WCO CLiKC!
Trainer Guide
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1. Introduction

- How to use this guide?

This manual is divided into chapters which introduce you to the various functionalities offered by CLiKC! For the national coordinators. In order to understand the basic features offered to the users, you are also invited to take a look at the CLiKC! User manual.

You will find a detailed explanation of the functionalities. For the most important facts, just follow the step-by-step procedures set out in the blue boxes. Example:

- Action 1
- Action 2

There are many pictures in this guide, some including small red ovals in order to draw your attention to relevant information.

! Paragraphs marked with a ! at the beginning provide useful clarifications, tips and advice on specific points.

If you do encounter any problems using our platform, please do not hesitate to contact us at elearning@wcoomd.org.
2. What is CLiKC! ?

CLiKC! is the WCO Learning portal and, over the years, has been used for numerous purposes beyond the access to online learning modules.

Several type of activities are available on CLiKC!, including:

<table>
<thead>
<tr>
<th>Available activity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-Learning Courses</td>
<td>Self-paced interactive online courses</td>
</tr>
<tr>
<td>Training contents</td>
<td>Resources such as videos, recorded presentations or training kits</td>
</tr>
<tr>
<td>Forums and Virtual Working Groups</td>
<td>These areas are dedicated to exchange messages or documents in a closed group</td>
</tr>
<tr>
<td>Training Workshops</td>
<td>A page dedicated to a physical workshop allowing to register participants and exchange with them, gather course materials and propose online exercises to complement the workshop</td>
</tr>
<tr>
<td>Virtual Customs Orientation Academy (VCOA)</td>
<td>The VCOA is a tutored online course organized twice a year over 14 weeks and aiming at an induction for new customs recruits</td>
</tr>
</tbody>
</table>

While the first two categories are made of standard contents freely available to all Customs officers, the access to the latest ones is restricted.

- The access to forums or Virtual Working Groups is available upon invitation by the moderator of the group
- The access to the workshops materials and the VCOA is available only to the participants in the events and their trainers.

In your duties at the Secretariat, you might use CLiKC! with different roles, as participating in an online course or contributing to a forum or being the dedicated trainer for a workshop or moderating a working group.

For more details on the basic features and how to navigate within CLiKC!, you might refer to the user manual available on the website.
3. Managing a forum

Forums or virtual working groups are used to exchange views with participants on a long-term (e.g. Gender equality, Integrity, Customs valuation…) or short-term basis (e.g. review of a document).

The messaging features can be used to send an email to all the participants. It is also possible to sort them by groups. The responsible person for the forum (moderator) will be able to enrol and monitor the users as well as populate the forum.

If you should create a new forum, please refer to the paragraph “Requesting a course” in the next section.

- Enrolling users to the forum

Before being enrolled into the forum, the participants will need to have an account on CLiKC!. They can register using the regular account creation procedure. Once their account is created and validated by their national coordinator, the moderator will be able to give them access to the forum.

- Go to the left menu “Course Administration”.
- Click on “Users”
- Click on “Enrolled users”
- In the new window appearing click the “Enrol users” button on the top
- Search for the name (or e-mail address) of the user and click on “Enroll” near the name
- Click “Finish enrolling users” when you are done

- Posting a message on the forum

The forum allows to send messages to all registered participants (provided they did not unsubscribe to the mailing list) and to keep track of the sent messages.
Sending a message in the forum is quite similar to sending an e-mail message.

- Open the forum
- Click “Add a new discussion topic”
- In the new page appearing enter the subject and body of your message.
- Add any necessary attachments
- Click “Post to forum”

! You have 30 minutes to edit your message before it is sent out to the forum subscribers.

- **Replying to a message on the forum**

  Replying to an existing message is quite similar to posting a new one.
  
  - Click the “Reply” link at the end of the message
  - In the new page appearing enter the body of your message.
  - Add any necessary attachments
  - Click “Post to forum”
It is also possible to reply a forum post by simply replying to the message received in your e-mail inbox.

