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In this issue:



How Should Customs Administrations Tackle IPR Infringing Goods at the Borders? By Ms. Saori Nojima

Customs Good Practice Report on Cyber Investigation and Digital Forensics By Ms. Eva Suen



*Key Findings of the ROCB A/P Study on the Impact and Good practices of the development and the Use of E-Learning Training Modules for the Customs Professionalism and human resource development
By Dr. Tong Hua*

Contents

Special Topics

<i>How Should Customs Administrations Tackle IPR Infringing Goods at the Borders?</i>	1
<i>Customs Good Practice Report on Cyber Investigation and Digital Forensics</i>	13
<i>Key Findings of the ROCB A/P Study on the Impact and Good practices of the development and the Use of E-Learning Training Modules for the Customs Professionalism and human resource development</i>	18

Workshops and Meetings

<i>ROCB A/P attends the NACIN Launching Day ceremony</i>	27
<i>US/CBP Attaché visits the ROCB A/P</i>	28
<i>ROCB A/P reports its activities at the 27th WCO A/P Regional Contact Points Meeting</i>	29
<i>Working Lunch with Australian Border Force/Department of Immigration and Border Protection representatives in Thailand</i>	30
<i>ROCB A/P Speaks at 27th Annual National Convention of Chamber of Customs Brokers, Inc. and gives a lecture to customs-major students of LYCEUM of the Philippines University</i>	32
<i>ROCB A/P joins the celebration of the RILO A/P's 30th Anniversary</i>	33
<i>WCO Regional Workshop on the WTO Trade Facilitation Agreement</i>	34
<i>WCO Regional Workshop on Cyber Investigation and Digital Forensics</i>	36
<i>6th Greater Tumen Initiative (GTI) Trade Facilitation Workshop in Korea</i>	37
<i>WCO Workshop on Effective Project Management for Customs Reform and Modernization</i>	39
<i>WCO National Seminar for Cambodia Customs on Combating Counterfeiting and Piracy</i>	40
<i>WCO Regional Workshop on Risk Management and Post Seizure Analysis</i>	42
<i>WCO Sub-Regional Workshop for Oceania Members on Combating Counterfeiting and Piracy</i>	44
<i>ROCB A/P promotes the WCO Mercator Programs at the Central Asian Countries</i>	45
<i>Korea Customs Service delegation visits the ROCB A/P</i>	47

Future Activities

<i>WCO A/P CB/TA Programs and Meetings Schedule</i>	48
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Foreword



Dear Readers,

A Happy New Year!

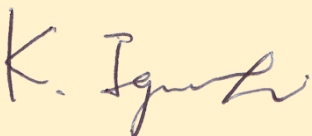
I hope that all of you had a warm and relaxing holiday season with your family members, friends and wonderful colleagues, and now fully regained the energy for continued good work in 2018, the Year of the Dog. At the same time, I would like to pay my due respect and appreciation to these frontline Customs colleagues who remained vigilant at the border during the holiday season. Movement of people and cargoes, as well as mode of transport is ceaseless and a 24/7 operation. As a matter of fact, especially during the holiday season, the volume of cross-border movements is higher than the usual season. I hope that the pertinent border control practices and techniques, which we featured in the past capacity building programs, are applied, thus contributing to improving the Member administrations' frontline operations in an effective and efficient manner.

The ROCB A/P very much look forward to collaborating with the WCO Secretariat and Member administrations, as well as stakeholders to elevate the Customs functions to meet the needs of the day.

This issue of ROCB A/P E-Newsletter features our activities undertaken from October 2017 through December 2017. In addition, this E-Newsletter carries an essay by Ms. Saori Nojima, who joined the ROCB A/P in July 2017 from Japan Customs, regarding her professional experiences in engaging Customs capacity building in the last 6 months as well as previous experiences as one of the qualified experts in IPR enforcement. Further, this E-Newsletter carries two special topics, namely a summary of our studies on the use of national e-learning modules, and a gist of the Customs Good Practice Report on Cyber Investigation and Digital Forensics. These special articles were not able to be drafted without the regional Members' inputs and contribution. Taking this opportunity, I would like to thank all of the regional colleagues for their engagement in the capacity building programs and the cooperation and support being provided to my fellow ROCB A/P colleagues.

The ROCB A/P will be pleased to hear any of your constructive comments and suggestions/inputs to our activities, including communication and public relations, so that we may better serve the regional Member Customs administrations. Please rest assured that all of the ROCB A/P staff members are going to remain committed.

Kind regards,

A handwritten signature in blue ink, appearing to read 'K. Igarashi', with a stylized flourish at the end.

Kazunari Igarashi

Head of the ROCB A/P

How Should Customs Administrations Tackle IPR Infringing Goods at the Borders?

Ms. Saori NOJIMA

Program Manager



1. Introduction

A variety of Intellectual Property Rights(IPR) infringing goods are found everywhere across the globe and such goods include products that may pose health and safety threat to consumers for example fake pharmaceuticals, food stuffs and children's toys. The IPR infringing goods also cause negative economic impacts on both the businesses and governments with profits losses and revenue leakage. The possible link between organized crime groups and the trade of IPR infringing goods should be also noted by considering its relatively low penalties compared to those related to narcotics and firearms.

The Customs roles in combating IPR infringing goods is important. Although Customs is not the only agency involving IPR enforcement, it is widely believed among enforcement agencies that Customs action at the border is significantly effective. This thinking could be driven by the idea that enforcement at manufacturing or domestic distribution phases would be even more complicated as well as the fact that proliferation of IPR infringing goods by cross border trade is remarkable.

The IPR has been one of the important agendas at the WCO and capacity building programs on IPR enforcement for the WCO Members has been actively conducted. I have been involved in the WCO IPR enforcement activities through giving lectures and

facilitating discussions in the workshops/seminars since 2008 as Japan Customs officer (until June 2017) and ROCB A/P Program Manager (since July 2017 to date) and have witnessed efforts and challenges of WCO Member Administrations.

In this paper, firstly I would like to briefly touch upon WCO capacity building activities in the A/P region focusing on IPR area, then discuss how Customs Administrations should tackle IPR infringing goods at the border. I hope this paper will be of use for the WCO Member in designing/improving IPR border enforcement scheme.



2. WCO IPR capacity Building activities in the A/P region

The WCO has been actively providing capacity building support for the Member administrations in the A/P Regions. These include Regional Workshops intended for all the regional Members that cover awareness raising and practice sharing as well as National Workshops that are customized for respective specific Member Customs Administrations. Some Regional Workshops conducted in the A/P Region from 2015 to 2017 were dedicated to the WCO Joint Enforcement Operations for combating counterfeiting and piracy (“Action IPR A/P” in 2015 and “Action IPR A/P 2” in 2017) in which the Customs Administrations in the A/P Region jointly targeted health and safety related IPR infringing goods in their respective Administrations’ enforcement activities and reported their

enforcement results to the WCO.

Below are the results of the Joint Enforcement Operations and related capacity building activities.

Action IPR A/P (12-day Joint Enforcement Operation in December 2015)

Operation Results	Interception of 521,602 items and 201,951 kg, of illicit products across 498 cases were reported by the Member
Capacity Building Activity	(1) Train-the Trainer Workshop in April 2015 (before the Operation) (2) Follow-up Regional Workshop in March 2016 (after the Operation)

Action IPR A/P 2 (19-day Joint Enforcement Operation in February 2017)

Operation Results	Interception of 1,453,429 pieces, 153,099 kg and 75 liters across 245 cases were reported by the Member
Capacity Building Activity	(1) Train-the Trainer Workshop in November 2016 (before the Operation) (2) Follow-up Regional Workshop in May 2017 (after the Operation)



In the preparatory phase for these Joint Enforcement Operations, the WCO and the ROCB A/P organized the Train-the-Trainer Workshops and the Workshop participants affirmed the purpose and procedures of the Operations and learnt other Members' practices in IPR border enforcement and product identification techniques. Both Joint Enforcement Operations made great success with a large number of interceptions and reports thereof, while the participating Customs Administrations had clearly reaffirmed the existing challenges not only in conducting the Operations but IPR border enforcement in general. At the Follow-up Regional Workshops, the participants shared their experiences in the Operations and discussed their challenges. I participated in both Follow-up Regional Workshops in 2016 and 2017 as a discussion facilitator and I myself reflected and reaffirmed Customs possible approaches to address perceived challenges in IPR border enforcement.

