



# CTI News



FAA EAST, SOUTH AND SOUTH EAST ASIA,  
AUSTRALASIA AND THE PACIFIC ISLANDS  
Japan



WCO Regional Workshop on AEO: Raising awareness for development of regional cooperation and strategy (16-20 December 2019)

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## ***Topics of This Edition***

***You never miss the special topics !***

***“The Japan Customs Conducts On-line Induction Training for New Recruits”***

***We introduced the on-line induction training for new recruits for the purpose of taking precautions against the COVID-19.***

### **Articles of this edition:**

- ***Message from Managing Director of the CTI*** ***P.3***
- ***The Japan Customs Conducts On-line Induction Training for New Recruits*** ***P.4***
- ***WCO Asia/Pacific Regional Workshop on AEO (Authorized Economic Operator) Program*** ***P.7***
- ***【Columns】 Essays by Supporting Staffs to the Regional Workshop***
  - ***Mr. SAITO Kota (Tokyo Customs)*** ***P.9***
  - ***Ms. SUGAI Ikuko (Hakodate Customs)*** ***P.10***
- ***Collaboration with Japan International Cooperation Agency (JICA)***
  1. ***Workshop on Post Clearance Audit /Customs Valuation for Myanmar - Contribution by Mr. IWAI Takao, JICA Customs expert*** ***P.11***
  2. ***Workshop on Risk Management and Enforcement for the Philippines - Contribution by Mr. SUZUKI Mitsuo, JICA Customs expert.*** ***P.13***
- ***The CTI Welcomes Customs Officers From All Over the World!***
  - ***Workshop on Risk Management for Nigeria*** ***P.16***
  - ***Workshop on Customs Surveillance and Control for Senegal*** ***P.16***
  - ***The WCO Fellowship Program*** ***P.17***
- ***Dialogue with the Delegates from China Customs on Human Resources Development*** ***P.18***

## Message from Managing Director of the CTI

Dear Readers,

I would like to express my sincere appreciation to the participants of the workshops and technical assistance programs in 2019/20 for their active and kind cooperation. I also would like to extend our greetings to the readers who had participated in the previous programs.



*Mr. IKEDA Kagemitsu  
Managing Director of the CTI*

Due to the pandemic of the COVID-19, cross-border movement of people has severely affected and its volume reduced drastically. In the meantime, the volume and amount of international trade in good is increasing. Prior to this pandemic, the CTI has actively engaged to the technical assistance programs, which is aimed at contributing enhance the knowledge of customs officers and contributes to the modernization of customs procedures with a view to respond to the needs of the day. COVID-19 pandemic is a game-changer and we need to review our way of technical assistance programs and human resource development. In this regard, the CTI has introduced a new way of training for new recruits. Since April 2020, the CTI has altered its way of training to the on-the-job training (OJT) at respective workplaces, which were combined with home-based online training with a view to assuring health of both trainees and lecturers by following the government's "stay home" guidance. This is the first attempt in Japan Customs, therefore, we encountered some challenges during the preparation of home-based on-line training. However, we took appropriate actions towards the induction training for new recruits and other layered training programs taking full advantage of advancement of information and communication technology. I hope that an anecdote on our new trial may provide colleagues in the international Customs community with some food-for-thought for the future training program design.

Lastly but not least, we wish you and your Customs further success and call for your continued cooperation.

Yours sincerely,  
IKEDA Kagemitsu



## *Special feature!!!*

### *The Japan Customs Conducts On-Line Induction Training for New Recruits*

The Japan Customs has three main missions: namely, realizing a safe and secure society; collecting duties and taxes appropriately and in a fair manner; and further facilitating legitimate trade and travel. Besides, we are responsible for a wide range of undertakings. As our missions and responsibilities are intertwined and they are getting more complicated than ever, the Japan Customs provides various kinds of training programs, which are layered and designed according to the level of the personal skills, including the induction training for newly recruited Customs officials. Thanks to the broadly recognized Customs functions and its responsibilities in addressing such prominent national challenges as proper clearance of rapidly increasing in-bound passengers and counter-terrorism, as well as high-level political buy-in thereof, the number of newly recruited Customs officials has been increasing accordingly in recent years. There is an imperative needs for these new recruits to study the functions undertaken by the Customs and the powers granted in accordance with the relevant laws and regulations, as well as theories and techniques relating to its missions. In this regard, the Japan Customs Training Institute (CTI), develops a comprehensive curriculums including practicum to be provided by the CTI lecturers, as well as academic classes provided by other experts.

