CLiKC! is improved i.e. these raised issues are settled, our officials will be equipped with well-instructed online knowledge without necessity of classroom presence, effective and time and cost-saving. All in all, CLiKC! will be a successful development tool of GDCE.

Example of Certificate of Achievement of WCO E-Learning Program



WCO E-Learning Program

2nd Virtual Customs Orientation Academy (VCOA)

The 2nd Session of the VCOA was conducted from 6th July to 9th October 2015. Among 34 participants 27 received a standard certificate while 3 participants were recognized as receiving "with honours" achievement. They will be showcased on the VCOA Alumni site as the top 3 graduates.



Fraihah Beigum Bhunoo
Mauritius Customs



Yannick Rabau
Belgium Customs



Jolita Zbormirskiene
Lithuania Customs



CLiKC!'s What's Happening Corner

Stepping Stone to Career Development Virtual Customs Orientation Academy (VCOA)



SOK LEAKSMY
General Department of Customs and Excise of
Cambodia

I'm always interested in improving my knowledge.

Why did you apply to the VCOA?

I am always interested in improving my knowledge. Before joining the VCOA, I was considerably new to Customs. I had been working in a very specific area, Customs Valuation and HS Classification. I knew there was more to Customs that I would like to learn. I believed the academy designed by the WCO would be very practical and useful for me as a Customs officer, also I was curious what knowledge level the WCO would offer.

What did you expect to achieve from the VCOA?

I expected to learn the basic Customs knowledge and skills. I expected to develop more relevant knowledge to better serve my administration by learning about the principles and practices of Customs procedures and the main international conventions and instruments. I also wanted to know what are the roles and responsibilities of the World Customs Organization.

What impact did the VCOA have on your professional career?

I have a broader and better view of what Customs jobs and operating processes are about which provides me more confidence in my daily performance. Secondly, I knew about many of the main international conventions and instruments related to Customs, such as the Harmonized System Convention (HS), the Revised Kyoto Convention (RKC), the Arusha Declaration, etc., though I didn't know detailed information about the instruments/tools. But now I know where to refer to when I have doubts on certain problems. Thirdly, I have a basic notion in what way that the international Customs administrations in the world are moving forward to, and do my part accordingly.

Did completing the VCOA (1st level in career development) encourage you to apply to other WCO programs (e.g. the Fellowship Programme)?

Yes, obviously!

Before joining VCOA, I had a picture of the WCO as the place where the DGs meet, and discuss. But after completing the VCOA, I feel that the knowledge provided from the WCO is very relevant and practical. It is not what I could find and learn in other places. That was when I realised the importance of the WCO Capacity Building activities for Customs officials as a highly valuable mean to support Customs to better perform. I am very sure that there is so much more to learn. I was so looking forward to another programme organised and presented by the WCO, and that is why I applied to another WCO programme, which is the 67th WCO Fellowship Programme. I'm in Brussels, attending the 67th WCO Fellowship Programme!



Melissa Amador Midence
General Direction of Customs, Nicaragua

It is important to cultivate the Customs operational vision.

Why did you apply to the VCOA?

Customs is a complex professional field, it requires a certain level of expertise from its members, that is why I opted to the VCOA, a program of Customs training offered by the WCO, which provides an international perspective on the tasks, functions and responsibilities of a Customs officer, and how our roles impact in the growth of our administrations.

What did you expect to achieve from the VCOA?

I wanted to obtain an overall view of the main roles of modern Customs, although I counted on initial formation, being administrative officer, it is important to cultivate the Customs operational vision.

What impact did the VCOA have on your professional career?

The most important thing I learned is that there is professional growth within Customs, and to appreciate the complexity of this career, a Customs professional is not an accountant but calculates taxes, not an engineer but knows about production processes and inventory management, not an economist but knows about balance of trade, importance of importations and exportations, not a lawyer but knows very well how to apply the commercial laws, not a diplomat but knows of free trade agreements, not a policeman but knows about fraud, crime and smuggling. In addition to recognizing the broad competencies' set necessary for Customs professionals in the 21st century, the VCOA made me realize that even though we are our respective country's civil servants, we all belong to a global community and international organization responsible for a safer and more efficient international trade, and being active agent in the economic development of our regions.

Did completing the VCOA (1st level in career development) encourage you to apply to other WCO programs (e.g. the Fellowship Programme)?

Completing the VCOA played an important role in my application to the Fellowship Programme, it motivated my desire to expand my professional development to an international level, and to share my experiences in the area of Customs with other officials around the world. After all, it is about improving the effectiveness of our Customs Administration, and certainly our governments are developing projects that must meet established international standards. Therefore it is important to obtain a practical vision of how to address the current situations of our Customs Administration and apply the best practices, experiences and gained knowledge from the international community, and what a better way to do this, than to share our knowledge through an academic program like this one.

New WCO Tools on HR & Customs Professionalism



[WCO Framework of Principles and Practices on Customs Professionalism](#)

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 here to all Members to ensure they implement Human Resources Management strategy in line with the specificity of the Customs Profession.

The WCO is now developing a **People Development Diagnostic Tool** to accompany Members in their HR Transformation. Pilots have been done in Namibia, Peru and soon Tunisia.