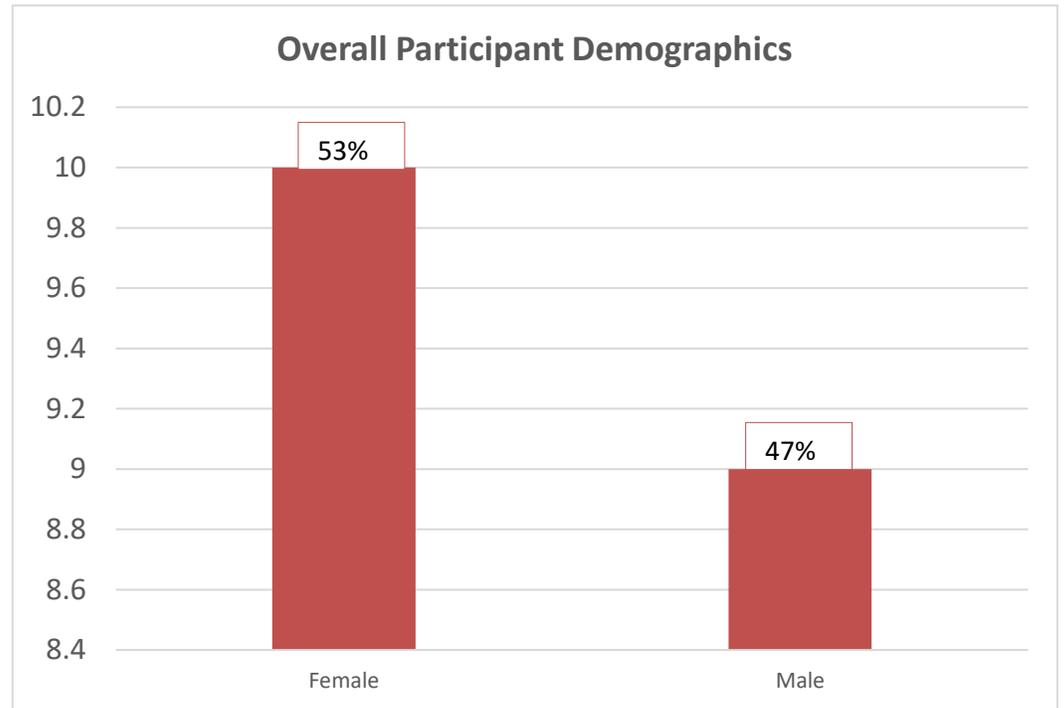




## DUTY TRAVEL REPORT

<b>Staff Member</b>	IMPACT Team – Darryl Ikbal, Arti Naidu and Viliame Veiqaravi																														
<b>Destination:</b>	Nadi, Fiji																														
<b>Source of funding:</b>	IMPACT																														
<b>Workshop Dates:</b>	Start Date: 12 <sup>th</sup> February 2024 End Date: 16 <sup>th</sup> February 2024																														
<b>Purpose of Travel:</b>	Coordinated the facilitation of the Train the Trainer Workshop in collaboration with CCES.																														
<b>Activity description:</b>	<p>The overall objective of Improving Pacific Islands Customs and Trade (IMPACT) Project is to boost and increase intra-regional and international trade in 15 PACP countries. To achieve a harmonised customs operation across all Pacific ACP (KR2) IMPACT will deliver a comprehensive program that will establish a pool of subject matter experts and expert trainers. Hence the Train the Trainer Program will address the technical capacity and enhance the professional development of customs administrations across the 15 PACP countries.</p> <p>The Workshop on the Train the Trainer Certification program is scheduled to be held at Nalagi Hotel in Nadi, Fiji Island from 12- 16 Feb 2024.</p> <p><b>WORKSHOP OBJECTIVES</b></p> <p>The main objective of the Workshop is to deliver a Train of Trainer Course to those students who have successfully completed the Certificate IV in Regional Customs Administration. The result will be the establishment of a pool of trainers who can provide guidance and training in Customs subject areas at national and regional level. In addition, the workshop will also hope to achieve the following:</p> <p><b>Key Objectives:</b></p> <ol style="list-style-type: none"> <li>1. Provide the necessary knowledge, skills and competencies for regional customs staff to be recognized as subject experts</li> <li>2. Provide officers who have demonstrated competency in customs subjects with the skills and techniques to be able to train and educate others</li> <li>3. Through a series of negotiated agreements with other organizations, the OCO will also provide access to a range of specialized courses that might be utilized by member administrations.</li> <li>4. Recognition of prior learning arrangements that take account of any relevant training or experience that regional officers that may have already gained.</li> </ol> <ul style="list-style-type: none"> <li>• <b>IMPACT Participant Demographics:</b> Total Participants: 19 Gender Distribution: 9 Male, 10 Female Gender Distribution: Male: 47% Female: 53%</li> </ul> <p><b>IMPACT Countries Represented:</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>No</th> <th>Country</th> <th>Female</th> <th>Male</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>CNMI</td> <td>0</td> <td>1</td> <td>1</td> </tr> <tr> <td>2</td> <td>Fiji</td> <td>2</td> <td>4</td> <td>6</td> </tr> <tr> <td>3</td> <td>Guam</td> <td>1</td> <td>0</td> <td>1</td> </tr> <tr> <td>4</td> <td>Kiribati</td> <td>1</td> <td>1</td> <td>2</td> </tr> <tr> <td>5</td> <td>Nauru</td> <td>2</td> <td>0</td> <td>2</td> </tr> </tbody> </table>	No	Country	Female	Male	Total	1	CNMI	0	1	1	2	Fiji	2	4	6	3	Guam	1	0	1	4	Kiribati	1	1	2	5	Nauru	2	0	2
No	Country	Female	Male	Total																											
1	CNMI	0	1	1																											
2	Fiji	2	4	6																											
3	Guam	1	0	1																											
4	Kiribati	1	1	2																											
5	Nauru	2	0	2																											