The Japan Customs planned to commence the afore-mentioned induction training for the new recruits in April 2020 at the CTI in Kashiwa, Japan. However, due to the spread of the COVID-19 infection in the country, the CTI has altered its way of training from conventional classroom format at the CTI to the small group on-the-job training (OJT) at the respective workplaces, which were combined with home-based online training through the delivery of a series of recorded lectures with a view to assuring health of both trainees and lecturers by following the government's "stay home" guidance. For this purpose, the subjects of the on-line lectures were selected only to the fundamental ones and the period of home-based training was reduced to minimal but sufficient.



Given that the conduct of home-based on-line induction training is the first attempt in Japan Customs, the CTI has made various detailed arrangements and coordination with the Customs and Tariff Bureau (CTB) of the Ministry of Finance and the respective regional customs, especially in order to make sure that these new recruits are familiarized with the on-line training programs and its modality. A mechanism for taking care of their questions on the delivered lectures was also established. The home-based on-line training was arranged in the following manner, among other things:

- The CTI prepared a detailed handbook for home-based on-line training, such as the step-by-step log-in method, the training schedule and the information security instructions, and distributed it to all trainees;
- Trainees are supposed to read through the textbooks distributed beforehand, and view the recorded lectures on their own PCs, tablets, or smartphones in accordance with the designated training schedule;
- At the beginning of the on-line training, the CTI circulated guidance which reminds trainees of the high value and importance of this induction training for the respective trainees prior to the assignment to the frontline posts;
- The program consists of essential subjects for the Customs officials, including the National Public Service Act, Tax Laws, the Customs Laws and operational procedures related to basic customs procedures such as Customs clearance, surveillance and control, commodity classification, rules of origin, and so on;
- Syllabus for the respective on-line training were circulated with a view to assuring that the trainees duly understands the aims and purpose of the respective subjects;
- Notices and additional information, such as changes to the schedule, are properly communicated to all trainees for smooth operation;
- The CTI monitors viewing status of all trainees through the system and in case of no-viewing, the CTI contacts the trainees in question and follows them up as appropriate;
- Each trainee are required to submit a daily report through the system at the end of the daily program;
- Trainees are free to ask the questions to the lecturers by email at any given time;



- Lecturers conducts mini-tests at the last of each lecture as appropriate to assure if they understands the topics of the day accordingly;  
and
- Wrap-up examinations are conducted after the delivery of the whole recorded lectures on the respective subjects as well.

Regardless of the above, the CTI has encountered some challenges in the course of arranging the home-based on-line training. For example, while almost all trainees have own smartphones, they do not necessarily have own PCs or tablets which are the most appropriate for the on-line training purpose. In addition, the data transmission capacity depends on the individual trainees' contracts and varies from one to another. The CTI called for the trainees to make necessary technical solutions for this critical and limited time of the training. CTI lectures managed to minimize the data size of the recorded lectures as well.

While we are not still at the stage to evaluate the effect of the on-line induction training or compare it with that of the conventional group training at classrooms, the CTI will make every effort to manage the current unprecedented challenges and continue to meet various needs and expectations from the CTB of the Ministry of Finance and each regional customs to complete indispensable induction training and raise knowledgeable Customs officials.

Please feel free to contact us at [cti@mof.go.jp](mailto:cti@mof.go.jp) if you have any questions/comments.



# **WCO Asia/Pacific Regional Workshop on AEO (Authorized Economic Operator) Program**

## **16-20 December, 2019**



The WCO Asia/Pacific Regional Workshop on AEO Program, funded by Japan Customs (CCF/Japan) was held at the Japan Customs Training Institute (CTI) in Kashiwa, Japan, one of the WCO Regional Training Centres, in the week of 16 December 2019. Two facilitators from Malaysia and Japan respectively, and 25 middle management-level officials from 21 Customs administrations in the Region got together for this five-day Workshop which provided the participants with an opportunity to learn from their national good practices and challenges on the AEO programs and the implementation of Mutual Recognition Arrangements (MRAs).

The workshop was officiated by Mr. ARAKI Takahiro, Director for International Cooperation, Customs and Tariff Bureau of the Ministry of Finance, Japan. Given that the AEO program is a flagship Customs-Business partnership program for securing and facilitating legitimate trade, he underlined that the hosting of this Regional Workshop was the timely as the enhancement of Customs' security-related functions are the integral part of the government's top priorities in preparation to host the Olympic and Paralympic Summer Games in Tokyo in 2020. He concluded his remarks by pledging Japan Customs' continuous support for the regional activities through the WCO CCF/Japan.