3. How should Customs Administrations tackle IPR infringing goods at the Borders?

In this section, I would like to explain my observations on the possible approaches which Customs may take to address perceived challenges in IPR border enforcement. The observation is based on my experiences in the WCO capacity building activities as well as my career in IPR border enforcement area garnered at Japan Customs. The approaches to address challenges would be varied depending on the competence and practices being employed by the respective Customs Administrations so there may be no single right answer. My intention here is not to propose a single model, rather I try to articulate the possible general solutions that may fit to majority number of Customs administrations to the extent possible.

(1) Categorization of Customs challenges in IPR border enforcement

There are many challenges Customs would face in IPR border enforcement, and if I try to classify them in a simple manner, they would be as follows:

Customs Challenges in IPR border enforcement (Category)
<ol style="list-style-type: none"> 1. Policy and Strategy 2. Organizational structure 3. Legal Framework and procedures 4. Cooperation with right holders 5. Cooperation with other government agencies 6. Targeting 7. Human resource development of Customs officers 8. Information sharing within Customs 9. Public awareness

Successful IPR border enforcement could never be realized if Customs Administrations don't take a holistic approach and focus just on a few categories above. In the context of Customs challenges in IPR border enforcement, "Difficulties in ensuring cooperation between Customs and Right holders", "Targeting technique at Customs" and "Product identification techniques for Customs (Human resource development of Customs officers)" are often highlighted, however attention should be paid to establish the IPR border enforcement related environment in/around Customs in a holistic manner. For example, targeting techniques and product identification techniques would not be fully utilized without strong IPR-related policy and strategy, proper organizational setting and sufficient legal frameworks and procedures. Likewise, legal framework and procedures should be designed by considering how to target IPR infringing goods and maximizing the mobilization of limited human resources available.

(2) Diagnosis on current situation and identifying challenges and future activities

In order to take a holistic approach, understanding status quo in a holistic manner is needed. Going through self-assessment questionnaire like below covering all above

categories would be useful to understand current IPR border enforcement situation as well as to identify existing challenges then to specify the activities need to be conducted accordingly.

Questionnaire
<p>1. Policy and Strategy</p> <ul style="list-style-type: none"> - Policy and strategy for Customs on IPR border enforcement are clearly defined? - Are above policy and strategy in line with the overall government policy and strategy? <p>2. Organizational structure</p> <ul style="list-style-type: none"> - Are there any dedicated or responsible department/section/unit for IPR border enforcement in Customs? - Are the roles and responsibilities of above departments/sections/units clearly defined? <p>3. Legal Framework and procedures</p> <ul style="list-style-type: none"> - Are Laws compliant with the WTO TRIPS Agreements (for WTO members) - Are there procedural regulations/standardized operational procedures to implement the laws? <p>4. Cooperation with Right holders</p> <ul style="list-style-type: none"> - What kind of cooperation mechanism exists between Customs and right holders? - Are there any reach out activities to elicit right holders cooperation? <p>5. Cooperation with other government agencies</p> <ul style="list-style-type: none"> - What kind of cooperation mechanism exists among Customs and other government agencies? - Does the dialog mechanism regarding IPR border enforcement exist? <p>6. Targeting</p>

- What kind of risk analysis/indicator are used to target IPR infringing goods?
 - Are the results of enforcement activities utilized for future targeting?
7. Human resource development of Customs officers
- What kind of training on IPR border enforcement is conducted for Customs officers?
 - Are the targeted participants group and scope for training clearly defined?
8. Information sharing within Customs
- What kind of information sharing mechanism exists in Customs regarding IPR border enforcement?
 - What information is accumulated and shared in Customs regarding IPR border enforcement?
9. Public awareness
- What kind of public awareness activities exists regarding IPR border enforcement?

Challenges are not necessarily stand-alone, rather they are intertwined. When it comes to taking actions to design/improve IPR border enforcement scheme, Customs needs to prioritize the category they need to focus on and sequence their activities in accordance with their priorities. Attention should be paid to place the categories to focus on and activities to conduct in a right time manner. It would be ideal to start addressing the categories above with a low number (such as 1 (Policy and Strategy), 2 (Organizational Structure), 3 (Legal framework and procedures)) earlier than the categories with a higher number (such as 6 (Targeting), 7 (Human resource development of frontline Customs officers), 8 (Information sharing within Customs) and 9 (Public awareness)).

(3) Observation on common challenges and possible approaches

Although the situations and challenges of Customs Administrations regarding IPR

border enforcement greatly vary, here I would like to highlight four challenge categories as frequently observed in the A/P Region, namely (a) Legal framework and procedures, (b) Cooperation with right holders, (c) Targeting and (d) Human resource development of frontline Customs officers. I would like to discuss the natures of the respective challenges and possible remedial approaches.

(a) Legal Framework and procedures

As an international standard for IPR border enforcement, the Trade-Related Aspects of Intellectual Property Rights (TRIPS Agreement) is the instrument that the WTO Members need to comply with. Although some WTO Members in the A/P Region may still need to put efforts to make their laws and practices to meet the requirements in the TRIPS Agreement, the majority of the WCO Members seem already to have ensured domestic laws as a legal basis. However, lack of procedural provisions such as regulations/standardized operational procedures/manuals to implement the laws to conduct IPR border enforcement is observed frequently as a critical challenge in the A/P Region.

If the Customs is the “Competent Authority” to receive an application for “Suspension of release by Customs Authorities” based on the TRIPS Agreement Article 51, Customs should need detailed procedures on how to receive the information from Right holders and following processes in some ways such as regulations/standardized operational procedures/manuals. Whatever the name of the provisions or the process to stipulate those provisions, the critical fact here is that just having laws is not enough to place IPR border enforcement at Customs into a real practice. The necessity to have procedural provisions is not just regarding application for suspension of release and the procedures need to be stipulated for later phases such as contacting Right holders in suspending IPR suspicious goods.

Lack of procedural provisions may attribute to several causes. Some external factors such as political reasons could slow down the process to establish the provisions, but internal factors within Customs Administrations can affect its progress, too. If it is not clear where the responsibility of designing the procedures stays and the necessary tasks are not assigned to anybody in Customs, the Administration in question would never be able to break through the status quo. Restructuring organizational setting to accommodate IPR related work in Customs should be considered if the issue is related to lack of responsible officers within Customs. And if the issue is competency of responsible officers, cultivating a core personnel who can lead designing IPR border enforcement scheme including drawing up procedural provisions would be needed.

(b) Cooperation with Right holders

One of the important facts and unique features of IPR border enforcement is that good cooperation between Customs and right holders is an indispensable success factor. Customs can better target IPR infringing goods with right holders' information in advance and Customs also may need additional right holders' support to distinguish IPR infringing goods from genuine products in inspection.

IPR are the rights given to persons over the creation of their minds, and the creator can enjoy its exclusive right over the use of his/her creation for a certain period. IPR border enforcement could greatly contribute to protecting right holders' vested rights of course, however attention should be paid to the fact IPR are protecting public interests by reaffirming the implications by IPR infringing goods of possible health and safety threat to consumers, negative impacts on economic developments and possible link between organized crime groups and the trade of IPR infringing goods.

In this situation, it is indeed disappointing and frustrating for Customs Administrations to release IPR suspicious goods because of lack of cooperation with right holders. Repetitive disappointments at Customs can lead to emotional resistance to overall

IPR border enforcement. Having said so it would be unrealistic to establish cooperative relations with all the right holders as it is totally the right holders' discretion to cooperate with Customs. In order to be proactive, Customs probably shouldn't just blame right holders for their unwillingness to cooperate with Customs, rather Customs should think how we can elicit more cooperation from Right holders by changing Customs institutional involvement in IPR border enforcement.

For the first place, insufficient legal frameworks and lack of defined procedures would prevent right holders from cooperating with Customs. In addition, publication of IPR Enforcement Scheme and outreach activities would be necessary to send out strong messages from Customs to the private sector as well as to remove confusions and misunderstanding at by right holders with IPR Enforcement Scheme.