6	OCO SECRETARIAT	0	1	1
7	Palau	2	0	2
8	Solomon Islands	0	1	1
9	Vanuatu	2	1	3
	Total	10	9	19



**Outcomes:**

In total nineteen (19) participants were enrolled in the Program from eight (8) OCO member countries. At the completion of the Workshop, sixteen (16) were assessed as Competent and were awarded Certificates of Completion. These sixteen students are now required to prepare and deliver an in-country presentation to their colleagues in their customs administration. The additional three students unable to demonstrate competency at the time, were presented with a Certificate of Attendance. They have been encouraged to undertake further study in delivery of training programs.

The following students received a Certificate of Completion for the Workshop:

	<b>Participant</b>	<b>Country / Organisation</b>
1	Mohammed Ajaz	OCO
2	Nausad Ali	Fiji
3	Tokamaen Boubou	Kiribati
4	Robeen Chand	Fiji
5	Nicholas Godden	Vanuatu
7	Julieth Jacob	Vanuatu
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10	Praneel Sami	Fiji
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The following students received a Certificate of Attendance for the Workshop:

	<b>Participant</b>	<b>Country</b>
17	Delsiana Garoa	Nauru
18	Gianina Harris	Nauru
19	Buaua Rui	Kiribati

Each student will be provided with an individual assessment of their performance identifying their individual strengths and where appropriate suggestions on areas for further improvement.

•

**Recommendations/follow up activities:**

Against this background suggestions for future courses are:

- Review of the selection criteria and eligibility standards for participation on the program. As indicated in the feedback, there was a disparity in the class between those that had and those that did not have previous experience presenting to others. It may be that a basic and an advanced TTT course be considered.
- Greater use of case studies, exercises and activities to demonstrate instructional techniques.
- Continued use of workgroups in the classroom to collaborate on presentations.
- Continue with a single point of access for all course information, supporting materials and study guides (e.g. Moodle).

**Acknowledgement**

- Acknowledge the CCES for the collaborative work on this workshop.
- Acknowledge OCO for being hosts for member countries to have exposure to this workshop.
- Acknowledge OCO Management and Teams that worked in coordination for the successful completion of this workshop

**Meeting documents where available (to put on server with *hyperlink*):**

**Presentations: All presentations were available to all participants through Moodle**

**Pictures:**

**["P:\Pictures\EDF Wkshop Pics\TTT Workshop"](#)**



## SECTION 1: ACTIVITY PROPOSAL

<b>Title/Activity as per OCO IMPACT Workplan</b>	<i>TRAIN THE TRAINER WORKSHOP</i>
<b>Activity line:</b>	<i>Activity: KR 1.1.2.6 B Training &amp; Workshop</i>
<b>Activity Details:</b>	<p>Please provide: –</p> <p><b>Brief description of the Activity:</b></p> <p>The overall objective of Improving Pacific Islands Customs and Trade (IMPACT) Project is to boost and increase intra-regional and international trade in 15 PACP countries. To achieve a harmonised customs operation across all Pacific ACP (KR2) IMPACT will deliver a comprehensive program that will establish a pool of subject matter experts and expert trainers. Hence the Train the Trainer Program will address the technical capacity and enhance the professional development of customs administrations across the 15 PACP countries.</p> <p>The Workshop on the Train the Trainer Certification program is scheduled to be held at Nalagi Hotel in Nadi, Fiji Island from 11-15 September 2023.</p> <p>The main objective of the Workshop is to deliver a Train of Trainer Course to those students who have successfully completed the Certificate IV in Regional Customs Administration. The result will be the establishment of a pool of trainers who can provide guidance and training in Customs subject areas at national and regional level. In addition, the workshop will also hope to achieve the following:</p> <ul style="list-style-type: none"> <li>• Provide the necessary knowledge, skills and competencies for regional customs staff to be recognized as subject experts</li> <li>• Provide officers who have demonstrated competency in customs subjects with the skills and techniques to be able to train and educate others</li> <li>• Through a series of negotiated agreements with other organizations, the OCO will also provide access to a range of specialized courses that might be utilized by member administrations.</li> <li>• Recognition of prior learning arrangements that take account of any relevant training or experience that regional officers that may have already gained.</li> </ul> <p>Hence, with the funding support from the European Union (EU) through the United Nations Conference on Trade and Development (UNCTAD) under the Improving Pacific Islands Customs and Trade (IMPACT) project, OCO in partnership with the Training Services provider will be delivering these trainings to strengthen the capacity of customs officials across the PACP countries and OCO membership.</p> <p>This will include a comprehensive curriculum for the customs officials through this regional Train the Trainer (TTT) program, including increased capacity and knowledge on customs related measures contained in the WTO TFA, RKC and iEPA.</p> <p>Previously, in the Pacific, there were a number of existing leadership/training programs that supported PACP customs administrations and the benefits by members of having provided proficient and technically trained officers is immeasurable.</p> <p>Members are also requesting for the CERT III and CERTIV to be continued. At the same time the need for certified national and regional trainers has also been</p>