Updates and pertinent new approaches with the relevant WCO tools, such as the Customs AEO Validator Guide, Training Modules and Guidelines on Traders Identification Number, were provided in addition to the most current WCO SAFE Framework of Standards

The recent updates of the WCO AEO Package was introduced and discussed so that the member Customs administrations may maintain proper level of the compliance of the AEOs and provide further benefits to them, and overcome various challenges on increasing the MRAs in the region. .



Participants enjoyed an opportunity of a site visit, including a chance to observe so-called mock validation in which Japan Customs conducted in cooperation with an AEO operator with an aim to share Japan's practices on security validation. They also discussed steps-forward and exchanged their views on the possible development of regional cooperation framework and strategy for further facilitating legitimate trade and assuring supply chain security.

More stories are made public on the CTI's website at

[https://www.customs.go.jp/cti/top\\_eng.html](https://www.customs.go.jp/cti/top_eng.html)

as well as the ROCB A/P's website at [www.rocb-ap.org](http://www.rocb-ap.org)

## columns

### *Essays by Supporting Staffs to the Regional Workshop*

#### **Mr. SAITO Kota (Tokyo Customs)**

In December 2019, a WCO Regional Workshop was held at the CTI and I joined in it as one of the supporting staff members. Currently, I am working for the Customs Clearance Division in Tokyo Customs, and it was a wonderful chance for me to take part in this opportune workshop because such international workshops are rarely held at the regional customhouse. Here, I will share my valuable experience and lessons learnt through the workshop.

My main task was to arrange the workshop venue so that the workshop may proceed smoothly. While I undertook the role of a supporting staff member, I realized the importance of mutual communication. Through close communication with the participants, I could figure out their thoughts and the difficulties they wanted me to cope with on their behalf. Also, an on-site visit was scheduled in the workshop and we had an opportunity to drop by an old Japanese city called Kawagoe on the return leg. I was assigned to introduce the city and delighted to see that participants enjoy the short excursion. I was very touched as every participant showed their gratitude to all the CTI staffs, including the supporting staffs, at the very end of the workshop.

Apart from supporting the event, I could deeply learn about the current circumstances on the AEO programs in the Asia/Pacific region as well as international standards. Before joining the workshop, I had not heard about the details of the AEO programs in other countries at all. For this, I fully took this advantage to understand both challenges and good practices on the AEO programs in the region. For me, it was interesting to see that some countries provided unique benefits to AEOs with a view to attracting stakeholders to join in the AEO program. Overall, I am thankful for being able to expose to this invaluable international workshop and this experience motivated me to contribute to international cooperation in my future career. To achieve this, I will keep updating my knowledge about both domestic customs law and international standards while accumulating work experience.



## *Essays by Supporting Staffs to the Regional Workshop*

### **Ms. SUGAI Ikuko (Hakodate Customs)**

I got a chance to participate in the WCO Regional Workshop on AEO programs held at the CTI in Kashiwa as a supporting staff member. In the previous week of the workshop, I took lectures about the history and some issues on AEO programs. I also learned that the program differs from one to the others, especially lengths and conductors of the validation processes.

Some potential risks such as fraud problems came up in the discussion during the workshop. Some administrations have just launched the AEO programs while the others have already implemented the program for years. However, each country has its strong countermeasures for the risks, which inspired me. During a site visit to an AEO company, some participants wondered why there were no security cameras at the shipping area of the company premises. I learned how to see things from a different and broader perspectives are key to solving problems. I had some opportunities to chat with participants and one of them enthusiastically talked how the AEO program promoted foreign trade. It was interesting to hear that, in his country, facilities of trade companies were located near the customs offices for easier access to the Customs. Accordingly, when a new customs office is planned to be built, those companies consider the re-location as well. Also, during the workshop, one experienced customs officer explained how dramatically the environment of trading had changed. This was a good experience for me because I was able to feel passion from the participants directly.

Finally, I would like to express my appreciation for giving me such a valuable opportunity.