Furthermore, Customs needs check if the IPR border enforcement Scheme is not placing too much burden on the right holders. Customs could ensure certain security or equivalent assurance, fees, requirements for rights holders in their Enforcement Scheme and some of those measures would be necessary not to harm traders as well as Customs, but we must pay close attention that we are not putting inappropriate excessive burdens on the right holders. There are many examples to date where Customs Administrations lightened burdens of right holders by removing certain requirements and simplifying administrative procedures. Judging what is appropriate/inappropriate would not very easy, but Customs needs to be careful not to put inappropriate excessive burdens on right holders to secure and elicit cooperation from right holders.

(c) Targeting and (d) Human resource development of Customs officers

Although "Targeting" and "Human resource development of Customs officers" are two different concepts, I would like to discuss these two categories as a set because these two categories are both closely related to Customs officers' competencies in IPR border enforcement.

Customs needs to strike a right balance between control and trade facilitation for the IPR border enforcement in a similar manner with other Customs areas, and effective targeting is an important factor for successful IPR border enforcement. Human resource development of Customs officers can include training on IPR basics, IPR related laws and procedures, and product identification techniques.

Necessity of targeting techniques and having product identification workshops are frequently highlighted in the Customs Border Enforcement context and these are absolutely important areas, however a strategic approach should be taken by considering in which situation the Customs Administration regarding IPR border enforcement is, who we should train and to what extent.

Targeting techniques and product identification techniques can be utilized with a prerequisite that IPR border enforcement Scheme already exists. However successful Border enforcement scheme would be established when considering the aspects of targeting and human resource development as well. The important point here is establishing/improving IPR border enforcement schemes and focusing on the targeting and conducting capacity building need to be done in parallel to some extent. Just focusing on establishing laws would end up with no actual actions and paying too much attention on targeting and human resource development without proper IPR border enforcement scheme would lack environment to utilize the gained competency.

Frontline officers need to be familiarized with related laws and regulations as well as product identification techniques, however it is neither realistic nor always necessary to foster IPR Experts at all ports/airports. In order to support frontline officers and to ensure harmonized practice across the nation, the Administration may need certain functions that supervise IPR border enforcement activities. Those who works at supervising functions will need rich knowledge and deep understanding on its Administrations' IPR border enforcement scheme to serve as IPR experts. By identifying the right targeted group for training and the level of knowledge/understanding required, Customs needs to design its

training strategy with right proportion of training related resource allocation.

4. Summary

In this paper, I explained the WCO capacity building activities on IPR area and discussed how should Customs Administrations tackle IPR border enforcement at the border by categorizing Customs challenges on IPR border enforcement, proposing a method to identify current administrative situation, challenges and future activities and sharing with you my observation on common challenges and possible solutions.

Due to the length of the paper, I can only discuss very limited elements, so for more information please write to me at saori.nojima@rocbap.org Please be reminded that the above discussion does not represent any official views or position of the WCO or that of the ROCB A/P, and it is expressing personal views.

Customs Good Practice Report on Cyber Investigation and Digital Forensics



By Ms. Eva SUEN

Program Manager

With the rapid change and wider availability of information and communication technology and mobile equipment, criminals are communicating with each other to plan and conduct their activities in a ubiquitous manner more and more. Drug traffickers as well use mobile technology for communication during their activities. Accordingly, personal computers and mobile equipment are often seized along with contraband by Customs officials. These communication tools, if properly analyzed, will surely reveal their activities and provide law enforcement officials with invaluable information on criminal proceeds and inform future law enforcement actions. Knowledge of the digital forensics is much needed for modern Customs investigation. Against these backgrounds, the ROCB A/P, in cooperation with Hong Kong Customs (HKC), organized the Regional Workshop on Computer Forensics in August 2013 in Hong Kong, China, and subsequently the ROCB A/P compiled a Customs Good Practice Report on Computer Forensics in December 2013 in

cooperation with the Member administrations of Malaysia and Hong Kong, China.



Digital technology advances rapidly. In order to provide the regional Members with a platform to discuss and mutually study the latest digital forensic techniques, the ROCB A/P organized the Regional Workshop on

Cyber Investigation and Digital Forensics in November 2017 in Hong Kong, China, under the sponsorship of CCF/Japan. A pre-workshop survey conducted by the ROCB A/P revealed that there were plenty of capacity building needs, especially the knowledge and skills in cyber investigation and digital forensics including the basic concepts of digital forensics - its model, principles and processes, introduction and application of forensic tools, digital evidence collection, digital evidence preservation and adducing digital evidence in court. To codify what have been learned from the afore-mentioned Regional Workshop in November 2017, the ROCB A/P updated the existing Customs Good Practice Report and incorporated updated practices of some of the regional Members and some practical recommendations on the Customs digital forensic scheme.



This special topic is to provide the gist of the updated Customs Good Practice Report, which will be published and circulated by end of January 2018 to the Member Customs administrations only.

1. Establishing Formal Structures

Today's society is in the midst of a technological revolution. With advances in computer technology and telecommunications, connectivity between people and commercial activities has become ubiquitous. Many traditional crimes such as narcotics trafficking, money laundering, smuggling, intellectual property right violation, pornographic publication, financial fraud, etc. could be mirrored in the cyber space.

Not surprisingly, the proliferation of these forms of crime has stormed the enforcement world. The challenges brought by these crimes are not only limited in the scope of severity and financial damage but also in ways of investigative skills and presentation of digital evidence in criminal trials. Echoing the problem, Customs agencies should respond proactively by placing resources to setting up a specialized team, such as

Computer Forensic Laboratory (CFL)

Primary functions of the CFL include: providing quality computer forensic services to frontline staff and to raise officers' capability in the handling of computer equipment and digital information at the scene of crime through seminars and training; assuring integrity, accuracy and court admissibility, officers of the CFL have to closely observe the standards and best practices in the performance of computer forensic examinations or analysis; and revising procedural and quality manuals when required. On the technical front, CFL officers have to keep abreast of the latest technology, exploring and evaluating new forensic software and hardware in order to defeat "hi-tech" crimes. Furthermore, they have to constantly liaise with local and overseas law enforcement agencies to enhance knowledge and to share experience in cyber investigation and computer forensic.



All acquisitions and analysis processes are being carried out in a secured analysis room. The safety of the electronic evidence is confirmed through our internal control by preserving the chain of custody of the evidence. The access to the said secure room is strictly confined to our analyst and investigation officer.

2. Legislative Framework

In the case of Malaysia, the Customs' competence in computer forensic is stipulated in the Customs Act of 1967 and the Evidence Act of 1950. In addition to these principal legislations, the Royal Malaysian Customs Department (RMCD) has promulgated own

guidelines called the “Enforcement Order: Procedures to seize electronic evidence”.

Whereas in Australia, the Australian Border Force (ABF) operates under a range of legislative frameworks in undertaking digital forensic activities. It is imperative that any activity undertaken is supported and authorised by a legislative power. Digital forensic activities are primarily undertaken utilising the powers provided under the *Customs Act 1901* and *Migration Act 1958*. The ABF also has a range of powers provided by other legislation related to the examination of electronic devices under specified circumstances.

3. Hardware and Software Required for the Operation of CFL

For most computer forensic professionals, the choice of whether to use open source and free tools or commercial tools comes down to budget. Open source software is free but does require a significant amount of testing and verification to ensure the results obtained using it can be replicated with other tools. Besides, open source tool has no vendor support and bug fixing guarantee. Regardless of whether the forensic tool is open source or commercial, the software used on examination must be tested to make sure that it performs as specified.

High end laptop computer units are also utilised for digital forensic activities required to be undertaken in the field, for example in remote localities and during the execution of search warrants for post-border operational activity. The laptop computers also utilise high end processors, a large amount of memory and a wide range of connection ports to access a wide range of storage media.

In respect of software, digital forensics uses a range of free and commercially produced digital forensic software to undertake activities. A number of software tools are utilised for specific tasks, such as mobile device examination, due to tools providing different capabilities across a range of devices. This also provides the ability to undertake verification of electronic data and any produced results.