	<p>identified and as a start those who have completed CERTIV will have the opportunity to be trained as Trainers and eventually be certified and accredited trainers.</p> <p>As a result of the call for nominations for this Train the Trainer Program, an overwhelming response of 41 nominees were received with equal representation from both male and female. Following a rigorous selection process a total of 22 nominees were finalized to participate in the Train the Trainer Program funded under the EDF11 IMPACT Project. It is also noteworthy that a total of 14 females are part of this next cohort, which is over 63% of total nominations received.</p> <p>Therefore, this Train the Trainer program with IMPACT funding will further enhanced the capacity of participants to be accredited and deliver specialised trainings nationally that includes ASYCUDA World, iEPA and ROO to fulfil the IMPACT project activities.</p>	
<p><b>Resource/Technical person delivering the activity:</b></p>	<p>The Workshop will be facilitated by the Training Service Provider assisted by the OCO Secretariat.</p>	
<p><b>Planned date and duration of activity:</b></p>	<p>11-15 September 2023 (5 Days)</p>	
<p><b>Which Countries are primary beneficiaries of the activity?</b></p>	<p><input checked="" type="checkbox"/> Fiji – 7 Participants (5 male; 2 female)</p> <p><input checked="" type="checkbox"/> Cook Islands – 2 Participants (2 female)</p> <p><input checked="" type="checkbox"/> Kiribati – 2 Participants (1male; 1 female)</p> <p><input checked="" type="checkbox"/> Nauru – 2 Participants (2 female)</p> <p><input checked="" type="checkbox"/> Palau – 2 Participants (2 female)</p> <p><input checked="" type="checkbox"/> Samoa – 1 Participants (1 female)</p> <p><input checked="" type="checkbox"/> Timor Leste – 1 Participants (1 female)</p> <p><input checked="" type="checkbox"/> Vanuatu – 5 Participants ( 2 male; 3 female)</p> <p>Comment:</p>	
<p><b>What resources does the activity require?</b></p>	<p>Estimated Activity Funding (FJD):</p>	<p>Accommodation – \$36,00.00</p> <p>Conference Package (Includes Lunch &amp; AM/PM Tea - \$10,115</p> <p>Conference Room Hire - \$2,200</p> <p>Room for Breakout Session for 2 days - \$616</p> <p>Welcome Tea - \$822.00</p> <p>Perdium - \$30,536.73</p> <p>Airfare - \$57,718</p> <p><b>TOTAL – \$138, 007.73</b></p>
	<p>Duration of Activity: start and end date</p>	<p>11 – 15 September 2023</p>



	Approximate days/months input:	5 Days
	Proposed Start and end date	Commence on 11 <sup>th</sup> September and ends on 15 <sup>th</sup> September 2023
	Approximate days for UNCTAD Staff:	
	Other:	
<b>Risk Identification and Mitigation</b>	Low	<input checked="" type="checkbox"/>
	Medium	<input type="checkbox"/>
	High	<input type="checkbox"/>
	[Explain] There is no threatening weather condition forecasted for Fiji over next 90 days which includes the tentative workshop dates (confirmed via Online Fiji Met website – refer link) <a href="#">Nadi, Western Division September 2023 Weather Forecast   WeatherTAB</a>	
<b>Monitoring, Evaluation &amp; Learning (MEL) Indicators (reference to the OCO IMPACT M&amp;E plan)</b>	[Explain] As a normal processes and procedures for OCO, the submission of Activity Report (Pre & Post Activity), monthly report & quarterly report. MERLI tools – measure and determine the effectiveness of the planned output and outcome from the implemented activities. In addition, we conduct pre and post evaluation for the participating countries.	
<b>Is the Activity inclusive of women, youth, people with disability?</b>	[Explain] Yes, the intention is to include and encourage more participation of Women	
<b>If applicable: Joint Work Consultation with other implementing Partners (Relevant to SPIRIT &amp; SAFE project)</b>	[Explain]	
	Roles and Responsibilities: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<b>Approved by: HOS OCO</b>	Signature: 	
	Date: 29 August 2023	



