



CTI News



Dear readers,

Welcome to the Volume 18 of the CTI News.

Since I assume the position of Managing Director of the CTI on July 1, 2020, our main mission is how the CTI delivers safe and high quality training among the COVID-19 pandemic.

As mentioned in the topic of this Volume, we have taken various actions including transformation of training style, implementation of maximum infection prevention measures to achieve mission as far as possible.

Our effort will continue until the Covid-19 pandemic is fully contained. It is not easy task but I believe that this tough times bring us opportunity to realize safer and higher quality training after the COVID-19. I do hope that colleagues in the international Customs community will get hint from this Volume to overcome challenges and difficulties confronting.

*Yours sincerely,
Takashi TSUKADA*

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The CTI's Actions under "with-COVID-19" situations

(Introduction)

Global trend of trade is rapidly changing at every round of industries. In order to secure sound development of the trade, Customs need to keep providing its administrative service at its highest level at all time. And for that, the most essential factor is to strengthen the capacity of its officials. On the other hand, in response to the COVID-19 pandemic, the behavioral modality has been dramatically and irreversibly changing at every scenes of life and business. In such situations, the CTI have taken full-fledged measures in order to keep providing safe and quality training. This column touches upon these measures along with the two topics of "1. Development of Online-style Training" and "2. Resumption of Classroom-style Training".

1. Development of Online-style Training

Japan Customs employs new recruits every year on 1 April. Along with this occasion and timing, the induction training is carried out within the CTI facility, and then a bunch of other domestic training programs follow it for the rest of the year. This year however, in response to the COVID-19 pandemic, the Government of Japan declared a state of emergency on 7 April. While it was lifted on 25 May, its impact was prolonged even afterward, significantly limiting the physical movement and contact of people in the society, and thus stopping the induction training. But nonetheless, the CTI made a decision of conducting it online with respect to

the great importance of this training, which aims for shaping their mind-set as public servants and Customs officials and for equipping them with the knowledge and skills expected in the rapidly changing world of the 21st century.



(Cont'd) The CTI's Actions under "with-COVID-19" situations

It was the very first experience for the CTI to organize training online. In this induction training, the CTI arranged a special recording studio within its facility, recorded a series of lectures by the CTI trainers, and later broadcasted these videos through a web training application to the trainees staying at home.



A snapshot of video-recording, which had been taken by CTI staff and trainers and was later broadcasted to trainees through a web training application.

After this training moreover, the CTI continued to explore much more effective way of training by online, such as applying interactive communication between lecturers and trainees based on the lively-networked condition. In pursuit of that, the CTI have adjusted and updated its environment of both hard and soft aspects day by day.



A snapshot of live-training by on-line, where trainer in CTI and trainees in each regional Customs at difference locations lively communicated through a web training service.

(Cont'd) The CTI's Actions under "with-COVID-19" situations

2. Resumption of Classroom-style Training

It was found however, that the online-style training is not always a satisfactory alternative of the conventional classroom-style one in terms of, for example, dynamics of interactive and versatile communication, intensive research, and most importantly, fostering a sense of solidarity among the trainees and of belongings to the Administration. In this regard, Japan Customs decided to resume its classroom-style training at the CTI with maximum preventive measures, which are not only normal hygiene and health precaution measures but also new measures from the point of avoiding so-called "**three Cs**" in light of the COVID-19, i.e., "**C**losed spaces", "**C**rowded places" and "**C**losed-contact settings". Then in September, the CTI resumed it by holding a follow-up training course, which was meant for filling up some shortage and/or lack in the online-based induction training held a few months before by online, followed by some general, technical, and other courses of training.



2-meter distance between each desk, On-desk partitions, Periodical air ventilation



(Cont'd) The CTI's Actions under "with-COVID-19" situations

(Conclusion)

Besides the above, from the point of business continuity especially under the current "with-COVID-19" situations, the CTI have taken possible measures at maximum extent, such as making most of teleworking, increasing office rooms and/or working spaces for distance, and so on. The CTI will continue to explore new ideas and technology in order to achieve its primary mission of providing safe and quality training.



Some practices applied in the CTI for the progressive use of teleworking by its staff;

- > Encouraging its staff to use teleworking by the Management:*
- > Taking into account of the nature and volume of work subject to each staff:*
- > Planning the work schedule well in advance and afford in time: and*
- > Sharing the work schedule and its progress among the team, and help each other as appropriate.*

(Reference) Snapshots of some domestic training conducted since April*(Group exercise during the follow-up training)***Induction Training for New Recruits
&
Follow-up Training**

Japan Customs employs new recruits every year on 1 April. Along with this occasion and timing, the CTI conducts the induction training for them by classroom style in the CTI. This year however, it was changed to the online one. Later on as a supplemental treatment, the CTI conducted its follow-up training from 15 to 18 September by classroom style in the CTI.

General Course (Intermediate Class)

The CTI conducted one of the general courses of training, classified as the intermediate class from 14 October to 17 November for the first group and from 24 November to 25 December for the second group respectively. This class is meant for the trainees to acquire the general knowledge and skills of intermediate level in relation to Customs service.

Its conducting style was combination of online and classroom style where the CTI HQs in Kashiwa and its branches in the respective nine regional Customs were lively connected online, and the trainers in the CTI HQs gave their lectures through online to the trainees who were gathering in the classrooms of the respective branches.

*(Opening/Closing remarks by the Managing Director of the CTI)**(Online class at one of the CTI branches)*



(Live class in the CTI HQs)

General Course (Advanced Class)

The CTI conducted one of the general courses of training, classified as the advanced class, from 5 October to 13 November. This class is meant for the trainees to acquire the general knowledge and skills of advanced level in relation to Customs service. Its conducting style was classroom style in the CTI.



