



# CTI News



## *Virtual Meeting between CTI of Japan and CBCTI of Korea*

On 20 May 2021, a bilateral meeting between CTI of Japan and CBCTI (Customs Border Control Training Institute) of Korea was held in a virtual manner for the first time.

The meeting was meant for information-sharing on the best practices in the context of safe and quality training amid the prolonged COVID-19 pandemic and even after the end of pandemic in the future.

The meeting went across a variety of topics, such as strategy and approach in using online training, application of emerging needs into training in the era of digitalization, institutes' facility development, and so on.

Wishing for continuous cooperation, Mr. TSUKADA, the Managing Director of CTI, and Dr. Anna Cho, the Director General of CBCTI, thanked to each other for this round of fruitful meeting.

### **Customs Training Institute, Japan**

(WCO Regional Training Centre)

6-4-2 Kashiwanoha, Kashiwa, Chiba, 277-0882 Japan

Tel: +81-(0)4-7133-9615, Fax: +81-(0)4-7133-9616

E-mail: [cti@mof.go.jp](mailto:cti@mof.go.jp) URL: [http://www.customs.go.jp/cti/top\\_eng.html](http://www.customs.go.jp/cti/top_eng.html)

**Vol. 19**

June, 2021

## *The CTI Attends the 16<sup>th</sup> Global Meeting of the WCO Regional Structures and the 12th Session of the Capacity Building Committee of the WCO*



On 18-19 February 2021, the 16<sup>th</sup> Global Meeting of the WCO Regional Structures was held in a virtual manner for the first time under the COVID-19 pandemic with the delegates from the WCO Regional Structures, namely Vice Chair's Office, Regional Office for Capacity Building (ROCB), Regional Training Centre (RTC), Regional Intelligence Liaison Office (RILO), Regional Customs Laboratory (RCL) and Regional Dog Training Centre (RDTC) of all the six WCO regions. Ms. Takako UJIKE, Director of International Cooperation of the CTI and her staff of Mr. Takao IWAI attended the meeting as the delegates from the RTC Japan.

Chaired by Mr. Hisham F. Abou Ibrahim from Lebanese Customs under the administrative guidance of the WCO Headquarters in Brussels, Belgium, the meeting was aimed at aligning and strengthening the cooperation and collaboration between the Vice-Chairs' Offices and other WCO Regional Structures.

In his opening remarks, Mr. Taeil Kang, Director of WCO Capacity Building Directorate, emphasized the important role of the Regional Entities in

## ***(Cont'd) The CTI Attends the 16th Global Meeting of the WCO Regional Structures and the 12th Session of the Capacity Building Committee of the WCO***

supporting the WCO in the implementation of its regionalization policy, and providing Members with critical infrastructure and resources for training.

In the following sessions, delegates discussed and shared experiences on various capacity development issues. Among other things, the draft terms of reference (ToR) of the Global Meetings was discussed in conjunction with the expansion of its membership to RILO, RCL and RDTTC. Taking into account of various comments including the ones from the CTI Japan, the draft ToR was finally approved by the meeting and was subject to submission to the coming 12<sup>th</sup> Session of the Capacity Building Committee (CBC) for its endorsement. Besides, the meeting dealt with virtual training models, job competency in HRM, and reports from some Regional Entities.

Followed by the above mentioned 16<sup>th</sup> Global Meeting, the 12<sup>th</sup> Session of the CBC of the WCO was held in a virtual manner too on 22-24 February 2021. And Ms. UJIKE, as the representative of the RTC Japan, joined the session together with her colleagues from Japan Custom HQs, i.e, Customs and Tariff Bureau (CTB). In the session, along with other items, the draft ToR was reported and endorsed by the session.