<b>Review/Comments</b> <b>UNCTAD:</b>	Signature:
	Date:

## SECTION 2: POST ACTIVITY TEMPLATE

<b>Title/Activity as per OCO IMPACT Workplan</b>	TRAIN THE TRAINER WORKSHOP
<b>Activity line:</b>	Activity: KR 1.1.2.6 B Training & Workshop
<b>Date of activity</b>	12 – 16 Feb 24
<b>Total Funding used: FJD \$74,755.67</b>	<p><b>Breakdown</b> Per Diem- \$14,116.67</p> <p>Air Flights- \$28,719</p> <p>Venue costing- \$31,920</p> <p><b>Total = \$74, 755.67</b></p>
<b>Executive Summary:</b>	<p>(include a detailed Description of activity implementation)</p> <p>The overall objective of the Improving Pacific Islands Customs and Trade (IMPACT) Project is to boost and increase intra-regional and international trade in 15 PACP countries. To achieve a harmonised customs operation across all Pacific ACP (KR2) IMPACT will deliver a comprehensive program that will establish a pool of subject matter experts and expert trainers. Hence the Train the Trainer Program will address the technical capacity and enhance the professional development of customs administrations across the 15 PACP countries.</p> <p>The Workshop on the Train the Trainer Certification program was held at Nalagi Hotel in Nadi, Fiji Island from 12- 16 Feb 2024.</p> <p><b>Outcomes:</b> Participants are assessed using the following criteria:</p> <ul style="list-style-type: none"> <li>• Demonstrated sound knowledge of their chosen Customs topic</li> <li>• Conducted a training session according to a session plan</li> <li>• Used a range delivery methods</li> <li>• Demonstrated effective facilitation skills to ensure learner participation and group management</li> <li>• Spoke with appropriate tone and pitch</li> <li>• Used language appropriate to the learners</li> <li>• Encouraged and dealt appropriately with questions</li> <li>• Maintained group cohesion</li> <li>• Managed inappropriate behaviour</li> <li>• Delivered a session that was relevant and appropriate for a Customs learner Group</li> </ul> <p>At the conclusion of the workshop, students should be able to show that they have developed</p>

the knowledge of how to effectively present a lesson and demonstrate this ability in a practical situation.

As a final evaluation students will be required to deliver a national and/or regional workshop and will be assessed by qualified trainers.

In total nineteen (19) participants were enrolled in the Program from eight (8) OCO member countries. At the completion of the Workshop, sixteen (16) were assessed as Competent and were awarded Certificates of Completion. These sixteen students are now required to prepare and deliver an in-country presentation to their colleagues in their customs administration. The additional three students unable to demonstrate competency at the time, were presented with a Certificate of Attendance. They have been encouraged to undertake further study in delivery of training programs.

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7	Julieth Jacob	Vanuatu
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Each student will be provided with an individual assessment of their performance identifying their individual strengths and where appropriate suggestions on areas for further improvement.

#### **Next steps Forward**

Against this background suggestions for future courses are:

- Review of the selection criteria and eligibility standards for participation in the program. As indicated in the feedback, there was a disparity in the class between those that had and those that did not have previous experience presenting to others. It may be that a basic and an advanced TTT course be considered

- Greater use of case studies, exercises and activities to demonstrate instructional techniques
- Continued use of workgroups in the classroom to collaborate on presentations
- Continue with a single point of access for all course information, supporting materials and study guides (e.g. Moodle).

**Evaluation Feedback:**

**1. The training program was successful in providing me with new skills and knowledge in the following areas:**

Responses	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable	Total
Learning Styles (VAK, Left/Right Hemisphere, PART)	15 (79%)	4 (21%)	0	0	0	0	19
Learning Conditions	15 (79%)	4 (21%)	0	0	0	0	19
Learning Rules	14 (74%)	5 (26%)	0	0	0	0	19
SMART Goals	14 (74%)	5 (26%)	0	0	0	0	19
Training Objectives	16 (84%)	3 (16%)	0	0	0	0	19
Teaching Techniques	17 (89%)	2 (11%)	0	0	0	0	19
Methods of Instruction	13 (68%)	6 (32%)	0	0	0	0	19
Lesson Plans	17 (89%)	2 (11%)	0	0	0	0	19
Communication	15 (79%)	4 (21%)	0	0	0	0	19
Vocal Quality	13 (68%)	6 (32%)	0	0	0	0	19
Appearance	16 (84%)	3 (16%)	0	0	0	0	19
Time Management	16 (84%)	3 (16%)	0	0	0	0	19
Trainee Evaluation	15 (79%)	4 (21%)	0	0	0	0	19

**2. The training materials (Study Guides and Readings) were easy to understand and supported my learning.**

Responses	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable	Total
Learning Styles (VAK, Left/Right Hemisphere, PART)	14 (74%)	5 (26%)	0	0	0	0	19
Learning Conditions	15 (79%)	4 (21%)	0	0	0	0	19
Learning Rules	15 (79%)	4 (21%)	0	0	0	0	19



