



*CAREC Workshop on Joint Transport and Trade Facilitation Capacity Building
Framework*

**- Training Needs Assessment and Facilitation for
Customs -**

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Introduction to the WCO

- Independent intergovernmental body whose mission is to enhance the effectiveness and efficiency of Customs administrations.
- Headquarters: Brussels, Belgium
- 176 members, 98% of world trade
- Conventions and other international instruments, technical assistance and training services
- Partnership approach
- Protection of society and the national territory, and to secure and facilitate international trade

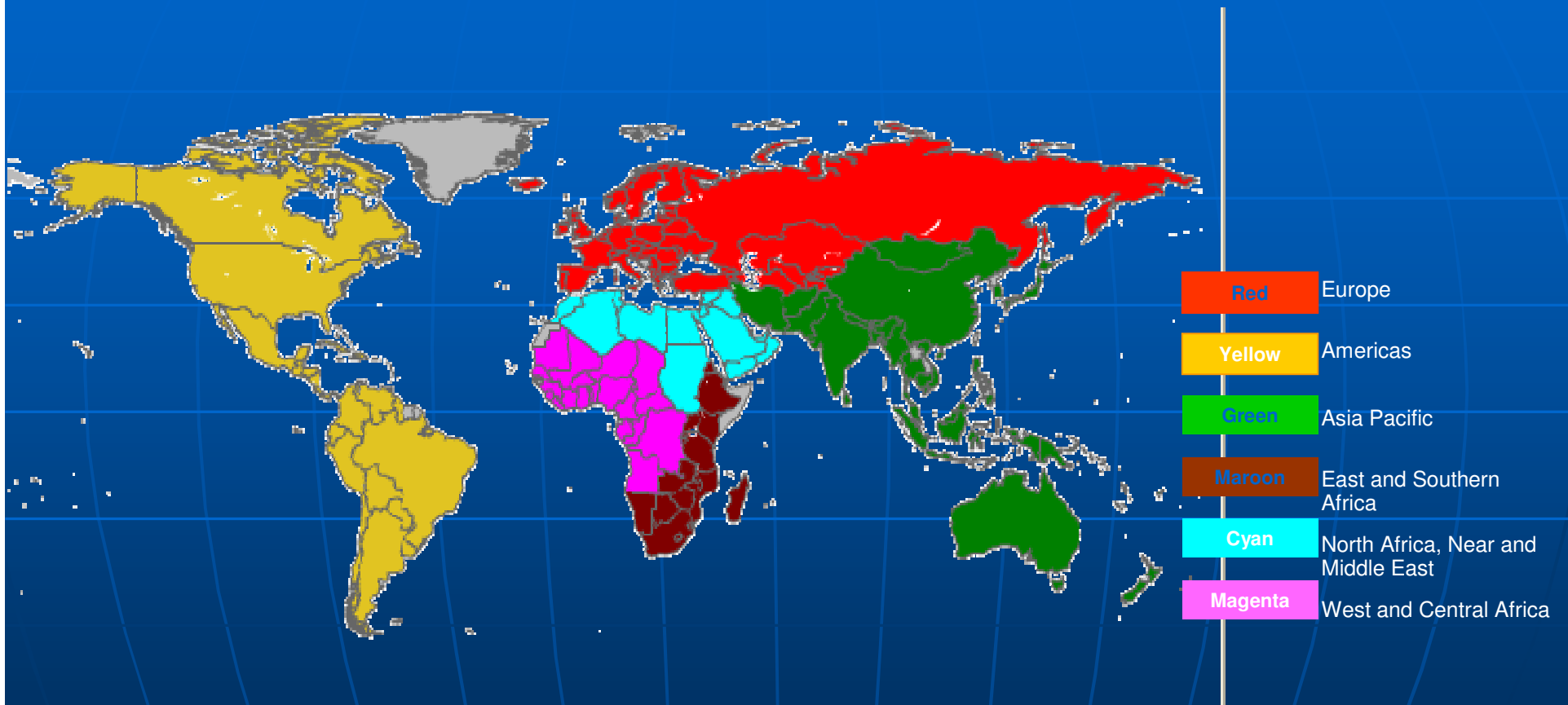


The WCO Capacity Building Approach

- Customs have a wider fundamental economic role in trade management, revenue collection, social protection, and statistic collection
- Holistic approach to development which assesses the development requirements of the whole organization and identifies the management and systems development that are required to support the technical development at an operational level
- Two main objectives
 - operational and technical development support required by Members
 - development of Members' management ability to identify, plan, implement, manage, monitor and evaluate their own development programme



WCO the geographical division of the world



Advantages of the Regional Approach to Capacity Building

- **Efficient and effective allocation of the WCO's limited capacity building resources**
- **Capacity building initiatives focus on areas where the maximum potential for regional co-operation and synergy lies**
- **In regional customs development projects, the WCO encourages the establishment of a regional programme management structure**
- **WCO offers assistance in the form of quality assurance, consultation, training and evaluation/monitoring services**



Regionalisation