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/2021/february/leading-customs-to-navigate-challenging-times-and-beyond-the-12th-session-of-the-cb-committee.aspx>

(ROCB A/P Website)

<http://www.rocb-ap.org/article-detail/562/?crmid=5u1a21ch540cbt9gvkp569ks60>

<http://www.rocb-ap.org/article-detail/563/?crmid=i16q0cu2eh7amht9pbn1s4gt55>

## WCO Asia/Pacific Regional Online Workshop on WTO Trade Facilitation Agreement



The WCO Asia/Pacific Regional Online Workshop on the WTO Trade Facilitation Agreement (TFA) was held from 19 to 21 April 2021 with the financial support of the WCO Customs Cooperation Fund (CCF) of Japan. The Workshop was organized by the WCO and the Regional Office for Capacity Building for the Asia/Pacific (ROCB A/P). The Workshop provided the WCO Member administrations in the Asia/Pacific Region with the platform to discuss the most recent developments after the TFA came into force in 2017, as well as the efforts and challenges of the Member administrations towards TFA implementation. About 50 participants of over 20 Customs administrations participated in the Workshop. Two officers from the CTI Japan also took part in this online event. Ms. Saori NOJIMA, CTI Trainer, explained the WCO tools and activities related to the respective TFA provisions and facilitated some sessions of participants' presentations as one of the moderators, while Mr. Takao IWAI, CTI Section Chief, explained Japan Customs' experience in conducting Time Release Study.

## *Effective Online Capacity Building: Observations from the WCO Regional Online Workshop*

The CTI has been actively providing with international capacity building opportunities in organizing and hosting workshops and its officers have undertaken various roles such as moderators, presenters and coordinators. The CTI basically had adopted “face-to-face” workshop style before the COVID-19 pandemic and has expanded its style to “online” by considering the current challenging situation. In this context, being one of the moderators in the WCO Asia/Pacific Regional Online Workshop on the WTO Trade Facilitation Agreement on 19 to 21 April 2021 became an opportunity as a CTI Trainer to observe a series of good practices for the WCO online capacity building activities. The followings are some points observed in this Regional Online Workshop from the viewpoint of conducting online events effectively.



Saori NOJIMA, Trainer, CTI

Agreement on 19 to 21 April 2021 became an opportunity as a CTI Trainer to observe a series of good practices for the WCO online capacity building activities. The followings are some points observed in this Regional Online Workshop from the viewpoint of conducting online events effectively.

### <Shorter hours and days with focused topics>

The hours and days of the workshop became shorter with the view to maintaining participants' concentration by considering the geographic diversity of the Asia/Pacific Region. The speakers and participants took part in the workshop from their respective countries/regions that have maximum time difference of 10:30 hours. Accordingly, the workshop focused on selected specific topics to accommodate the participants' prominent interests and concern.

### <More attendance of resource persons, speakers, participants and observers>

Since there is no need of travel for participation, resource persons and participants took part in the Workshop in a more flexible manner. The application of ICT expanded the access to the learning opportunity and a larger number of participants and observers, compared with the ones of face-to face style, enjoyed the rich contents of the subject matter from their respective workplaces or homes.

### <User-friendly instruction regarding the online communication platform>

The WCO and the ROCB A/P provided the participants with the detailed instructions and substantial technical support regarding the online communication platform prior to and during the workshop to ensure smooth communication and interaction.

## *(Cont'd) Effective Online Capacity Building: Observations from the WCO Regional Online Workshop*

<Utilization of available online technology and function for proactive discussion and communication>

Online communication platform was used not only during the Workshop but also for preparation and discussions by organizers prior to the Workshop. During the Workshop, chat function of the communication platform was used to collect questions on the presentations from the participants and take a poll on specific topics. The effective use of available technology led to active discussion and interaction among speakers and participants.

Due to the global pandemic of COVID-19, online style for capacity building activity and human resource development programs has been actively adopted by the WCO and its Member administrations. Conventional face-to-face style has surely demonstrated a number of benefits that can be achieved through physically close communication. However, it is obvious that the online style also has a variety of benefits, including the above-mentioned points among others, and shows a big potential as an alternative method in the learning environment. It is assumed that online style will be continuously employed in the post-COVID-19 era and applied in a various manner such as solely or jointly with the face-to-face style as a blended approach.

It is notable that a great amount of effort and careful consideration were given by the WCO and the ROCB A/P as organizers of the capacity building programs to ensure the effectiveness and efficiency of mutual learning in the online environment. In addition to the careful planning and preparation that has been required for both styles of face-to-face and online, special attention would be needed by considering the specific feature of online learning for the best outcome of the activity. For instance, precise instruction and prompt technical support for the participants to address possible technical challenges regarding the online communication will lead to proceed the virtual workshops smoothly and successfully. It also requires good coordination and cooperation among people organizing the event as well as ingenious arrangement behind the scenes. With a view to optimizing the effects of the WCO's capacity building activities, the CTI is willing to continuously work closely with the WCO and other Member administrations with our best efforts.