It is important that a “toolkit” of software tools is maintained for any given process to provide a complete coverage of devices as well as functionality of software. Reliance on a single tool can limit the ability to address operational requirements for any digital forensic activity.

4. Recruitment and Training of Staff for CFL

For quality assurance and effective operation, officers being recruited must be well trained and experienced in cyber technology and investigation. Other than the laid down procedure and guidelines, officers involved should follow the following forensic principles when dealing with digital evidence in the course of their investigation and examination, namely:

- Actions taken to secure and collect digital evidence should not affect the integrity of that evidence.
- Persons conducting an examination of digital evidence should be trained for that purpose.
- Activity relating to the seizure, examination, storage, or transfer of digital evidence should be documented, preserved, and available for review.
- The examiner should be cognizant of the need to conduct an accurate and impartial examination of the digital evidence.

For comments and inquiries to the Customs Good Practice Reports, please contact Ms. Eva Suen, Program Manager, at evasuen@rocbap.org.

Special Topic

Key Findings of the ROCB A/P Study on the Impact and Good practices of the development and the Use of E-Learning Training Modules for the Customs Professionalism and human resource development



By Dr. Tong HUA
Project Manager

Background of the ROCB A/P's study

With the wider availability of science and technology in human resource development training, Customs administrations in the A/P region are also constantly changing their training modalities with a view to optimizing the training effects. In the course of the 14th Meeting of Heads of the WCO A/P Regional Training Centers (RTCs) held in November 2016 in Hong Kong, China, the delegates had an opportunity to visit the RTC Hong Kong China, and observed a vivid demonstration of their E-Learning system, which provided the delegates with invaluable food-for-thought for their in-depth discussion on the ROCB A/P's possible think-tank functions. Accordingly, the delegates tasked the ROCB A/P to conduct a study on the impact and good practices of the development and use of E-Learning training modules for the Customs professionalism. The ROCB A/P was inspired by the heated discussion and subsequently initiated drafting the research paper on this purpose. At the same time, the ROCB A/P enjoyed unsparing

support from the RTC China, the RTC Hong Kong China and the RTC India in the case studies. During the course of study, Thai Customs Department also kindly provided their advice and experiences.

The ROCB A/P would like to express its sincere gratitude to the above RTCs and Member administrations for their strong support and help. This article summarizes the key findings of the research report for reference by members in the region.

1. The Application of E-Learning System has become a Global Customs Trend

In fact, E-Learning is not a new concept and it has long been applied in Customs capacity building area. In 2003 the WCO introduced an E-Learning program as an essential element of its training strategy to improve the quality and quantity of training in Customs administrations worldwide.¹ The latest E-Learning courses are available online via the WCO CLiKC! platform. The WCO Member administrations are encouraged to register their staffs through the National Coordinator designated by their administrations to have the access to these E-learning courses. The CLiKC! now has over 23,000 users and provide them with the access to 25 E-Learning courses on various Customs topics related to trade facilitation, enforcement, classification, valuation and environment, etc. For the overview of the current CLiKC! E-Learning modules, please refer to the following Figure 1.

¹ Norbert Conchin. The World Customs Organization's E-Learning Program. World Customs Journal. Oct 2008.

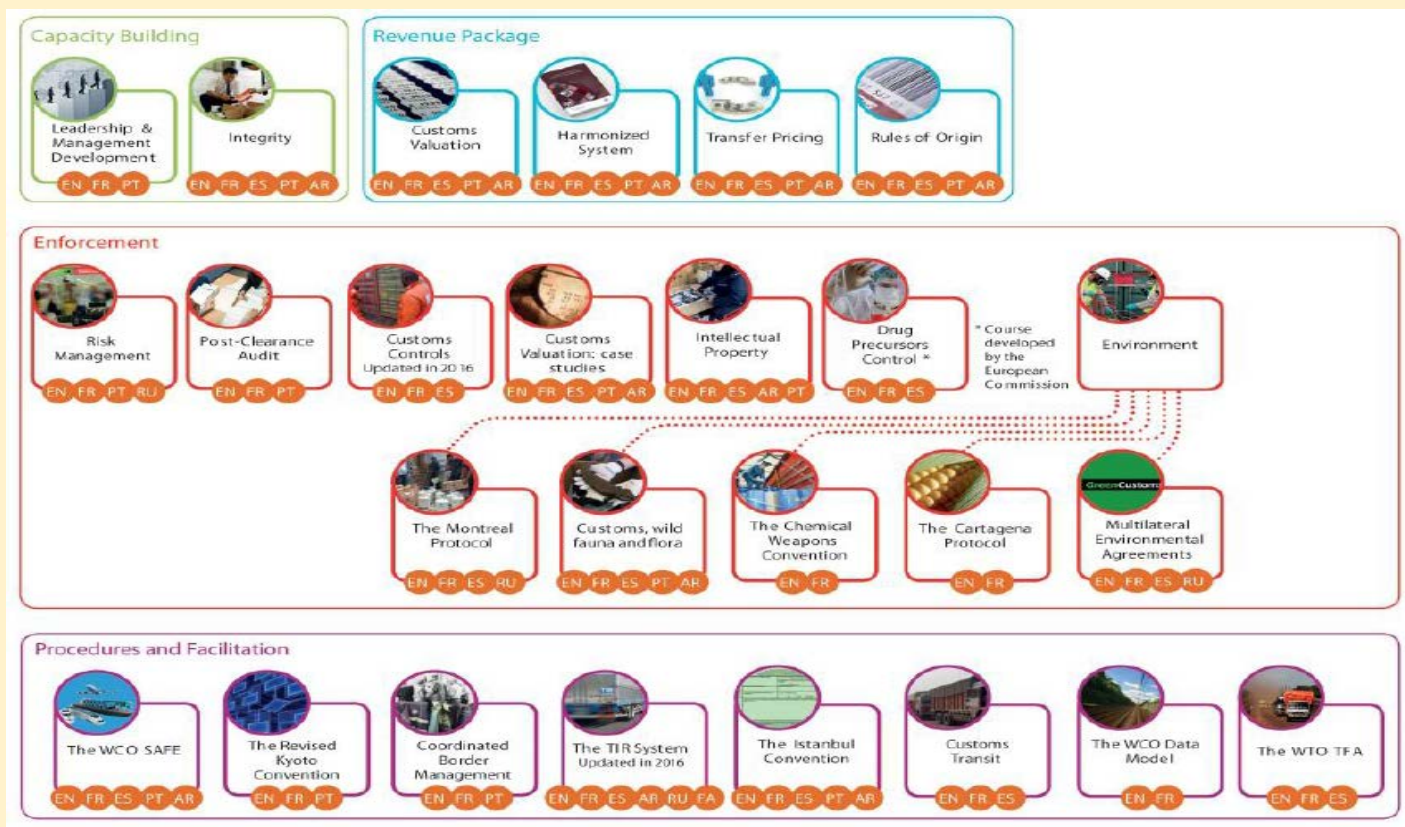


Figure 1. Overview of the E-Learning Courses available on the WCO CLiKC! Platform

(Source: WCO Website. clikc.wcoomd.org/)

Another typical example is that, in order to support the implementation of the Union Customs Code (UCC), its Delegated Act (DA) and Implementing Act (IA), which entered into force on 1 May 2016, an extensive UCC EU E-Learning program has been developed by the European Commission's Taxation & Customs Union department in collaboration with a pool of Customs experts from national authorities and the private sector in Europe.²

2. Different E-Learning Training Modes of Member Customs Practice in the A/P Region

Mainly these practice can be classified into three categories: namely the use of the WCO CLiKC! platform; development of own e-learning modules in national languages; and blending of E-learning and conventional lecture mode. Below are the brief explanation

² UCC – Overview eLearning module.

https://ec.europa.eu/taxation_customs/eu-training/general-overview/ucc-elearning-programme_en

of the respective modes.