## ***Collaboration with Japan International Cooperation Agency (JICA)***

### ***1. Workshop on Post Clearance Audit /Customs Valuation for Myanmar Customs 6-12 October, 2019***

***- Contribution by Mr. IWAI Takao, JICA Customs expert***

#### **(1) Background of the workshop**

The workshop was arranged under the sponsorship of Japan Customs in line with the on-going JICA Project for Customs Administration in Myanmar, which is aiming for its reform and modernization. In Myanmar, with support of the Project, a self-assessment system of customs valuation started in 2017 and, in the same year, Post-Clearance Audit (PCA) regime was initiated accordingly. Therefore, as of the time of the workshop held in October 2019, Myanmar Customs already had some experience in PCA operations, but also had subsequent issues necessary to be addressed for the future, in particular, organizational management from long perspectives and practical skills for daily operations. In light of these, Japan Customs designed a set of optimal contents for the workshop.

#### **(2) Key results of the workshop**

Headed by Mr. Phay Kyaing, Director of Investigation, totally 11 representatives from Myanmar Customs went through a 5-day intensive program in Japan. Among other things, it should be noted that the program provided the participants with many opportunities for dialogue with Japan Customs' specialists on a variety of PCA-related matters. It is not merely meant as just providing new knowledge and techniques from the Japan side to Myanmar participants, but rather meant for their brain-storming for possible application of such new knowledge and techniques in conformity with their country's unique rules and traditions.



### (3) Afterward of the workshop

Once back to the country, participants reported the results of the workshop to Director General and other executives of Myanmar Customs. It covered some key points for the administration's PCA policy and operations in the middle and long term, such as capacity building, inter-divisional cooperation, and management. And some remarkable developments have been realized in the wake of the workshop. For example, the upgrading of the PCA section to the division, the increase in the number of PCA officers, and the preparation of training materials which is in progress. Although an administrative change may generally derive from a variety of factors, as mentioned above, the result of the workshop is truly alive in Myanmar Customs as they are seriously engaging in their efforts for their own reform and modernization.



## ***2. Workshop on Risk Management and Enforcement for the Philippines Customs 18-22 November, 2019***

***- Contribution by Mr. SUZUKI Mitsuo, JICA Customs expert***

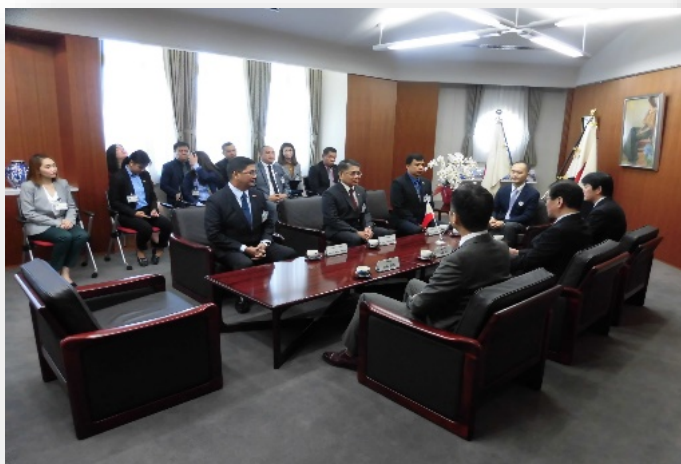
I am SUZUKI Mitsuo, JICA Customs Expert dispatched to the Bureau of Customs (BOC) of the Philippines, and I have repatriated to Japan tentatively due to the spread of COVID-19. This time, I would like to introduce the “Workshop on Risk Management and Enforcement for the Philippines Customs” held from November 18 to November 22, 2019 by the Customs and Tariff Bureau (CTB) of Japan and the Customs Training Institute (CTI) and assisted by a JICA Expert.

The workshop aimed at providing the Philippines Customs with advanced knowledge and sharing operational experiences of Japan Customs in the effort to support modernize BOC in the field of risk management and enforcement. It was attended by 12 Philippine delegates including high officials such as BOC Commissioner and Deputy Commissioner as well as front line managers in the above fields. The participants visited CTI in Kashiwa, the CTB in Tokyo, and Yokohama Customs.



During the workshop, BOC officials were given a series of lectures on outline of Japan Customs administration and its training regime, the overviews of Customs intelligence and international information exchange, intelligence analysis, practical use of Advance Information and so on in the above-mentioned fields. In addition to the lectures and discussions with Japan Customs officials, they had occasions to visit the field offices. Yokohama Customs carried out site visits regarding enhancement of border protection, such as observation of the Container Examination Center, the Port-surveillance Camera Office and TDS operation. And now, regarding the risk management, the Philippine Customs is reviewing its organizational structure for risk management. With regard to the enforcement, they are undergoing procedures to acquire advanced equipment referring to the experiences in Japan.