■ The Regional Offices for Capacity Building (ROCB)

a major operational role and offer strategic guidance to senior management of the Customs Services

assist member Customs administrations by helping them:

- to identify more accurate capacity building needs and possible solutions;
- to enhance the coordination of capacity building activities with regional members and the WCO Secretariat;
- to monitor projects;
- to improve networking with donor agencies and relevant organizations;
- to use resources more cost-effectively; and
- to coordinate the use and implementation of WCO tools and practices in the Region.

Asian-Pacific ROCB is located in Bangkok (Thailand)

European ROCB will be set up in Baku (Azerbaijan)



Regionalisation

- **Regional Training Centers (RTCs)**
 - a key component of the regional training approach in pooling regional expertise and optimizing resources
 - forming virtually independent and autonomous entities, the regions are best placed to identify and respond to their Members' training needs.
 - make it possible to pool and optimize resources within a single region.
 - enable Customs officials from neighbouring countries to forge links with one another
 - facilitate the follow-up of WCO programmes in a region.

Asian-Pacific RTCs: Shanghai (China), Hong Kong China, Haryana (India), Kashiwa (Japan), Melaka (Malaysia)

Europe RTCs: Baku (Azerbaijan), Budapest (Hungary), Astana (Kazakhstan), Skopje (Macedonia), Moscow (Russia)



The Columbus Programme

- **The largest and most comprehensive Customs CB initiative, targeted at providing a platform for development and supporting the administrations over the long term**
- **Aims at full implementation of key WCO instruments such as the SAFE Framework of Standards and the Revised Kyoto Convention (RKC) and preparation for the outcome of the WTO TFNs**
- **Out of 176 WCO Members, 159 Customs Administrations are beneficiaries**