2.1 Use of the WCO CLiKC! Platform.

CLiKC! E-learning courses can be downloaded and installed on the Members' own training management systems by concluding the licensing agreement with the WCO Secretariat permitting them to use the training at national level. The structure of the program makes it easy to be imported and adapted. Nowadays, with more than 25 Customs administrations already installed the WCO course package at the national level, experience makes it even easier. Import, customize, complete and translate the WCO training courses and tools on the Members' national Customs servers or Learning Management System (LMS) for free, after signing a license with the WCO. For example, a new License Agreement with the WCO for the use of new version of WCO E-Learning program based on the CLiKC! platform was signed by WCO Secretary General and the Director General of the Royal Malaysian Customs Department during the 129th/130th Sessions of the WCO Council, 2017.³ After the introduction of the WCO's E-learning system, Thai Customs Department made a regulation that CLiKC! is a compulsory term subjects to all bureaucrats, who hold the position of Customs Technical Officer in the professional level and lower, enroll the self-learning portal 1 course/year.⁴

2.2 Developing the national E-Learning Platform

Different from the above practice of introducing the WCO platform directly, China Customs developed its own curriculum market which contains bilingual (English and

³ WCO Website. A new Agreement for the national implementation of e-learning. 06 July 2017 www.wcoomd.org/en/media/newsroom/2017/july/a-new-agreement-for-the-national-implementation-of-elearning.aspx

⁴ The Thai Customs Department. Presentation on How do we introduce CLiKC! to The Thai Royal Customs.

Chinese) WCO E-Learning courses, China Customs self-designed courses, Periodicals and Harvard Business School online courses, totaling over 24,300 participants (more than 1/3 of the total number of Customs officers in China Customs) registered and studied on the E-Learning platform. Please refer to the following Figure 2 about the details.



Figure 2. The interface of China Customs E-Learning Platform

(Source: Lu Yao, Training and Education Department of GACC, Capacity Building of China Customs, Capacity Building Committee, Brussels, Belgium, April 12, 2016)

For the RTC India's Practice, the National Academy of Customs, Indirect Tax and Narcotics (NACIN) through its Regional Training Institutes (RTIs) has embarked upon such mode of online training. The NACIN developed a wide menu of web-based E-Learning modules, virtual classes, mini-video, etc. For instance, RTI Kanpur has developed about 69 e-books on various topics in Customs, Excise and Service Tax and 28 e-Exercises including 5 e-Exercises on WCO-PGS, which have been hosted on the website

of the RTI Kanpur (<http://www.nacenkanpur.gov.in>). More than 5000 officers have already utilized the material hosted on the website and about 100 new users are visiting this website every day. It has turned out to be a very cost effective and popular methodology for imparting training. NACIN is also hosting the WCO CLIKC! link on its website.

2.3 Blended Learning Mode: E-Learning + Lecture/Practical session

To cater for the individual development needs of our serving officers and promote a culture of continuous learning in the Department, RTC Hong Kong, China also provides E-Learning program to both induction trainees and serving members. This program covers a wide variety of topics, from intelligence and investigation, cargo clearance, passenger processing, criminal proceeding to the application of certain departmental IT systems and even staff integrity. In addition to facilitate the serving officer to further their studies as according to their individual development needs and their own pace through E-Learning platforms.

Hong Kong Customs also adopt a blended learning mode by utilizing E-Learning program with an aim to supplement their traditional lectures/practical training sessions. Under the blended learning mode, trainees are required to complete pre-course E-Learning study on the informative parts of the courses relating to theory or order, and procedure etc. The subsequent lectures or practical sessions can therefore focus more on experience sharing, practice and strategic application, which not only helps to reduce the training duration required, but also better achieves the learning outcomes.⁵ Hong Kong Customs organized expert team to develop very practical Blended Learning Modes suitable for frontline staff training, such as Passenger Processing, Cargo Processing and Intelligence

⁵ Report on the Special Training Facilities of RTC Hong Kong, China

& Investigation. Thus, the online learning and practical training will be closely integrated, the trainer will review the key points of online learning with the simulation equipment, which creates a very good cycle of knowledge absorption system and greatly enhance the actual capability of front-line customs officers. In this respect, the practice of the Customs and Excise Department in Hong Kong is well worth promoting. Please refer to the following Figure 3.



Figure 3. Blended Learning Mode-Functional Development Courses

(Source: Presentation of RTC-Hong Kong, 14th Meeting of Heads of the WCO A/P RTCs, 2016)

All of the above modes are good practice in the A/P Region. Members may as a matter of course choose the most suitable mode for future development.

3. Some thought from the Study

1. In order to further enrich and improve the research, it is suggested that the follow-up study should be continued in the future. A survey can be designed to further study the practices of the development and the use of the E-Learning among the Member administrations in the A/P region. For example, how to design the national E-Learning Courses and the investment for each course, advantages and disadvantages in practice by using the E-Learning System, evaluation of the training effectiveness, and any cases using mobile application for training, etc.

2. In order to optimize the value of the WCO regional workshops, the Secretariat and the ROCB A/P initiated requiring the workshop participants to complete the pertinent WCO E-Learning modules before their attendance to the WCO regional workshops. In fact, this is similar idea with the case of RTC Hong Kong. Blended learning focuses on optimizing the achievement of learning objectives by applying the "right" learning technologies to match the "right" personal learning style and to transfer the "right" skills to the "right" person at the "right" time.

3. There are lots of new cutting-edge online-Learning Trends & Technologies including: (1) Social Media & Web 2.0/3.0/x.0; (2) Personal Learning Environments (PLE); (3) Social & Intelligent Curation; (4) Multi-Device Learning, Bring Your Own Devices (BYODs); (5) Responsive E-Learning Design, the ideal solution: a single version that works on all devices; (6) Rapid E-Learning Design; (7) Interactive e-Books; (8) Live & Recorded Online Webinars; (9) Reuse/Remix/Repurpose Open Educational Resources; (10) Massive Open Online Course (MOOC); (11) Flipped Classroom; (12) Classroom Engagement, real time control by teachers; (13) Gamification of Learning; (14) Augmented Reality, i.e. virtual reality technology; etc. Therefore, online learning has a strong vitality and lots of possibilities, the application of each of the above trends and concepts are likely to improve the existing customs training mode by way of proving a notion of spontaneous continuous learning, rather than waiting for the opportunities of formal face-to-face training. So we should actively absorb cases of new application technologies.

4. Customs community may explore partnership with academia in the development, use and evaluation of online courses. In the field of higher education, the use of educational information technology is more extensive and has accumulated a great deal

of successful experience, which has also played an increasing role in training methods and effectiveness. For example, recently a Customs Consulting Company KGH has formed a strategic partnership with the Centre for Customs and Excise Studies (CCES) at Charles Sturt University in Canberra Australia. This partnership provides successful students of the online program (European Customs Law Accredited Training, ECLAT) with credit towards the academic programs of Charles Sturt University. It is vital because accumulating the academic credits may eventually enroll in a Customs academic degree program. There also saw a need for fostering the Customs community's common language to strengthen capacity building for stakeholders. As Customs procedures become more and more transparent, business communities can also fully share E-Learning curricula, especially in customs clearance and regulatory, which will be very helpful to trade facilitation and compliance management.

The above are the provisional summary of the ROCB A/P's Study on the development and the use of E-Learning modules to see how the distance learning could add value to the current human resource development efforts. The Study report will be presented to the next Meeting of the Heads of the A/P RTCs in February, and as appropriate further revised. Then, the final report will be circulated to the Member administrations in the A/P Region. Any comments, questions or inputs are welcomed. Please free feel to share your insights and suggestions with Dr. Tong Hua, Program Manager of the ROCB A/P, via e-mail at tonghua@rocbap.org

ROCB A/P attends the NACIN Launching Day ceremony

1 October 2017, Faridabad, India



At the invitation from NACIN Director General, Mr. Kazunari Igarashi, Head of the ROCB A/P, attended the first NACIN Launching Day, which was held coincidentally with the passing out ceremony for the 67th batch of IRS officials, on 1 October 2017 at the NACIN, formerly

named NACEN, one of the WCO A/P Regional Training Centers. The NACEN (National Academy of Customs, Excise and Narcotics) was renamed to NACIN (National Academy of Customs, and Indirect Tax and Narcotics) in June 2017 in the wake of the introduction of GST in 2017. Mr. Arun Jaitley, Minister of Finance and Corporate Affairs, was present at the ceremony as the chief guest. Chairperson of the Central Board of Indirect Tax and Customs (CBIC), former NACEN DGs, NACIN faculties as well as the representatives of the NACIN's partner organizations attended the ceremony as well.