(Case study session)

Technical Course (Subject-wise)

Since November, the CTI have conducted several technical courses of training, such as HS classification, Intellectual Property Rights, Rules of Origin, and so on. These courses are meant for the trainees to acquire technically high level of knowledge and skills on the particular subject. Its conducting style was classroom style in the CTI.



(Role-play session under the scenario of mission to a recipient country)

Customs Technical Cooperation Course (Level-wise)

Since September, the CTI have conducted its Customs technical cooperation courses of training per the level of basic, intermediate and advanced one respectively. These courses are meant for the trainees to enhance their knowledge and skills necessary for serving to the Customs technical cooperation service for the Customs officials of recipient countries. Its conducting style was classroom style in the CTI.

The CTI Attended the Virtual Meeting of Heads of the RTC A/P



On 15 October 2020, the CTI attended the 18th Meeting of Heads of the WCO Asia/Pacific Regional Training Center (RTC), which was held in a virtual manner for the first time under the on-going COVID-19 pandemic, instead of the originally planned face-to-face gathering to be hosted by the CTI as the RTC Japan. The meeting was chaired by Mr. Norikazu KURAMOTO, Head of the WCO Asia/Pacific Regional Office for Capacity Building (ROCB A/P). Around 40 participants attended online, including Mr. Taeil KANG, Director of the Capacity Building Directorate of the WCO Secretariat, and Mr. Takashi SATO, Regional Development Manager for A/P region of the same Directorate, as well as the representatives from the ROCB A/P, the WCO Asia/Pacific Vice-Chair Office (i.e. Indonesia) and seven RTCs in China, Fiji, Hong Kong China, India, Japan, Korea and Malaysia.

(Cont'd) The CTI Attended the Virtual Meeting of Heads of the RTC A/P

Given that the most of the WCO's regional capacity building activities are withheld due to the COVID-19 pandemic and in light of the fact that the RTCs are the headquarters of the national training, the meeting agendas focused on the exchange of the respective RTCs' efforts to continue its national training activities. In this context, Mr. Takashi TSUKADA, Managing Director of the CTI, explained a series of measures being taken to prevent the COVID-19 infection in line with the Government's guidelines toward resumption of the class-room style training programs. He further explained alternative training practices, such as live online lectures to ensure both interactive communication and effective knowledge delivery, as well as its support for frontline officers' self-learning efforts through the WCO e-learning platform and outsourced programs, among the others.

The RTC Heads reconfirmed the important role of the national training institutes in human resource development and the necessity of continuous provision of the multi-faceted training programs with innovative efforts, including exploration of the use of online platforms, in order to cope with the unforeseeable COVID-19 impacts in the years to come. The CTI volunteered again to host the next RTC Heads Meeting on condition that the situation so allows.

For more information, please also refer to the pertinent articles on the WCO website and the ROCB A/P website below.

(WCO Website)

<http://www.wcoomd.org/en/media/newsroom/2020/october/heads-of-regional-training-centers-in-a-p-shares-covid-19-pandemic-experiences.aspx>

(ROCB A/P Website)

<http://www.rocb-ap.org/article-detail/548/?crmid=3t96ksabsmgs92niq9nkihlt1>.

The WCO Scholarship Program in Japan and the CTI Trainers

The CTI has been committed to the WCO scholarship programs by giving lectures on Customs-related matters. The Strategic Management and Intellectual Property Rights Program (SMIPRP) is a 12-month master's degree program at Aoyama Gakuin University in Tokyo, Japan under the sponsorship of WCO Customs Cooperation Fund of Japan. The Program has provided WCO Member Customs officers with practical knowledge on Customs-related matters and management skills for future leaders in Customs organizations since 2011.

A total of 10 Customs officers from Bhutan, Botswana, Brazil, Ethiopia, Gambia, Mongolia, Sri Lanka, St. Lucia, Thailand and Uganda has participated in the 2020/2021 SMIPRP. Two trainers from the CTI have been giving lectures in the "Customs Reforms and Modernization" course from September 2020 as the second semester program. The lecturers have contributed in the course through sharing with the participants Customs related international standards, Japan Customs practices as well as strategic action planning methodology. Furthermore, they have facilitated the discussion how Customs can better cope with existing challenges to achieve Customs missions.





Special Lecture by the WCO Secretary General, Dr. Kunio MIKURIYA, at the CTI for the WCO Scholars in Japan

On 3 September 2020, at the CTI, the WCO Secretary General Dr. Kunio MIKURIYA gave a special lecture to WCO scholars (9 scholars for the Master's Degree Program in Public Finance at the National Graduate Institute for Policy Studies (GRIPS) and 9 for the Strategic Management and Intellectual Property Rights at the Aoyama Gakuin University (AGU)), who are sponsored by Customs Cooperation Fund provided by Japan Customs.

The Secretary General's lecture focused on the challenges faced by Customs under the COVID-19 pandemic as well as on the WCO's significant role of continuing to facilitate international trade. He also shared his views on the further actions to be taken by the WCO in this context. It was a great opportunity for the scholars to touch on the dynamics of the WCO and Customs communities in the present day.



Message from International Cooperation Division of the CTI

Dear readers,

First of all, we would like to extend our sincere wish for the well-being of you, your family and all of your good neighbors in the so-called “with-COVID-19” situations at the moment.

As it would be the common around the globe, conducting any type of training is very challenging. In such situation, we hope that this CTI News would be meant as a useful information for you at any degree.

Besides, we are very pleased that if you would share with us (E-mail: cti@mof.go.jp) any news and/or experience of your Administration in relation to the matters of training.

Thank you very much for your attention.

Stay safe and best wishes,

Staff of International Cooperation Division
&
Trainers