		)					
SMART Goals	16 (84%)	3 (16%) )	0	0	0	0	19
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Methods of Instruction	15 (79%)	4 (21%) )	0	0	0	0	19
Lesson Plans	15 (79%)	4 (21%) )	0	0	0	0	19
Communication	14 (74%)	5 (26%) )	0	0	0	0	19
Vocal Quality	12 (63%)	7 (37%) )	0	0	0	0	19
Appearance	14 (74%)	5 (26%) )	0	0	0	0	19
Time Management	14 (74%)	5 (26%) )	0	0	0	0	19
Trainee Evaluation	14 (74%)	5 (26%) )	0	0	0	0	19

**3. The administration and logistics of the training program was well organised.**

Response	Average	Total
Strongly Agree	79%	15
Agree	21%	4

**Do you wish to make any comments in support of your response?**

- OCO team was prepared and there were no areas administration/logistics not covered.
- Yes, it was well organized
- No
- very well indeed
- Arti, Darryl and Villi are the most AWESOME TEAM that I have worked with during my 4 OCO training in Suva. I was able to part more focus on my assignments while they worked to make our accommodations very good. They made me feel that they truly care, and it showed. Thank you.
- very well organised

**4. Some of the Other Evaluation Comments from the participants:**

	<ul style="list-style-type: none"> <li>• I believe the training time and materials were just right for the adult learners.</li> <li>• A journey has begun on capability development and talent management which is harnessed by this program and connecting development of Customs administrations in the region. This is important towards resilience in Capacity and capability development.</li> <li>• I think this is an excellent step taken by OCO and CCES to collaborate and built capacity building where participants from different customs administration are given opportunity to get exposure to have confidence in delivering such capacity building.</li> <li>• The modules prepared well and going forward OCO should focus on Regional Customs Officers to acquire Postgrad and Master programme in Areas of International Trade, Border Security and Customs Law.</li> <li>• The overall training program was above my expectation. This training has set a platform for myself in terms of preparing training and providing the training to my colleagues.</li> </ul>
<p><b>Risks Identified and Mitigations taken:</b></p>	<p>None</p>
<p><b>Attachments:</b></p>	<p>Participant list – signed copy.</p> <p> Signed Daily Participant Attendance Workshop Report from CCES</p> <p> Course Completion Report Mar 2024.pdf</p> <p>Group photo</p>  <p>LinkedIn Posts</p> <p><a href="https://www.linkedin.com/posts/oceania-customs-organisation_in-the-ever-evolving-geopolitical-climate-activity-7163313390323482624-">https://www.linkedin.com/posts/oceania-customs-organisation_in-the-ever-evolving-geopolitical-climate-activity-7163313390323482624-</a></p>



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[https://www.linkedin.com/posts/oceania-customs-organisation\\_while-oco-has-a-history-of-providing-capacity-activity-7163295646530097152-](https://www.linkedin.com/posts/oceania-customs-organisation_while-oco-has-a-history-of-providing-capacity-activity-7163295646530097152-2UCu?utm_source=share&utm_medium=member_desktop)

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European Union



# **Oceania Customs Organisation Professional Standards Framework**

## **Train the Trainer Program**

**Nadi, Fiji**

**February 2024**

## **Workshop Completion Report**



Prepared by the  
Centre for Customs and Excise Studies  
Charles Sturt University

## Overview

The Centre for Customs and Excise Studies (CCES) was engaged by the Oceania Customs Organisation (OCO) to provide a Train the Trainer Program (TTT) to support delivery of the Certificate III and Certificate IV Programs in Regional Customs Administration.

The aim of this Program is for participants to build upon existing skills and further develop the necessary competencies to be able to educate officers in dedicated customs topics. It is conducted in accordance with the OCO Professional Standards Framework and is targeted at officers who have completed the Certificate IV – Regional Customs Administration Program or have been identified as having potential as trainers within their Customs Administrations.

The Program is comprised of three stages

1. Two weeks of online pre-course reading and preparation,
2. A week of intensive face to face training in a workshop environment, and
3. Preparation and delivery of an in-country training program.

Specific areas of study within the Program include

- Adult Learning Styles
  - Visual, Auditory or Kinaesthetic
- Attributes of an Effective Trainer
  - Knowledge/Expertise in the Subject Matter
  - Social and Communication Skills
  - Methodological Skills.
- The Lesson
  - Goals/objectives
  - Planning
- Presentation Skills
  - Communication Skills
  - Time Management
- Training Conditions
  - Physical
  - Psychological

The Program comprises both theoretical and practical elements as well as activities that encourage the active involvement and participation by attendees. For example, each participant is required to

- Prepare and present four lessons in a professional manner,
- contribute to all in-class activities, and
- complete several online activities and assessment items.

The online component of the course is delivered by CCES using their online teaching platform (CCES Moodle) at [www.customscentre.com](http://www.customscentre.com). Students can use this site to access all the course material (study guide, readings, assignment questions etc), communicate with their trainers and keep track of their competency assessments.