## *My experience of Instructor Training Seminar on the Case Method at the Keio Business School*

### <Background>

Customs' business environment has been rapidly and significantly changing. In such situations, and with Customs' missions in mind, it is expected that Customs officials make possible best decisions by managing the change. This will require every and each official's ability to think themselves to clearly identify critical matters of the situation and address challenges. In this regard, the "case method" has been used as one of the educational approaches in the CTI training programs for about a decade. This time, I had a chance with my colleague to go through the instructor training seminar at the Keio Business School (KBS) (note\*), for studying case method theory and exercising practical skills.



Yasuaki MATSUMOTO, Trainer, CTI

(note\*) Please go to the following website of the KBS for the official information.  
<http://www.kbs.keio.ac.jp/en/about/casemethod.html>

### <What is "Case Method"?>

The case method was pioneered in the early twentieth century at the Harvard Business School. At present, it is widely used all over the world to develop practitioners of every field of businesses. The case method is discussion style classes with stories called case materials that describe situations and challenges of a certain organization. Participants discuss the core issues involved and possible best solutions based on the case materials. This method aims at developing the capacity and attitude of the participants to handle real life issues through class room discussion on the hypothetical cases as a practice and preparation for the future.

### <Seminar Contents>

Although it had been held by classroom style before the COVID-19 pandemic, at this time it was done by online style. The duration of the seminar was 4-month. The seminar participants were from various business sectors, such as training sector, medical sector, and so on. The seminar was divided into two parts in nature. The first one is lectures by seminar instructor on the theory and rational on the case method. The second one is practical exercises, where a seminar participant takes a role of leading the discussion in the seminar along the concept of the case method. In light of the primary objective of this seminar to develop case method instructors, many exercises of the latter part were conducted in the seminar.

## *(Cont'd) My experience of Instructor Training Seminar on the Case Method at the Keio Business School*

### <Observations after the completion of the seminar>

The seminar enhanced my theoretical knowledge and practical skills on the case method and the following are some of my observations through the seminar.

>It is important to ensure the three points of “Courage”, “Civility” and “Tolerance” in mind in the discussion with other participants who have different backgrounds, standpoints, and opinions.

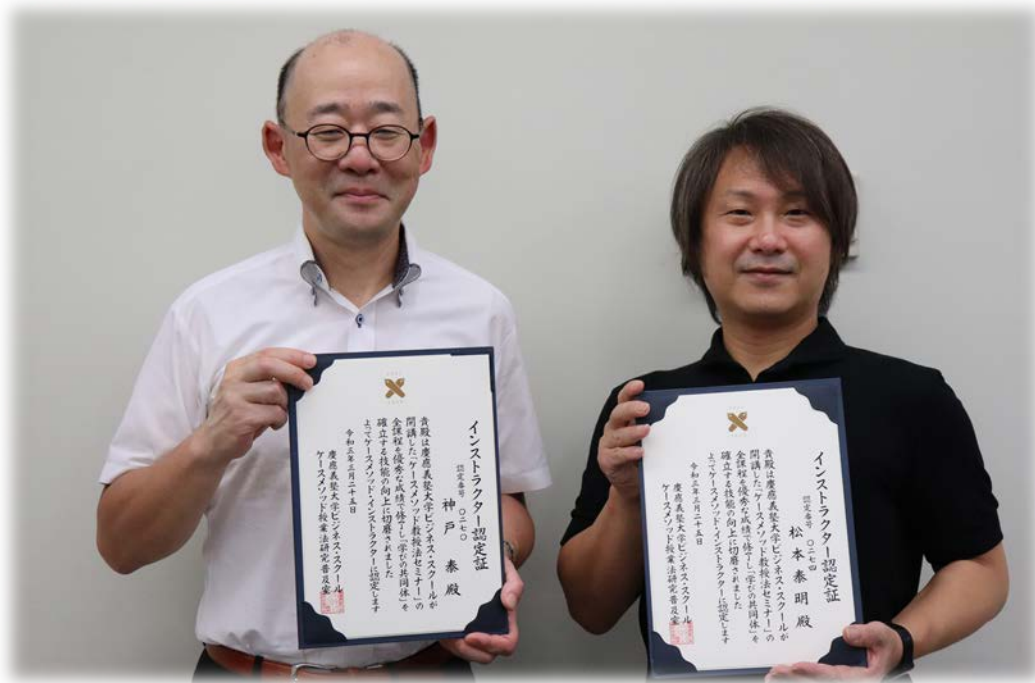
>No matter how best the discussion was made, some sticky points may remain in his/her mind, and it values. Upon that, he/she would internally continue his/her thinking approach for possible solutions even after the discussion.