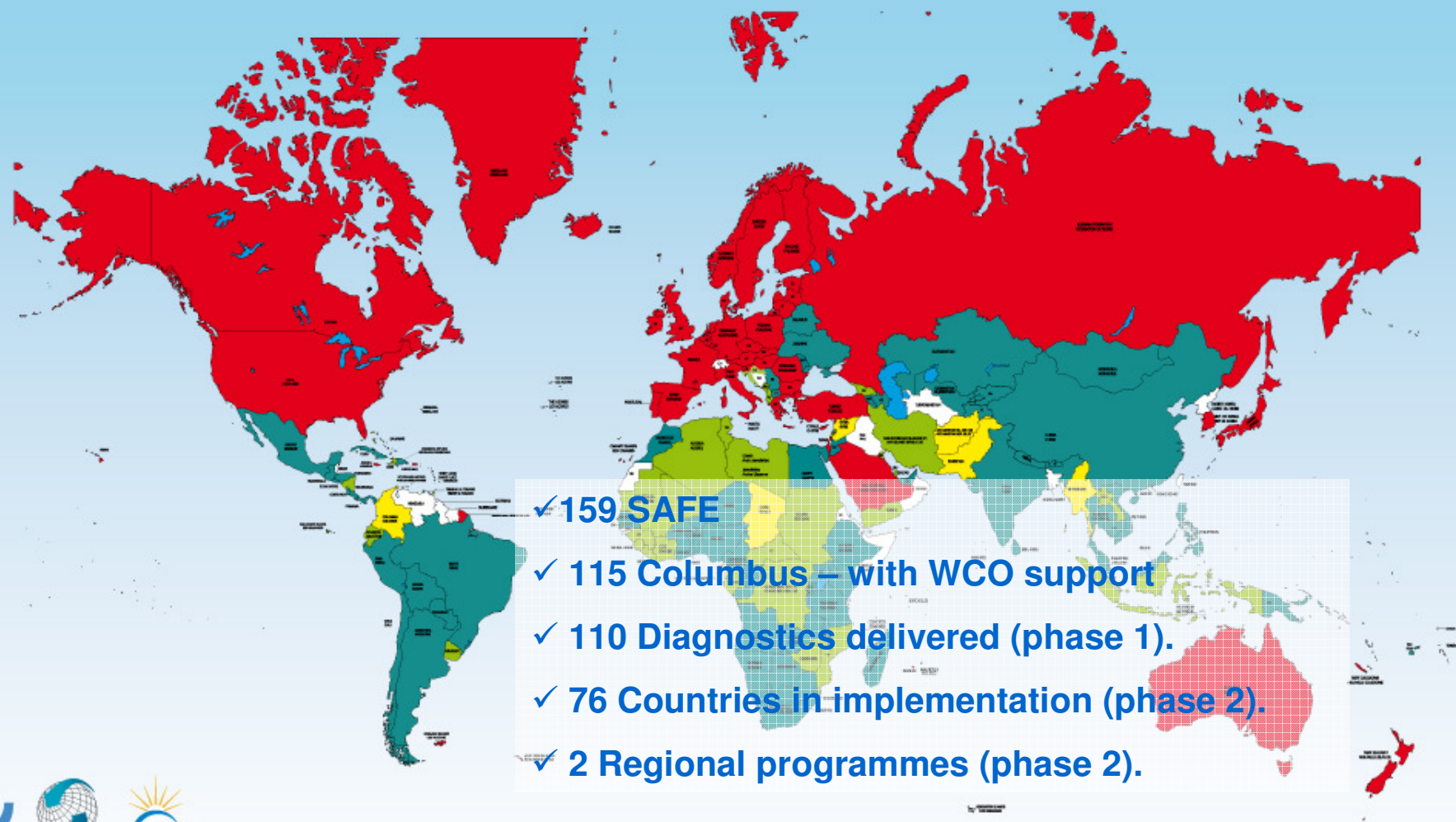


The WCO COLUMBUS Programme

A 21st Century Capacity Building Initiative

Programme COLUMBUS de l'OMD

Une initiative du 21ème siècle pour le renforcement des capacités