Each of the student presentations, all supporting presentation resources and other materials are also stored on CCES Moodle, enabling all participants to access them as required. A WhatsApp group has

also been established allowing for peer-to-peer real time mentoring and support of officers delivering training in this area.

In total nineteen (19) participants were enrolled in the workshop Program from eight (8) OCO member countries. Of these sixteen (16) were assessed as Competent and were awarded Certificates of Completion. These sixteen students are now required to successfully prepare and deliver a presentation to their colleagues within their own administrations to achieve final accreditation.

## **Background**

The main purpose of the OCO Professional Standards Framework (OPSF) is to deliver accredited customs training programs to members that will provide a quality assurance to the trainees and provide a pathway to obtaining academic qualifications. As the intention of the Framework is to professionalize and improve the proficiency of Customs Officers, it also assists in harmonizing and raising the customs performance standards in the OCO region.

Whilst the OCO has always provided capacity building to members since its establishment, the changing global environment in which Customs administrations operate, requires a more targeted approach to deliver significant dividends for members and their respective governments. Although there have been numerous capacity building initiatives in Customs in the past, many have failed to meet their desired objectives reflected in part on the level of progress of Customs reforms for member administrations. Furthermore, some of the donor-funded capacity development initiatives have solely focused on specific project outcomes.

The training programs under the OPSF are structured to complement and where relevant, utilize rather than compete with existing training courses and programs coordinated by other organisations and training institutions from within the region. The OPSF builds on these existing programs by involving the current training providers in the design and discussions of the courses within the Framework and to explore opportunity of joint delivery of capacity building in the delivery phase of the Project.

In Oceania, it is impossible to train all Customs officials in any country, even over an extended period. Therefore, the OPSF utilises the World Customs Organization's 'cascade' training technique, where priority is given to developing trainers in training techniques and presenting courses that they are required to teach in their home administrations. This will not only ensure the participants are equipped to be skilled trainers in their own countries, at the same time, forming a pool of trainers who can facilitate the regional training programs. Hence the OPSF includes Train the Trainer programs where officers are encouraged to be able to train others in specific customs subject matter.

To achieve this objective the OCO in partnership with CCES delivers a Train of Trainer Course to those students who have successfully completed the Certificate IV in Regional Customs Administration. The result is the establishment of a pool of trainers who can provide guidance and training in Customs subject areas at national and regional level.

## **Objectives**

The objective of the TTT Program is for participants to be able to:

- Effectively prepare a lesson
- Present a lesson in a professional manner
- Demonstrate vocational training techniques and methods

- Engage and keep participant’s attention, and
- Evaluate training to measure its effectiveness

To achieve these objectives the Program utilizes a series of theoretical presentations in an atmosphere in which the active involvement by participants is essential. Such involvement requires each participant to

- Complete online activities and assessments
- Participate in an intensive training workshop where they prepare a three-to-four-minute presentation at the beginning, an eight-to-ten-minute lesson in the middle, and a twenty-minute lesson at the end which is assessed against the course objectives
- prepare and deliver a presentation on an agreed customs topic in-country (this topic being agreed with the home customs administration).

## Schedule

A copy of the complete Workshop Program is at Attachment 1. In summary:

Day	Topic	Notes
1	Adult Learning	<ul style="list-style-type: none"> <li>• Learning Styles</li> <li>• Learning Rules</li> <li>• Active Participation</li> </ul>
2	The Lesson	<ul style="list-style-type: none"> <li>• Objectives/Goals of a Training Program</li> <li>• Teaching Techniques</li> <li>• Methods of Instruction</li> <li>• Lesson Plans</li> </ul>
3	Lesson Presentation	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Teaching Aids</li> <li>• Time Management</li> <li>• Training Rooms</li> </ul>
4	Evaluation and Feedback	<ul style="list-style-type: none"> <li>• Learner Progress</li> <li>• Performance Improvement</li> <li>• Trainer Improvement</li> <li>• Negative Feedback</li> </ul>
5	Presentations and Assessments	<ul style="list-style-type: none"> <li>• Assessments</li> <li>• Course Feedback</li> <li>• Presentation of Certificates</li> <li>• Next Steps</li> </ul>

To facilitate learning, each student was provided with a unique login and password allowing them to access the CCES online learning site ‘Moodle’. On Moodle students were able to access study guides, reference materials, the student forums, presentation materials, lodge activities and assignments and make direct contact with their trainer.

A final set of trainer presentations, the study guide, participant lesson plans and final presentations that were developed for the Workshop, have also been stored on Moodle for access by all students as required.

## Assessment

Participants are assessed using the following criteria:

- Demonstrated sound knowledge of their chosen Customs topic
- Conducted a training session according to a session plan
- Used a range delivery methods
- Demonstrated effective facilitation skills to ensure learner participation and group management
- Spoke with appropriate tone and pitch
- Used language appropriate to the learners
- Encouraged and dealt appropriately with questions
- Maintained group cohesion
- Managed inappropriate behaviour
- Delivered a session that was relevant and appropriate for a Customs learner Group

At the conclusion of the workshop, students should be able to show that they have developed the knowledge of how to effectively present a lesson and demonstrate this ability in a practical situation.