The ceremony commenced with the hoisting of the national flag, followed by parade of the passing-out batch officers observed by the Minister, and ceremonial sessions and speeches. At the ceremony, the ROCB A/P received a commemorative plaque from the Finance Minister in recognition of the long-time collaboration with NACIN, along with the NACIN's other partner organizations.

On this occasion, Mr. Igarashi greeted CBIC Chairperson, new NACIN DG and other NACIN faculties as well as those invited representatives of international organizations to renew their collaborative ties in the Customs capacity building activities in the A/P region.

US/CBP Attaché visits the ROCB A/P

5 October 2017, Bangkok, Thailand

Mr. Robert Thommen, a newly assigned US/CBP Attaché to Thailand, made a friendly visit to the ROCB A/P along with his colleague at the US Embassy, Ms. Maysa Chanikornpradit, Program Management Specialist, on 5 October 2017 on the occasion of his courtesy visit to Thai Customs Director General at the Thai Customs Department Headquarters. Mr. Kazunari Igarashi, Head of the ROCB A/P, and his colleagues warmly welcome Mr. Thommen, former US/CBP Attaché to Japan for 6 years and a half, and renewed friendship and discussed possible way forward for future collaboration in Customs capacity building program in the A/P region. They also exchanged views on recent challenges associated with growth in e-commerce from the Customs perspective.



11-13 October 2017, Cairns, Australia



27th Meeting of the WCO A/P Regional Contact Points was convened on 11-13 October 2017 in Cairns, Australia, which was attended by 47 delegates from 22 Member administrations as well as observer organizations, i.e. WCO Secretariat, the ROCB A/P and the RILO A/P. Mr. Kazunari Igarashi, Head of the ROCB A/P, attended the Meeting as an observer and contributed to the discussion on the important topics, including the implementation of current Regional Strategic Plan (RSP) and revision thereof for the next two-year term in 2018-2022.



The Meeting was presided by Mr. Visvanath Das, Fiji Revenue and Customs Service Chief Executive Office, incumbent Regional Vice Chair. As part of the report from the Regional Vice Chair's Secretariat, the ROCB A/P's Terms of Reference (TOR) was tabled for the Members' review. In this respect, upon the delegates' questions and

suggestions, Mr. Igarashi provided them with explanation on the terms enumerated within the current TOR. Under a separate agenda, Mr. Igarashi made a presentation on the summary of the ROCB A/P's activities in the FY2016/2017, and explained on the notions for the regional capacity building and technical assistance programs for this fiscal year. He highlighted some statistics, such as the number of participants to the regional workshops and the access to the ROCB A/P's homepage (www.rocb-ap.org), and encouraged the Member administration's active participation and contribution to these regional collective efforts in Customs reform and modernization. Several delegates took the floor and provided their kind words of encouragement for continued contribution to the region. Given that the ROCB A/P is a co-coordinator for the implementation of the current Regional Strategic Plan, in particular on the activities related to the region's capacity building and technical assistance programs, Mr. Igarashi reported the mid-term implementation of the current RSP to the plenary session, and also led a break-out group discussion for the next RSP 2018-2022. The Meeting agreed to continue regional consultation through virtual working group with a view to present the draft RSP for the next Regional Heads Conference in May 2018 for adoption. In the margin of the Meeting, Mr. Igarashi had consultations with the delegates and renewed its friendship.

Working Lunch with Australian Border Force/Department of Immigration and Border Protection representatives in Thailand

20 October 2017, Bangkok, Thailand

On 20 October 2017, Mr. Kazunari Igarashi, Head of the ROCB A/P invited Bangkok-based Australian Border Force/Department of Immigration and Border Protection representatives, Mr. David Ness and Superintendent Vince Shaw, for a lunch meeting to express appreciation for their continued support for the ROCB A/P's daily work, in particular in linguistic tune-ups for the Office's publications such as E-Newsletters and Annual Reports. Other ROCB A/P colleagues joined Mr. Igarashi to extend their appreciation for their support as well. Mr. Igarashi conveyed his special appreciation to the Australian Department of Immigration and Border Protection for their contribution to the

regional capacity building activities including the generous hosting of the WCO-UPU Joint Regional Workshops on Postal Items in May 2017 in Sydney and the WCO Regional Workshop on Small Arms and Light Weapons in July 2017 in Melbourne. Australian colleagues gave their kind words of encouragement and willingness to continue their support for the regional activities. Taking this opportunity, ROCB A/P colleagues showed Mr. Ness and Superintendent Shaw “the ROCB trees” in the ground of Thai Customs Headquarters and they watered them together to symbolize the continuing strong collaboration and cooperation among the regional Members in Customs capacity building.



ROCB A/P Speaks at 27th Annual National Convention of Chamber of Customs Brokers, Inc. and gives a lecture to customs-major students of LYCEUM of the Philippines University

3-7 November 2017, Davao City/Manila, Philippines



At the invitation of the Philippines National Chamber of Customs Brokers, Inc., (CCBI), Dr. Tong Hua, Program Manager of the ROCB A/P, as a guest speaker, attended the 27th Annual National Convention of Chamber of Customs Brokers, which was held at SMX Convention Center on 3-4 November 2017

in Davao City, Philippines. The Convention with the theme “The Evolving Role of Customs Brokers in Customs Modernization, Border Control and Security”. Over a thousand Customs Brokers and traders nationwide of the Philippines participated in the event, along with Customs Commissioner Dr. Isidro Lapena of Bureau of Customs (BOC), numbers of CCBI officials who also provided their insights regarding a more strengthened Chamber and the unique position for Customs Brokers as the crucial partner plays in a modern, predictable and highly-efficient trade facilitation environment.

Dr. Tong delivered a presentation on the session of Customs modernization practice and customs broker’s professionalism, in which he highlighted the capacity building activities of the ROCB A/P and the WCO Study Report on Customs Brokers. He also made an analysis on the global environment and regional practices, and promoted the importance of Customs Brokers’ Professionalism joining the forces with Customs administrations in advancing Customs modernization and trade facilitation.

In the course of his mission, Dr. Tong Hua paid a courtesy call on Customs Commissioner, Dr. Lapena on 6 November. He visited the capacity building center and new status verification system at the BOC Headquarters. Commissioner Lapena and his colleagues warmly welcomed Dr. Tong, He also gave a lecture of World Customs Organization and Customs higher education to nearly 80 customs administration-major

undergraduate and postgraduate students at the prestigious LYCEUM of the Philippines University (LPU) on 7 November in Manila. The Official Social Media Channel of BOC also reported ROCB Staff's Courtesy call on the Commissioner, which can be found at the link below:



<https://www.facebook.com/BureauOfCustomsPH/posts/2003599789887794>

ROCB A/P joins the celebration of the RILO A/P's 30th Anniversary 6-7 November 2017, Seoul, Korea

At the invitation from the WCO Secretariat and Korea Customs Service (KCS), Mr. Kazunari Igarashi, Head of the ROCB A/P, attended the WCO A/P Regional Intelligence Liaison Office (RILO A/P)'s 30th Anniversary Ceremony held on 6 November 2017 in Seoul, Korea. More than 130 guests from the WCO Member administrations around the world, other RILO and international organizations attended the Ceremony. Dr. Kunio Mikuriya, WCO Secretary General, and high-level representatives from the past and current host administrations of the RILO A/P, namely Hong Kong China, Japan, China and Korea, as well as WCO A/P Regional Vice Chair (Fiji) were invited as VIP guests. At the Ceremony, following the welcoming remarks made by KCS Commissioner, Dr. Mikuriya and VIP guests delivered their congratulatory addresses respectively. On this commemorative occasion, WCO Secretary General handed appreciation plaques to the representatives from the 4 host administrations. Other invited guests loudly applauded the invaluable contributions and the achievement accomplished by the RILO A/P since its establishment in 1987 as the world's first RILO. Mr. Igarashi joined





other guests to present his compliments to KCS Commissioner and Head of the RILO A/P and reaffirmed continuing close collaboration in various domains as the region's sister entities.

