Customs Professionalism

WCO Competency-based Learning and Development
Customs Learning & Development Principles

Competency-based

Career-long development

- Abilities – Skills (incl. soft)
- Knowledge
- Organizational and Individual Needs

Assessed on Performance

- Recruitment - On-boarding
- Operational / Management
- Leadership

Simulation  On-the-field
WCO PICARD Professional Standards

OBJECTIVES

- **Common development standards**
  - Profile, requirements and essentials
    (competence set: knowledge, skills, behavioural)

- Maintain and rise the professional standing of Customs senior and middle management

- Benchmark
  - Job profiles and Recruitment strategies
  - In-house training
  - Academic Development
Integrated Customs HR & Training Tool

WCO Framework on Customs Professionalism

COMPETENCY-BASED
PERFORMANCE FOCUSED

+ Living Repository of practices
Priority needs identified:

• Build capacities of HRM units to play their strategic role
• Implement competency-based strategies
• Improve recruitment, staff planning and training capacities

WACAM and CCEA-SSA Projects

Gambia, Burkina Faso, Mauritania, Cameroon, Uganda, Rwanda, Tanzania, Seychelles

Donors/Experts/Partners?
Virtual Customs Orientation Academy

4th August 2014 – 24th October 2014

The gateway to Customs 21st Century Competencies
Overview of the VCOA

12-weeks of Tutored studies

Virtual learning environment

Learning journey

Knowledge of the essential principles of the Customs environment, international conventions and systems;

Basic cognitive skills required to carry-out Customs tasks;

Core competencies to be an efficient and effective Customs professional
Bring the WCO closer

Applied Knowledge:
from the international instruments to the field

• Multimedia content from the WCO experts

• Learning journey reviewed by an International Experts Team
  • based on best practices: Canada, Korea and Netherlands

• Mentoring and Tutorship: Brazil, Canada, Korea, Swaziland, Turkey
  • Accredited experts
  • RTCs

• Field exercises
Raise inter-connected profiles

On-boarding & Networking

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Yuri Rastor Topazov - Warehousing - Bulgarian Customs Administration

2.3 Overview to Customs Procedures

Introduction

Intrusive X-Ray Examination (IXE) - General Apparatus

Clearance and other Customs formalities

Intrusive X-Ray Examination (IXE) - Specific Apparatus

Release/Declaration - General Procedure prior to the Lodgement of the Goods Declaration

Intrusive X-Ray Examination - Temperature Storage

Import procedures: 1.1 Clearance for Free Trade Area

Import procedures: 1.2 Clearance for the Sensitive States

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Focus on the learning experience

Personal commitment
Empowerment & Responsibility

How to impact daily work?

- Personal learning blog
- Exchange of experiences
Testimonies

• I really like this group. We are all young, with wide opportunities for carrier development...  **Dardan Elezi**

• I think that it is very important for us to be able to transfer the WCO technical knowledge that we have received through the VCOA, to the field... **Yosif Kostov Topalov**

• It's an honour and rare privilege to be part of the participants of this wonderful learning exercise, I am so excited and thankful to the WCO for providing us with this great opportunity to be exposed to the core Customs procedures and duties... **Charles Oputa**
Establish a reference learning and on-boarding platform for all new Customs professionals:
- developing the Customs specific competencies and focusing on problem-solving abilities

Provide a direct access to:
- state-of-the-art international expertise (legal, operational and academic levels)
- professional networks to kick start their career development
Virtual Customs Orientation Academy

4th August 2014 – 24th October 2014

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