- **Sharing documents**

  The document repository is used by default to upload documents that will be available to the participants in the forum. It is similar to a folder on your computer. If you would like participants to also be able to upload and manage the files, please contact us to set the proper rights.

- **Uploading a file**

  - Open the folder
  - Click the “Edit” button
  - Drag and drop the file(s) to be added in the area indicated by a dashed rectangle
  - After completion of the upload, click “Save changes”

Common operations on files can be done like on a computer folder:

**Creating sub-folders**

- Click the new folder icon
- Enter the folder name
- Confirm by clicking on “Create folder”

**Deleting a file**

- Click on a file
- Click on the “Delete” button
- Click on “OK” to confirm the deletion
• Click “Save changes”

Renaming a file

• Click on a file
• Enter the new name
• Click on “Update” to confirm the change
• Click “Save changes”

Moving a file

• Click on a file
• Select the new folder where the file should be placed in the dropdown list
• Click on “Update” to confirm the change
• Click “Save changes”

• Organizing a video-conference

There is a video-conference feature enabled on the website. However, this will be available only if a moderator is present. It is then recommended to schedule the online meeting with the participants beforehand.

To access the room, click on the videoconference link and click on “Join session” and follow the instructions. The participants will now be able to join the meeting room as well.
4. Organising a workshop

The CLiKC! Website will progressively be used as a paperless registration system for participation in the WCO regional or global workshops, seminars or other training-related events.

The usual paper-based registration process is organized as follows:

- The WCO Secretariat sends an invitation letter and a template of application form to the concerned Member administrations.
- The Administration identifies the potential candidate(s) based on the profile detailed in the invitation.
- The Administration submits to the WCO Secretariat the completed registration form(s).
- The WCO Secretariat and/or the other stakeholders select the final participants to the event.

All these steps will still be present in the paperless process, which will be organized as follows:

- The WCO Secretariat sends an invitation letter and registration instructions to the concerned Member administrations.
- The Administration identifies the potential candidate(s) based on the profile detailed in the invitation or forward internally the invitation. The workshop will also be communicated on CLiKC! through the course catalogue.
- Potential candidates ask for enrolment in the corresponding course in the catalogue.
- The national coordinator approves or denies this enrolment.
- Once enrolled, the candidate fills in the requested information and/or pre-requisites.
- The WCO Secretariat and/or the other stakeholders select the final participants to the event.

When creating the workshop course, we will define together what your selection process is in order to follow any procedure you would like to implement (e.g. pre-selection questionnaire, documentation to be completed, etc.).

- Requesting a course

When the dates and topics of a workshop are known, please send a request to create a page on CLiKC! for this workshop. This could be done through the “request course” button available from the top menu.

  - Fill-in the necessary information in the form.

Please be as specific as possible, as the texts you will enter here will be used to be reflected on the website.

It is important to precise the following elements when inputting your request:

- Name
- Dates
- Title
- Audience
- Language(s)
- Image if needed
- Description / Invitation letters
! Please allow at least one week to set up the workshop area.

! If you organize a subsequent workshop on the same topic and/or with the same contents, it will not be necessary to request a new course, you might just create a new session within the course.

! If you want your course page to be multilingual, please provide the appropriate language versions of the information.

- **Manage workshop selection**

  This process is the basic one used to approve/deny applications from the participants when no further pre-requisites are necessary.

