



### Editorial

For the past two years, the World Customs Organization has been pursuing an adventurous policy by using e-learning. Although many still regard this tool as an accessory, any concerns felt by Members of our Organization at the outset have been replaced by genuine enthusiasm.

So what has happened in the space of two years? The purpose of this Newsletter is to tell you about the many advances we have made. Today, we are able to offer no less than five complete training courses on a range of Customs topics. We have found that e-learning is not just a means of delivering content: it also helps to detect and develop skills, as well as ensuring that they are employed to best effect.

The geographical coverage of the training has been improved too, with the presence of relay platforms in several different parts of the world.

Meeting the challenges posed by training needs is now a priority for the WCO, and this has led to the establishment of a dedicated Web site ([learning.wcoomd.org](http://learning.wcoomd.org)). The WCO's e-learning team is confident that you will find a course to suit your requirements from among the new offerings proposed by the World Customs Centre of Learning.

### SUMMARY

Launch of the new platform	2
New additions to the WCO's on-line training products	3
The Regional Training Centres and e-learning	4
Towards integrated training	5



## New additions to the WCO's on-line training products

Following the release of comprehensive training programmes on Customs controls and Customs Valuation, the WCO is continuing to develop new courses.

### Harmonized System

The Harmonized Commodity Description and Coding System, a universal instrument developed by the WCO, has become the essential vehicle of international trade. For those needing to know exactly how to use it, an exhaustive set of modules covering all twenty-one sections of the HS will be available in June 2005.



### Temporary Admission

A course dealing with temporary admission procedures based on the Istanbul Convention will also be launched in June 2005. It will focus on the very practical issue of how to use ATA<sup>1</sup> and CPD<sup>2</sup> carnets, which simplify the processing of goods imported for a limited time only.

### Harmonized System training

The courses offered on each unit (Chapter or Section, depending on size) consist, in each case, of a theoretical segment providing an interactive presentation on the principal products classified in that unit, accompanied by special classification points and references to the legal texts. This is followed by exercises, arranged in increasing order of difficulty, designed to give the trainee practice in the classification of goods. Each course is completed by a knowledge assessment module.

### Intellectual Property Rights

A comprehensive training course on intellectual property rights is also under development. This course, a collaboration with French Customs, will present the legislation and risk indicators for combating counterfeiting. The course, due for completion in September 2005, will give Customs services an opportunity to access a world-wide database for identifying counterfeit products.

<sup>1</sup> ATA : Admission temporaire/Temporary Admission

<sup>2</sup> CPD : "Carnet de passage en douane"

## Future projects

- WCO Customs Data Model;
- Supply chain security;
- Customs, wild fauna and flora...

So, the WCO's e-learning programme will continue to provide a means of disseminating information about the Organization's key instruments, as a means of meeting the expectations of Members and of the players in international trade.

## The Regional Training Centres and e-learning

The Regional Training Centres (RTCs) were set up to enhance the effectiveness of the assistance provided to WCO Members in the training field.

The RTCs provide a genuine opportunity to secure the long-term future and widespread dissemination of the WCO's e-learning facility. The deployment arrangements are such that only a few days are needed to install the facility in these Centres and train the technicians to maintain it. Future users are not forgotten either, as the tutors are also trained to manipulate the platform so that they can rapidly set up tailor-made training paths and monitoring arrangements for the trainees.

The facility has already been successfully installed in the Johannesburg, Moscow, Budapest and Baku RTCs, and is due to be installed in Mombasa, New Delhi and Shanghai this year. After a "running-in" period to ensure full assimilation, plus testing on local students, the



the RTCs will open the facility to neighbouring countries, thus ensuring that the WCO's goal of regionalizing its training is achieved to the full.

The WCO enjoys full ownership of the intellectual property rights to the e-learning facility. This fact, coupled with the flexibility of the system, makes it very easy to translate the content into local languages and adapt it to the situation on the ground, thus making it more accessible to the trainees.

The e-learning facility combines with the RTC network to create an outstanding environment in terms of promoting autonomy, development and initiative-taking.

## Towards integrated training

E-learning is at its most effective when integrated with traditional training to create a mixed training regime.

There are two main ways of achieving this integration:

- *using e-learning as an assessment tool*

Used upstream, before training commences, it enables the trainer to adapt his/her course to focus on the points which seem to be the least well understood by the students.

Downstream, when training has been completed, e-learning can be used to validate the results of the training, by checking that all of the topics dealt with have been assimilated.

- *using e-learning as a complement to traditional training*

What is proposed here is a true synergy between the two types of training. A few weeks before the training session, the trainee is placed on an e-learning training path which will enable him/her to acquire or revisit all of the theoretical knowledge, and run through the prerequisites for which the presence of an instructor is not absolutely essential.

During the seminar, the course leader can then concentrate on case studies, specific issues and questions raised by trainees. This gives the leader the best possible opportunity to add value in training terms.

These kinds of arrangements should prove equally suitable for administrations and for companies wishing to enhance the skills of their staff.

## Want to know more?

Visit our e-learning Web page on <http://learning.wcoomd.org>

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