>As a result, he/she would acquire a deep insight into that case or to the similar cases.

And very importantly, it is an essential element for the ones to address the problems or challenges, which may occur in reality, to a better direction.

### <Conclusion>

With the acquired knowledge and experience in this seminar, I would like to continue exploring effective use of the case method in the training of the CTI.



Accreditation of Mr. KANBE (left) and Mr. MATSUMOTO (Right) , CTI Trainers, as Case Method Instructors

## The WCO Scholarship Programs in Japan and the CTI

### 1. The Public Finance Programme at the National Graduate Institute for Policy Studies (GRIPS) in Tokyo, Japan

The Public Finance Programme, which is held at the National Graduate Institute for Policy Studies (GRIPS) in Tokyo, Japan, is one of the WCO Scholarship Programs funded by Japan Customs (CCF/Japan). It is a 12-month master's degree programme, and provides Customs officials from developing countries with an opportunity to pursue master's level of studies and training in Customs related fields. Currently, a total of 10 Customs officials from Azerbaijan, Bangladesh, Botswana, Kenya, Malawi, Maldives, Mauritius, Namibia, Sierra Leone, and Sri Lanka has participated in the programme in the present academic year.



## *(Cont'd) The WCO Scholarship Programs in Japan and the CTI*

The programme comprises two segments: an academic segment and a practical one. The CTI has contributed especially to the practical segment through arranging lectures provided by resource persons in Japan Customs since its launch of the programme. Among various curricula, class “Practicum in Customs Administration III” drew the scholars’ special attention with its rich contents relating to practical approaches taken by Customs Administrations. Lecturers, invited from Customs Tariff Bureau, Ministry of Finance, National Centres (offices responsible for handling highly important and difficult Customs operational fields) and the CTI delivered lectures covering a wide range of strategic, tactical and operational issues on the latest concerns regarding Customs controls and trade facilitation. All scholars actively participated in, by attending the classroom and/or via online, discussions on subjects taken at lectures .

*(note) For more information on the programme, please find the following page.*

[https://www.grips.ac.jp/en/education/inter\\_programs/finance/](https://www.grips.ac.jp/en/education/inter_programs/finance/)

### *2. The Strategic Management and Intellectual Property Rights Program at Aoyama Gakuin University in Tokyo (continuous story from the previous one in the CTI News Vol.18)*

The Strategic Management and Intellectual Property Rights Program (SMIPRP), which is a 12-month master’s degree program at Aoyama Gakuin University in Tokyo, Japan funded by Japan Customs (CCF/Japan), ended its academic year in March 2021. All the 10 scholars, from Bhutan, Botswana, Brazil, Ethiopia, Gambia, Mongolia, Sri Lanka, St. Lucia, Thailand and Uganda successfully completed the program and safely back to their respective home countries.

*(note) For more information on the program, please find the following page.*

<https://www.aoyamasmiprp.jp/>



## Snapshots of the other recent training courses

### **General Course for the newly recruited mid-career staff at section chief level from 1 to 12 March by online**

The CTI conducted one of the general courses of training from 1 to 12 March 2021 by online style. The training was meant for the newly recruited mid-career staff at section chief level to sharpen their mind-set as public servants and Customs officials, as well as, acquire general knowledge necessary for their services.

### **Train-The-Instructor Training from 15 to 19 March by face-to-face**

The CTI conducted a Train-The-Instructor training from 15 to 19 March by face-to-face style at the CTI. The training was meant for the trainees to acquire knowledge and techniques necessary to become the instructors of the coming induction training from April. Their primary role is monitoring and mentoring the newly recruited staff towards successful completion of the induction training.