On 7 November 2017, Mr. Igarashi also attended the Project CATalist2 Briefing Seminar in Seoul, Korea, which was attended by some 100

delegates from the WCO Member administrations, other RILOs and international organizations to discuss international cooperation and internal capacity enhancement to contend with illicit trafficking in New Psychoactive Substances.

WCO Regional Workshop on the WTO Trade Facilitation Agreement 6-10 November 2017, Kashiwa, Japan



The WCO, in close cooperation with the ROCB A/P and Japan Customs, organized the WCO Regional Workshop on the WTO Trade Facilitation Agreement (TFA) on 6-10

November 2017 at the WCO Regional Training Center (RTC) Japan (Japan Customs Training Institute) in Kashiwa, Japan, under the sponsorship of Japan Customs Cooperation Fund (CCF/Japan). A total of 28 Customs officials representing 22 WCO A/P regional Member administrations and three facilitators including Ms. Saori Nojima, Project Manager of the ROCB A/P, participated in the Workshop.

The topics covered in the Workshop included, among other things, national coordination to expedite TFA implementation, coordinated border management, risk management, stakeholder engagement. In the Workshop, the facilitators explained the WCO's instruments and tools to assist the Member administrations to



implement trade facilitation measures and the participants shared regional and national best practices in implementing of the pertinent trade facilitation measures related to the TFA. Ms. Nojima, along with the other facilitators, led discussions on the participating administrations' challenges and possible solutions thereof.

The workshop was successfully concluded with the participants' clear recognition of their way forward. The participants showed their appreciation to the RTC Japan for the Workshop arrangement and their hospitality. They also thanked the WCO, the ROCB A/P, and the CCF/Japan for their contribution to the Workshop.

WCO Regional Workshop on Cyber Investigation and Digital Forensics

21-23 November 2017, Hong Kong, China



The WCO, in cooperation with the ROCB A/P and Hong Kong Customs, organized the WCO Regional Workshop on Cyber Investigation and Digital Forensics in Hong Kong, China from 21 to 23 November 2017 under the sponsorship of CCF/Japan. This workshop was the second of its kind organized in Hong Kong, China.

A total of 28 participants from 23 Member administrations participated in the workshop. The workshop was led by expert from the US Customs and Border Protection (USCBP) and the Hong Kong Customs. Ms. Eva Suen of the ROCB A/P participated in the workshop as a facilitator. An Overview of Digital Forensics, Digital Forensics Model, Digital Forensics Principles, Digital Forensics Processes, the ISO Standards and International Accreditation, Open Source Intelligence, Innovative Operational Models, Emerging Threats and New Technologies in Digital Forensics, Digital Evidence Management, WCO Tool on Handling of Seized Evidences, and the Experience and Good Practice on Handling of Digital Evidence were introduced and discussed. Participants from Australia, China, India, Japan, Malaysia and



Maldives also shared their knowledge and experience in the Digital Forensics Model, Digital Forensics Principles and Digital Forensics Processes. Participants were also given opportunities to visit the Computer Forensic Laboratory and the Electronic Crime Investigation Center at the Customs Headquarters Building of Hong Kong Customs. Hands-on exercises regarding the seizure and handling of digital evidence were also conducted. The workshop provided the Member administrations of the A/P Region with a platform to share their experiences and knowledge in applying digital forensics to Customs investigation and enhanced investigation capability with a view to keeping a pace with the technological advancement and cope with the associated challenges.

6th Greater Tumen Initiative (GTI) Trade Facilitation Workshop in Korea

28-30 November 2017, Cheonan, Korea



The GTI Secretariat organized a Trade Facilitation Workshop from 28 to 30 November 2017 in Cheonan, Korea, in cooperation with Korea Customs Service (KCS) under the financial support of Customs Cooperation Fund of Korea (CCF/Korea) to support the realization of trade facilitation in the Northeast Asia through the promotion of the AEO programs.

Over 30 participants representing Customs administrations from 3 GTI Member countries (China, Mongolia, and Korea) and 4 invited Customs administrations (Hong Kong China, Cambodia, Rwanda, and Malawi) participated in this workshop. Mr. Hong-Young JO of the ROCB A/P attended this workshop as one of the resource persons, and made a presentation on the WCO SAFE Framework of Standards (SAFE FoS) for raising awareness of the AEO program. He also took a leading role in responding to the various questions raised by the participants.

Through this 3-day workshop, the participants had very interactive discussion on the way to implement the AEO program and multilateral AEO Mutual Recognition Arrangement (MRA) among the GTI Members. AEO experts from the KCS and the other participating countries shared their knowledge and experiences in the management of their respective AEO programs, the progress of AEO MRA, and the AEO criteria of authorization, among other things.



Participants identified several common challenges relating to the promotion of the AEO programs and multilateral AEO MRA. Workshop participants acknowledged that the WCO ROCB A/P could assist its Members, including the GTI Members, in many ways especially through provision of assistance to the Members in the areas of developing AEO program. The ROCB A/P is going to continue its collaboration with the GTI Secretariat and the KCS for promoting the AEO program and the AEO MRA in the WCO A/P region bearing in mind the significant value of the AEO program in the context of securing and facilitating the movement of trade goods as well as fostering compliance mindset among traders.



The WCO Workshop on Effective Project Management for Customs Reform and Modernization for Vietnam was conducted from 27 November through 1 December 2017 in Hanoi, Vietnam under the sponsorship of the Norwegian Agency for Development (NORAD). Vietnam Customs officials from relevant departments that play critical roles in Customs Reform and Modernization took part in the Workshop. Ms. Saori Nojima, Project Manager of the ROCB A/P, participated in the Mission as an expert together with other experts from the WCO and the United Kingdom respectively.



In the Workshop, the key concepts of Project Management in the Customs context were explained by the experts and the participants discussed the value of Project Management, possible causes of project failure, preconditions for successful Project Management among other things to familiarize themselves with the Project Management concept. The participants also went through exercises regarding Project

Life Cycle, Problem Statement, Project Governance, Project Steering Committee, and Project Logical Framework by using scenarios that take Customs situations and surrounding environment into consideration.

The Workshop was successfully concluded with respective participant's clear statements on how they are going to utilize the knowledge and skills acquired through the Workshop for their future projects. The participants showed their appreciation to the WCO and experts for their contribution to the

WCO National Seminar for Cambodia Customs on Combating Counterfeiting and Piracy 4 -6 December 2017, Phnom Penh, Cambodia



With the sponsorship of the Japanese Customs Cooperation Fund (CCF Japan), a WCO National Seminar on Combating Counterfeiting and Piracy was held for the General Department of Customs and Excise of Cambodia in Phnom Penh from 4 to 6 December 2017. Japan International Cooperation Agency (JICA) also financially supported the Seminar.

The Seminar was attended by 33 Customs official from various departments, offices and branches. Considering the importance of cooperation and coordination among government agencies in protecting IPR, relevant officials from other Ministries were also

invited to take part in the Seminar. Ms. Saori Nojima, Project Manager of the ROCB A/P, participated in the Seminar as an expert together with other experts from Japan Customs and China Customs respectively.



In the Seminar, the participants understood the Customs roles in IPR border enforcement, current situation on IPR border enforcement and IPR protection mechanism in Cambodia then familiarized themselves with other WCO Member's practices. Techniques

to identify counterfeit and genuine products were also explained by invited right holders. After receiving knowledge and techniques on the topic, the participants discussed specific activities needed for better IPR border enforcement.

The Seminar was successfully concluded with respective participant's recognition on the importance of IPR border enforcement and possible future activities. The participants expressed their appreciation to the WCO, the ROCB A/P and the experts for their contribution to the Seminar.



WCO Regional Workshop on Risk Management and Post Seizure Analysis

4-8 December 2017, Kashiwa, Japan



The WCO, in cooperation with the ROCB A/P and Japan Customs, organized the WCO Regional Workshop on Risk Management and Post Seizure Analysis from 4 December through 8 December 2017 at the WCO Regional Training Center (Japan Customs Training Institute) in Kashiwa, Japan, with sponsorship of the Japan Customs Cooperation Fund (CCF/Japan). 32 participants from 25 regional Member administrations and 3 resource speakers took part in it. Mr. Kazunari Igarashi, Head of the ROCB A/P, also participated in the workshop as a facilitator. The workshop program covered various topics, including risk assessment, use of open source information, conduct of database analysis, establishment and management of the national targeting centers and good practices in risk-based categorization of the traders, as well as several group exercises on the application of the techniques associated with some of the key methodologies for risk management.