As a final evaluation and a key part of the TTT accreditation process, the students will be required to deliver a national and/or regional workshop and will be assessed by qualified trainers. Initially, CCES facilitators will undertake this assessment but once a pool of certified Trainers is available, they will be able to take on this role.

In total nineteen (19) participants were enrolled in the Program from eight (8) OCO member countries. At the completion of the Workshop, sixteen (16) were assessed as Competent and were awarded Certificates of Completion. These sixteen students are now required to prepare and deliver an in-country presentation to their colleagues in their customs administration. The additional three students unable to demonstrate competency at the time, were presented with a Certificate of Attendance. They have been encouraged to undertake further study in delivery of training programs.

The following students received a Certificate of Completion for the Workshop:

	<b>Participant</b>	<b>Country</b>
1	Mohammed Ajaz	OCO
2	Nausad Ali	Fiji
3	Tokamaen Boubou	Kiribati
4	Robeen Chand	Fiji
5	Nicholas Godden	Vanuatu
7	Julieth Jacob	Vanuatu
8	Sanjip Reddy	Fiji
9	Odelaffi Sato	Palau
10	Praneel Sami	Fiji
11	Alfred Santos	CNMI
12	Joline Spesungel	Palau
13	Tony Tuita	Solomon Islands
14	Sera Vunisa	Fiji

15	Ann Aymonde Warsal	Vanuatu
16	Claudette Whippy	Fiji

The following students received a Certificate of Attendance for the Workshop:

	Participant	Country
17	Delsiana Garoa	Nauru
18	Gianina Harris	Nauru
19	Buaua Rui	Kiribati

Each student will be provided with an individual assessment of their performance identifying their individual strengths and where appropriate suggestions on areas for further improvement.

## Evaluation and Feedback

Students were asked to complete an evaluation form at the end of the workshop. There responses are listed in Attachment 2.

## Recommendations

Against this background suggestions for future courses are:

- Review of the selection criteria and eligibility standards for participation on the program. As indicated in the feedback, there was a disparity in the class between those that had and those that did not have previous experience presenting to others. It may be that a basic and an advanced TTT course be considered
- Greater use of case studies, exercises and activities to demonstrate instructional techniques
- Continued use of workgroups in the classroom to collaborate on presentations
- Continue with a single point of access for all course information, supporting materials and study guides (e.g. Moodle).

## Conclusions

The OCO Train the Trainer Workshop was successfully designed and delivered. The content of the training program covered the appropriate subject matter areas and was delivered at an appropriate level to meet the needs, capacity and objectives of the participant Customs administrations.

Overall the class was of a high standard with many participants demonstrating excellent training and development skills. Participants are to be commended on their behaviour during the course. The 'Workshop Rules' of led to a very positive collaborative atmosphere within the Group:

- **respect** for each other,
- all participants being **equal**,
- any feedback or commentary was direct and **not based upon hearsay**,
- any critique of presentations was to be **fair and not personal** and
- contributions to the class were to be **brief** and treated as **confidential**

The use of workgroups comprising students with differing levels of experience was also very successful, as it certainly engendered greater interaction and discussion between students.