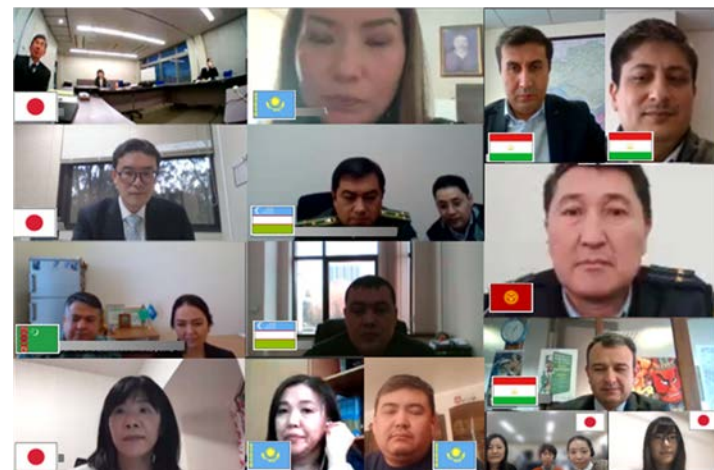
### **Technical Course (Information Analysis) from 17 to 23 March by online**

The CTI conducted one of the technical courses of training, i.e. Information Analysis from 17 to 23 March 2021 by online style. The training was meant for the trainees to acquire advanced level of knowledge and techniques on Information Analysis.



### **Online Induction Training from 5 April 2021**

The CTI started the annual Induction Training on 5 April 2021 by online style under the prolonged Covid-19 pandemic. At the opening, video message of the President of the CTI (i.e. Director-General of Japan Customs), was run to the newly recruited staff.



### **Virtual Workshop on Customs Administration for the Central Asia and the Caucasus countries**

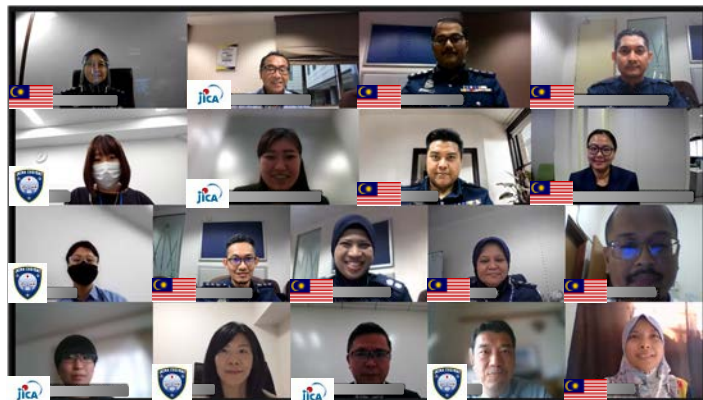
As a part of Japan Customs' Technical Cooperation, a virtual workshop on Customs Administration for the Central Asia and the Caucasus countries was held from 1 to 15 February 2021 by JICA's scheme. 9 Customs officials from Kazakhstan, Tajikistan, Turkmenistan and Uzbekistan went through various measures taken by Japan Customs and developed country-wise action plans to help achieving Customs reform and modernization in their own countries.

## *(Cont'd) Snapshots of the other recent training courses*



### **Virtual Workshop on Customs Administration for the Asian, Middle Eastern and the African countries**

As a part of Japan Customs' Technical Cooperation, a virtual workshop on Customs Administration for the Asian, Middle Eastern and the African countries was held from 24 February to 11 March 2021 by JICA's scheme. 11 Customs officials from Afghanistan, Malawi, Nigeria, Pakistan, Sudan, Tunisia and went through various measures taken by Japan Customs and developed country-wise action plans to help achieving Customs reform and modernization in their own countries.



### **Virtual Workshop on Trade Facilitation and Risk Management for Malaysian Customs**

As a part of Japan Customs' Technical Cooperation, a virtual workshop on Trade Facilitation and Risk Management for Malaysian Customs was held from 31 May to 2 June 2021 by JICA's scheme. 16 Malaysian Customs officials took a lecture by Japan Customs and had a discussion with trainers of CTI. At the end of the workshop, they presented an action plan for future implementation of the WTO TFA in Malaysian Customs.