As a workshop facilitator, Mr. Igarashi introduced the regional capacity building approaches to the workshop participants by highlighting the needs-based planning and delivery, as well as the ROCB A/P's practices in the regional workshops follow-up surveys

to grasp the effects and impacts of the knowledge and techniques acquired from the workshops in terms of improving the respective Member administrations' performance in various domains. In this regard, he stressed the value and importance of the participants' follow-up actions, especially institutionalizing the knowledge and making pertinent suggestions for possible changes to support continued reform and modernization.

The workshop was a success thanks to the significant contribution made by the resource persons and host administration, i.e. Japan Customs, and the participants' active and in-depth discussion and sharing experiences on relevant topics. The ROCB A/P expresses its sincere appreciation to all of the colleagues contributed and supported the workshop on and behind the scene to enable this important regional event to be conducted successfully.



WCO Sub-Regional Workshop for Oceania Members on Combating Counterfeiting and Piracy

4-8 December 2017, Suva, Fiji



The WCO, in cooperation with the ROCB A/P and Fiji Revenue and Customs Service (FRCS), organized the WCO Sub-Regional Workshop for Oceania Members on Combating Counterfeiting and Piracy from 4 December to 8 December 2017 at the WCO Regional Training Center (RTC) in Suva, Fiji. Sixteen officers from five countries within the sub-region (Fiji, Papua New Guinea, Samoa, Tonga and Vanuatu) benefitted from financial support provided by the China Customs Cooperation Fund (CCF/China), and successfully completed the Workshop. Two resource speakers, and Mr. Tong hua of the ROCB A/P, as a facilitator also took part in the workshop.

WCO tools, such as the Risk Management Compendium, the WCO IPR Model Legislation, and implementation of the WTO Agreement on Trade-Related Aspects of Intellectual Property Rights (TRIPS) were the main topics covered at the Workshop. Participants were well trained on best practices, experiences, methods and



approaches to combating counterfeiting and piracy to improve networking and to encourage the exchange of information. Cooperation with rights holders and the specific challenges in the sub-region were also discussed. Theoretical discussion was put into practice during a field exercise at the DHL premises and by the FRCS participants selected and inspected a consignment, resulting in the discovery of IPR infringing goods as well as undeclared goods.

The workshop was successfully concluded with the participants' clear recognition of the need for enhancing IPR legislation and risk analysis skills. The participants acknowledged and thanked WCO RTC Fiji and FRCS for their generous support and hospitality. They also showed their appreciation to the WCO Secretariat, the ROCB A/P and the CCF/China for their contribution to the Workshop.

WCO and FRCS also reported the workshop, please refer to the below links respectively:

<http://www.wcoomd.org/en/media/newsroom/2017/december/wco-sub-regional-workshop-for-oceania-members-on-combating-counterfeiting-and-piracy.aspx>

<http://www.frcs.org.fj/experts-train-customs-staff/>

ROCB A/P promotes the WCO Mercator Programs at the Central Asian Countries

12 December 2017, Bangkok, Thailand

At the invitation from the Asian Development Bank (ADB), Mr. Kazunari Igarashi, Head of the ROCB A/P, participated in the Central Asia Regional Economic Cooperation (CAREC) Workshop on Trade and Trade Facilitation Reforms, which was held on 12 December 2017 in Bangkok, Thailand. More than 40 officials from the CAREC Member countries and its development partner organizations (e.g. WTO, WCO, UNESCAP, Korea Customs Service and GIZ), as well as ADB representatives took part in this workshop.



Following introductory presentations by representatives from the WTO and UNESCAP on the WTO Trade Facilitation Agreement (TFA) and the findings of the paperless trade implementation surveys respectively, Mr. Igarashi made a presentation on the dual-

track approaches of the WCO Mercator Program and relevant tools and instruments supporting the implementation of the WTO TFA. He also gave brief explanations on the lessons learned from the recent WCO Regional Workshop on TFA regarding how the A/P regional Member administrations overcame the challenges associated with the implementation of the WTO TFA technical provisions to showcase some model stories for the possible CAREC collective actions.

Given that not all of the CAREC Member countries are not the WTO Members, Mr. Igarashi encouraged the CAREC Members to explore the accession and implementation of the Revised Kyoto Convention in the context of inclusive approach for facilitating legitimate trade in the region. Following the country presentations on their respective WTO TFA implementation status and functions of their respective National Committees on Trade Facilitation, Mr. Igarashi joined a discussion on the possible way forward to create economic synergies among CAREC countries through facilitating trade.



Korea Customs Service delegation visits the ROCB A/P

13 December 2017, Bangkok, Thailand

Korea Customs Service (KCS) delegation, headed by Mr. Kim Ik-Heon, Deputy Director of Bilateral Cooperation Division, visited the ROCB A/P on 13 December 2017 to discuss a framework for reinvigorating future cooperation between the KCS and the ROCB A/P, including a short-term attachment program in the future. Mr. Kazunari Igarashi, Head of the ROCB A/P, warmly welcomed the KCS colleagues. Taking this opportunity, Mr. Igarashi conveyed his appreciation to the KCS for continued support and cooperation for the WCO's regional capacity building activities in various forms, including human and financial contribution as well as hosting of several regional workshops at the WCO Regional Training Center in Cheonan, Korea. KCS delegation gave their warm words of encouragement to all of the ROCB A/P staffs and reaffirmed their continued support and engagement to the regional activities.



FUTURE ACTIVITIES

WCO A/P CB/TA Programs and Meetings Schedule

January 2018 and onwards (Indicative)

(NB) Official invitation will be circulated in due course

Event	Dates	Venue
◆ WCO Regional Workshop on Accreditation of ROO Experts	15-19 Jan. 2018	Pusan, Korea
◆ WCO Regional Workshop on Accreditation of Mercator Program Advisors	22-26 Jan. 2018	Suva, Fiji
◆ WCO National Workshop on IPR for Vietnam	22-25 Jan. 2018	Da Nang, Vietnam
◆ WCO Regional Workshop on AEO and Mutual Recognition Arrangements	5-9 Feb. 2018	Seoul, Korea
◆ WCO Regional Workshop on Accreditation of HS Experts	5-9 Feb. 2018	Kashiwa, Japan
◆ WCO Global Meeting of Heads of ROCBs/RTCs/VCs	22-23 Feb. 2018	Brussels, Belgium
◆ A/P Regional Training Center Heads Meeting	22 Feb. 2018	Brussels, Belgium
◆ WCO Capacity Building Committee Meeting	26-28 Feb. 2018	Brussels, Belgium
◆ WCO integrity Sub-Committee Meeting	1-2 Mar. 2018	Brussels, Belgium
◆ WCO National Workshop on PCA for Malaysia	5-9 Mar. 2018	Melaka, Malaysia
◆ WCO Regional Workshop on Money Laundering	12-15 Mar. 2018	Sydney, Australia
◆ WCO National Workshop on TRS for Myanmar	12-15 Mar. 2018 (tbc)	tbd, Myanmar
◆ WCO Regional Workshop on Customs Analytical Technology	17-19 Apr. 2018	tbd, Korea
◆ WCO Regional Workshop on Compliance and Enforcement Package	23-27 Apr. 2018	Melaka, Malaysia
◆ WCO Regional Workshop on Accreditation of Single Window Experts	23-27 Apr. 2018	Xiamen, China
◆ WCO regional Workshop on Environmental Issues	23-27 Apr. 2018	Shanghai, China
◆ WCO Regional Workshop on Human Resource Development	24-27 Apr. 2018	Hanoi, Vietnam
◆ A/P Regional Heads of Customs Administrations Conference	14-17 May 2018	Nadi, Fiji
◆ Oceania Customs Organization Annual Meeting	11-15 Jun. 2018	Melbourne, Australia
◆ WCO Council Sessions	28-30 Jun. 2018	Brussels, Belgium

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