What impressed me was the interactive Q&A sessions and the following discussions. Resource speakers from Japan Customs were always active and paid due respect to the Commissioner or Deputy Commissioner. These discussions often continued as extra informal sessions after the official ones of the day.





Perhaps you may call it just dinner or a get together, where everyone, whether Filipino or Japanese, could enjoy talking over both customs administrations frankly or sometime just even singing energetically. I would like to believe frank and informal meetings are a hidden prompter for quick developments in the Philippines.

For this workshop, I, as a JICA Expert, tried to activate communications between Japan Customs and BOC officials by bridging both parties especially when there are such huge gaps between the business environments and knowledge levels. I would like to thank all the participants and Japan Customs officials concerned. I hope that these solid personal relationships between both customs grow even more, and I would be very happy if this workshop could contribute towards their objectives even just a little. Japan Customs and JICA are always with the Philippines Customs.

## The CTI Welcomes Customs Officers All Over the World!

### *Workshop on Risk Management for Nigeria - December 2019*



From 17 to 19 December 2019, the Workshop on Risk Management for Nigeria Customs was held under the activities of customs technical cooperation program.

In Nigeria Customs, lack of experience in control on illicit drugs is one of the main issues to be improved. In order to pave the way for efficient and effective implementation of risk management, three Nigerian Customs officers were invited and had discussions with officers from the National Intelligence and Targeting Center, and visited the CTI and Tokyo Customs for more operational discussion. At Tokyo Customs, they observed a large-scale X-ray machine and the port monitoring camera system to see actual frontline enforcement operation in Japan.

### *Workshop on Customs Surveillance and Control for Senegal - February 2020*

From 18 to 20 February 2020, the Workshop on Customs Surveillance and Control for Senegal Customs was held under the activities of customs technical cooperation program.

In Senegal Customs, they are facing with the challenges to establish nationwide control strategy and to improve the ability to conduct analysis on X-ray images. For the purpose of enhancing customs surveillance and control capacity, three Senegal Customs officers heard lectures and discussed possible way forward with officers from Osaka Customs and Kobe Customs. They also observed the control of air-passengers, the surveillance camera system, a surveillance boat and a large-scale X-ray machine during their visits to Osaka Customs and Kobe Customs respectively.



## ***The WCO Fellowship Program***

***- 79th (English) October-November 2019***

***- 80th (French) February-March 2020***

Under the WCO Fellowship Programs, Japan Customs welcomed four English-speaking participants from Botswana, Kyrgyzstan, Lebanon and Timor-Leste in October – November 2019 and four French-speaking fellows from Burundi, Madagascar, Central African Republic and Tunisia in February – March 2020.

During the respective study trips in Japan, aiming to provide food-for-thought for the reform and modernization within their home customs administrations, the participants had a series of discussions with Japanese Customs executives and had tours to observe Japan Customs' frontline operation at the CTI, the Central Customs Laboratory, regional customhouses as well as the Customs and Tariff Bureau of the Ministry of Finance.



## *Dialogue with the Delegates from China Customs on Human Resources Development*

On 18 October 2019, under the Memorandum of Cooperation between Japan and China( \* ), delegates from the General Administration of China Customs (GACC) visited the CTI and discussed with Mr. IKEDA Kagemitsu, Managing Director of the CTI.

During this visit, both sides were briefed on the training structures and exchanged views on training management. At the end of the discussion, the GACC delegates expressed their wish to continue to work closely with Japan Customs in the context of the human resource development. The delegates also observed the CTI facilities.



( \* )MOC between Japan and China

On 11 November 2011, the Customs and Tariff Bureau of Ministry of Finance of Japan and the General Administration of Customs of the People's Republic of China, expecting to develop the cooperation on human resource development to advance the understanding of each other's techniques and to improve the abilities of customs officers in each country, have decided to cooperate in accordance with the MOC.

## ***Please let us know about your recent events!***

Dear readers,

We are very pleased if you let us know about the recent events of your Administration. Linking website is a simple way to start with. We would greatly appreciate it if you could include the following information in sending a message.

- Name, position, organization
- The course you participated in and the year it was held
- Current events, updates, etc.

*E-mail us ! at [cti@mof.go.jp](mailto:cti@mof.go.jp)*

We look forward to hearing you on your good news!



Best wishes,

Staffs of the International Cooperation Division, the Customs Training Institute

We sincerely hope that all the readers maintain good relationships with us and stay connected for future discussion on any subject matter.