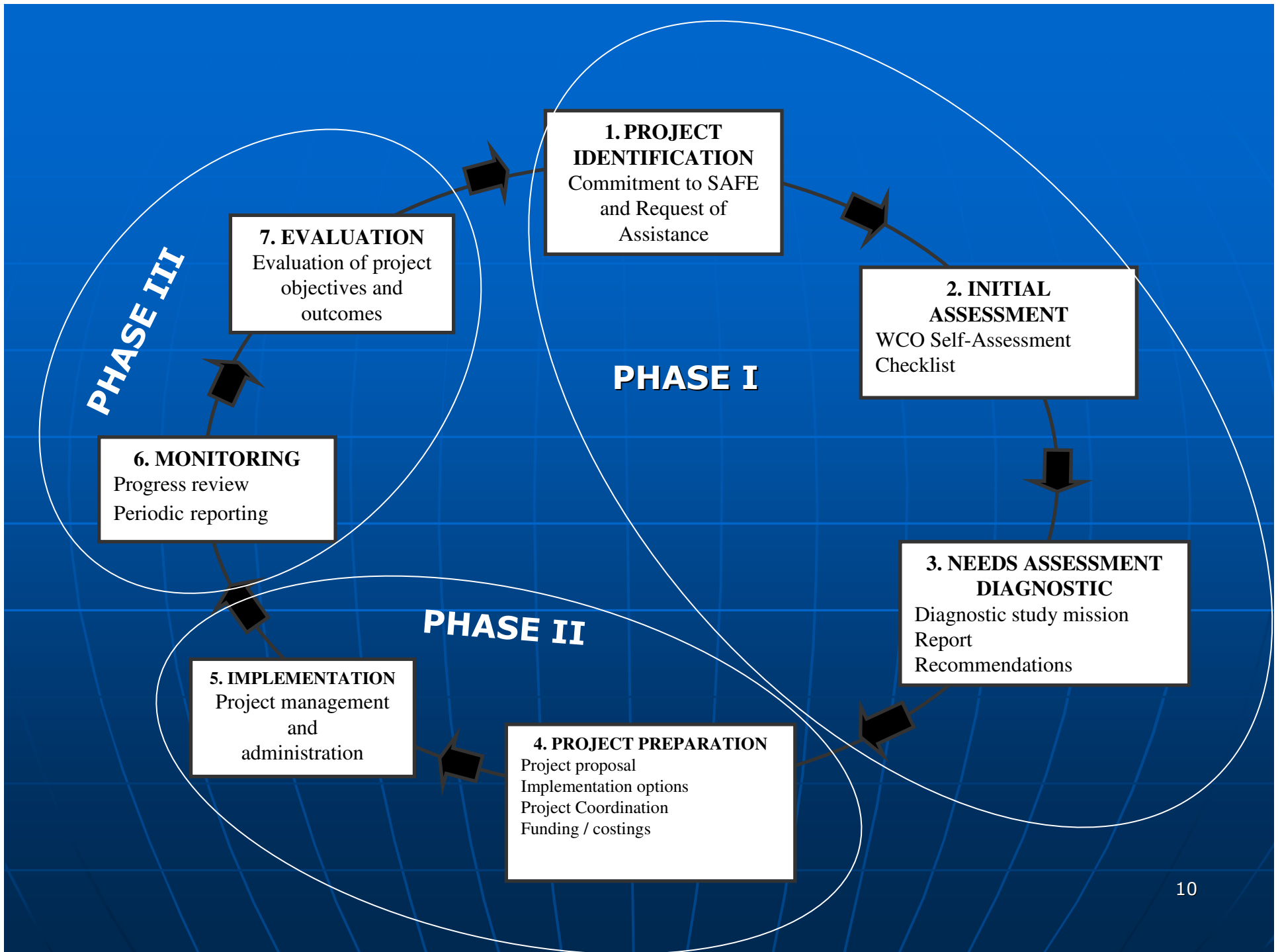


- ✓ 159 SAFE
- ✓ 115 Columbus – with WCO support
- ✓ 110 Diagnostics delivered (phase 1).
- ✓ 76 Countries in implementation (phase 2).
- ✓ 2 Regional programmes (phase 2).



