

## Training and technical assistance

The Secretariat provides a wide range of training and technical assistance activities for the implementation of instruments aimed at the simplification and harmonization of Customs procedures at the international level, which is available to all active Members.

The WCO's training and technical assistance activities give Members an opportunity to invest in what is in fact their most important resource: the staff. The missions carried out by the WCO offer Customs administrations a useful means of improving their staff, so that they can tackle the technical and operational problems thrown up by the new strategies which need to be introduced as a response to the many challenges posed by the international environment.

Assistance generally takes the form of expert missions, training courses, workshops or seminars, organized and delivered at national or regional level. The budget set aside for each activity covers all the costs of the individuals

who deliver the assistance, whether or not they are members of the WCO's staff. As the resources available are limited, the beneficiary administrations are required to meet the transport and accommodation costs of their own participating officials.

Prior to the implementation of any assistance activity, the WCO Secretariat invites the future beneficiaries to analyse and express precisely the nature of the assistance requested and the objective sought. The WCO's regional training centres make ideal liaison points for collecting this information, as well as organizing and delivering more seminars.

In order to enhance the training on offer, the Secretariat also provides distance learning courses on a number of subjects, including Customs controls, Customs valuation and the Harmonized System. The e-learning programme will receive a further boost with the forthcoming launch of modules on counterfeiting and supply chain security.