### Wait-list

<table>
<thead>
<tr>
<th>Attendee Details</th>
<th>Time Signed Up</th>
<th>Attendance</th>
<th>Attendee's note</th>
<th>All/None</th>
</tr>
</thead>
<tbody>
<tr>
<td>Altangorol, Byamba</td>
<td>4 October 2019, 4:08 PM</td>
<td>Wait-listed</td>
<td>📉</td>
<td>☐</td>
</tr>
<tr>
<td>Arantul, Dugersuren</td>
<td>4 October 2019, 4:08 PM</td>
<td>Wait-listed</td>
<td>📉</td>
<td>☐</td>
</tr>
<tr>
<td>Bayandelger, Davansuren</td>
<td>4 October 2019, 4:08 PM</td>
<td>Wait-listed</td>
<td>📉</td>
<td>☐</td>
</tr>
<tr>
<td>Bolorjargal, Dagvadorj</td>
<td>4 October 2019, 4:08 PM</td>
<td>Wait-listed</td>
<td>📉</td>
<td>☐</td>
</tr>
<tr>
<td>Gotel, Domberol</td>
<td>4 October 2019, 4:08 PM</td>
<td>Wait-listed</td>
<td>📉</td>
<td>☐</td>
</tr>
<tr>
<td>John, Doe</td>
<td>4 October 2019, 4:08 PM</td>
<td>Wait-listed</td>
<td>📉</td>
<td>☐</td>
</tr>
<tr>
<td>Kelly Johana, Cortes Torres</td>
<td>4 October 2019, 4:08 PM</td>
<td>Wait-listed</td>
<td>📉</td>
<td>☐</td>
</tr>
<tr>
<td>Khulan, Delgerbat</td>
<td>4 October 2019, 4:08 PM</td>
<td>Wait-listed</td>
<td>📉</td>
<td>☐</td>
</tr>
<tr>
<td>Shineshhuu, Chimidmaa</td>
<td>4 October 2019, 4:08 PM</td>
<td>Wait-listed</td>
<td>📉</td>
<td>☐</td>
</tr>
</tbody>
</table>

Go back

After you reviewed the applications, you will need to select the participants who will actually attend the workshop.

- **Click on the “Attendees” link for the relevant session**
- **Go to the “Wait-list” tab**
- **You might review the application forms by clicking on the wheel icon near each name**
- **Check the box for the user(s) you want to select**
- **Choose “Confirm” in the dropdown box over the list**
The participants are now considered as “booked” for the workshop, meaning their application has been confirmed.

After the selection, you can send a message to the selected and not selected users directly through the system in the “Message users” tab.

- Click the “Message users” tab
- Check the box “Wait-listed” if you want to send a message to unselected applicants or the box “Booked” if you would like to send a message to selected participants
- Enter the subject and message
- Click “Send message”

- **Prepare workshop evaluation**

  The online evaluation form, based on the standard WCO Template will be available for the participants to complete. Participants will not be able to access their certificate on the website if they do not fill in the questionnaire.

  In order to adjust the questionnaire to your workshop, it is necessary to enter the name of the trainers in the appropriate fields.
Go to the “Course assessment” link under the “Assess” section
Click the “Questions” link on the left menu
Browse the screen to Part II of the Questionnaire
Click the wheel (_wheel) icon
Enter the name of the facilitator
Click “Save Changes”

- View workshop evaluation

Once completed by the participants, the system will let you access the answers to the assessment questionnaire. You can either view global or individual answers.
• **Communicating with students**

Please refer to section “Forum”

• **Using basic workshop features**

Please refer to section “Folder”
5. Other CLiKC! features

If you want to build up a blended learning approach for your training activities, or if you need to use some more features of the website, please let us know.

CLiKC! has a lot of other possibilities that are not included in the default template for a forum or workshop to keep it simple. This might include, without being exhaustive:

- Online quizzes and questionnaires
- Building up reference material
- Webinar
- 360° Feedback
- Group exercises
- Glossaries…

So let’s be creative with your online training!
6. Updates

Despite our best efforts, you may find minor errors in the modules and courses. Please be so kind as to bring them to our attention so that we can put things right. Our modules are designed to be updated and improved on request, so don’t hesitate to send us your comments.

If you would like more information, please send your questions or comments to us at the following address: elearning@wcoomd.org
7. Personal notes

- User name: ..................................................................................................................

- Password:...................................................................................................................

- Miscellaneous: ...........................................................................................................
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