Aid for SAFE trade

Aide pour sécuriser les échanges



Needs Assessment

- Comprehensive diagnostic report produced by WCO accredited experts covering:
 - Strategic Management
 - Human and Financial management
 - Legal Framework
 - Procedures
 - ICT
 - External Cooperation and Communication
 - Governance
- Strategic Action Planning workshop
- Trends and Patterns Report
- Annual Training Needs Questionnaires

Implementation

Phase 2 activities based on Int'l standards and diagnostic recommendations

- Planning
- Scoping projects
- Securing political and financial support
- Piloting activities

Implementation

WCO Support to Senior Managers:

- **Technical** – *better understand of modern Customs concepts*
- **Change Management** – *support to prepare, launch and manage a modernization programme*
- **Political** – *to ensure continuous high level political commitment*
- **Financial** – *to find financial solution for the development programme*

Accreditation Process

Pool of Accredited Experts/Advisors:

- ***Customs Modernization Advisors***
- ***Technical and Operational Advisors***
- ***Expert Trainers***

Customs Modernization Advisors

- ⑩ **Support the implementation process by:**
 - Providing strategic advice and guidance
 - Facilitating the planning process
 - Raising awareness of policy-makers
 - Clarifying diagnostic recommendations and Int'l standards
 - Supporting dialogue with donors
- ⑩ **Complimentary support by technical/operational advisors and expert trainers**

Training and CB Tools

- Human Resource Development
 - Fellowship programme
 - Scholarship programme
 - Internship programme
- E-learning
- Compendium
 - Outline the standards used and advice and guidance to the members



The E-learning Programme

Programme divided in two independent parts :

Interactive multimedia Courses (modules)

Merchandise Concerned

1 2 LESSON

Presentation of Applicable Goods

There are nine categories of goods that are accepted for temporary admission with total conditional relief from import duties and taxes and without application of import restrictions or prohibitions of economic character.

QUIT INSTRUCTIONS ▲ BACK NEXT

The screenshot shows a lesson interface with a title bar, a main text area, a grid of nine small images, and navigation buttons at the bottom.

Training Management (platform)

CREATE THE ACCOUNT USER: WCO e-learning programme 1

CREATE THE ACCOUNT CHANGE/REMOVE THE ACCOUNT CREATE THE GROUP CHANGE/REMOVE THE GROUP

HOME

LIBRARY

ACCESS THE TRAINING

COMMUNICATION ZONE

TEXT EDITION

USER ALLOCATION

USERNAME

NAME

FIRST NAME

COUNTRY

REGION

ORGANIZATION

PROFILE

TELEPHONE

PASSWORD

CONFIRM

EMAIL

VALIDER

LIST THE IDENTIFIERS ALREADY USED

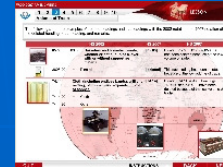
QUIT BACK CONFIRM

The screenshot shows a user registration form with various input fields and a sidebar with navigation options.

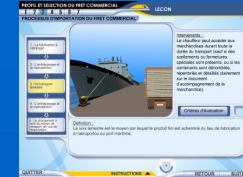
The E-learning Programme



Harmonized System



HS 2007 Amendments



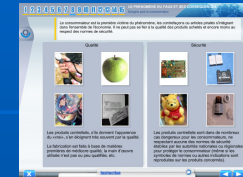
Controls



Valuation Agreement



Valuation Control



Counterfeiting

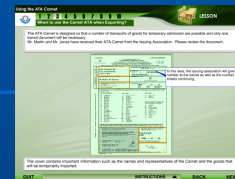
Available languages:

French
English
Spanish

Possible translation by
Members on request



CITES



ATA & CPD Carnets



Integrity



SAFE



Transfer Pricing



Origin

LMS and efficient teaching environment:
Administration tools, Individual/global monitoring and
tutorship. Training animation

WCO CB Development Compendium – Phase II

Main elements

- Strategic management: central role
- Strategic Risk Management
- Toolkit
- Change Management
- Project Management
- Benchmarking
- Further support (workshop, consultancy)

Compendium - New Chapters

■ **New chapters like:**

- HRM / Leadership Development
 - Trade management/ AEO implementation
 - Enterprise architecture
 - Strategic Risk management
 - Performance management
 - Donor engagement
-
- More proven concepts and practical examples from the Members!!!

Thank you.

For further information, please visit
<http://www.wcoomd.org/home.htm>