Centre for Customs and Excise Studies

3 March 2024

Attachment 1



OCO Train the Trainer Program

Day One	Day Two	Day Three	Day Four	Day Five
<p><b>9am Welcome</b></p> <ul style="list-style-type: none"> <li>• Introduction or Presenters</li> <li>• Objectives of the Course</li> </ul> <p><b>9.30am Module 1</b></p> <ul style="list-style-type: none"> <li>• Introduction of Participants</li> <li>• Activity 1 – Presentations</li> </ul> <p><b>10.30am Break</b></p> <p><b>10.45 Module 2</b></p> <ul style="list-style-type: none"> <li>• Adult Learning</li> </ul> <p><b>12 Noon Lunch</b></p> <p><b>1.00pm Module 2 Cont'd</b></p> <ul style="list-style-type: none"> <li>• Learning Styles                             <ul style="list-style-type: none"> <li>○ VAK - test</li> <li>○ Left/Right Hemisphere</li> <li>○ PART</li> </ul> </li> <li>• Activity 2 – VAK Styles</li> <li>• Motivation</li> <li>• Role Play</li> </ul> <p><b>2.30pm Break</b></p> <p><b>2.45pm Module 2 Cont'd</b></p> <ul style="list-style-type: none"> <li>• Learning Conditions</li> <li>• Learning Rules Activity</li> <li>• Active Participation</li> </ul> <p><b>4.00pm Wrap Up/Close</b></p>	<p><b>9am Review</b></p> <ul style="list-style-type: none"> <li>• Review of Day One</li> </ul> <p><b>9.15am Module 3</b></p> <ul style="list-style-type: none"> <li>• Objectives</li> <li>• SMART Goals</li> <li>• SMART Training Objectives</li> <li>• Activity 3 – Poor Objectives</li> </ul> <p><b>10.30am Break</b></p> <p><b>10.45 Module 3 Cont'd</b></p> <ul style="list-style-type: none"> <li>• Teaching Techniques</li> <li>• Methods of Instruction</li> <li>• Lesson Preparation</li> <li>• Lesson Plans</li> <li>• Group Exercise</li> </ul> <p><b>12 Noon Lunch</b></p> <p><b>1pm Group Exercise Cont'd</b></p> <p><b>2.30pm Break</b></p> <p><b>2.45pm Module 3 Cont'd</b></p> <ul style="list-style-type: none"> <li>• Activity 4 – Presentation</li> <li>• Planning</li> <li>• Practice</li> </ul> <p><b>4.00pm Wrap Up/Close</b></p>	<p><b>9am Review</b></p> <ul style="list-style-type: none"> <li>• Review of Day Two</li> </ul> <p><b>9.15am Presentations</b></p> <ul style="list-style-type: none"> <li>• Presentation and evaluation of each Presenter</li> <li>• Each presentation 8 to 10 minutes</li> </ul> <p><b>10.30am Break</b></p> <p><b>10.45am Presentations Cont'd</b></p> <p><b>12 Noon Lunch</b></p> <p><b>1.00pm Presentations Cont'd</b></p> <ul style="list-style-type: none"> <li>• Presentation and evaluation of each Presenter</li> <li>• Each presentation 8 to 10 minutes</li> </ul> <p><b>2.30pm Break</b></p> <p><b>2.45pm Module 4</b></p> <ul style="list-style-type: none"> <li>• Objectives</li> <li>• Communication</li> <li>• Vocal Quality</li> <li>• Activity 5 – Communication</li> <li>• Activity 6 – Appearance</li> </ul> <p><b>4.00pm Wrap Up/Close</b></p>	<p><b>9am Review</b></p> <ul style="list-style-type: none"> <li>• Review of Day Three</li> </ul> <p><b>9.15am Module 4 Cont'd</b></p> <ul style="list-style-type: none"> <li>• Activity 7 - Nervousness</li> <li>• Time Management</li> <li>• Room Arrangement</li> </ul> <p><b>10.30am Break</b></p> <p><b>10.45am Activity 8 – Presentation (Introduction)</b></p> <p><b>12 Noon Lunch</b></p> <p><b>1.00pm Module 5</b></p> <ul style="list-style-type: none"> <li>• Objectives</li> <li>• Evaluation</li> <li>• Feedback</li> <li>• Activity 9 – Evaluation</li> </ul> <p><b>2.30pm Break</b></p> <p><b>2.45pm Presentations</b></p> <ul style="list-style-type: none"> <li>• Activity 8 – Presentation</li> <li>• Topic</li> <li>• Objective</li> <li>• Delivery</li> <li>• Plan</li> </ul> <p><b>4.00pm Wrap Up/Close</b></p>	<p><b>9am Review</b></p> <ul style="list-style-type: none"> <li>• Review of Day Four</li> </ul> <p><b>9.15am Assessments</b></p> <ul style="list-style-type: none"> <li>• Each participant to make a 20-minute presentation</li> <li>• Each presentation will be assessed using the Evaluation form</li> <li>• Each participant to assess other participants presentations</li> </ul> <p><b>10.30am Break</b></p> <p><b>10.45am Presentations Cont'd</b></p> <p><b>12 Noon Lunch</b></p> <p><b>1.00pm Assessments</b></p> <ul style="list-style-type: none"> <li>• Presentations Continue</li> </ul> <p><b>2.30pm Break</b></p> <p><b>2.45 pm Assessments</b></p> <ul style="list-style-type: none"> <li>• Presentations Continue</li> </ul> <p><b>3.30pm Wrap Up/Next Steps</b></p>

## Evaluation and Feedback

1. The training program was successful in providing me with new skills and knowledge in the following areas:

Responses	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable	Total
Learning Styles (VAK, Left/Right Hemisphere, PART)	15 (79%)	4 (21%)	0	0	0	0	19
Learning Conditions	15 (79%)	4 (21%)	0	0	0	0	19
Learning Rules	14 (74%)	5 (26%)	0	0	0	0	19
SMART Goals	14 (74%)	5 (26%)	0	0	0	0	19
Training Objectives	16 (84%)	3 (16%)	0	0	0	0	19
Teaching Techniques	17 (89%)	2 (11%)	0	0	0	0	19
Methods of Instruction	13 (68%)	6 (32%)	0	0	0	0	19
Lesson Plans	17 (89%)	2 (11%)	0	0	0	0	19
Communication	15 (79%)	4 (21%)	0	0	0	0	19
Vocal Quality	13 (68%)	6 (32%)	0	0	0	0	19
Appearance	16 (84%)	3 (16%)	0	0	0	0	19
Time Management	16 (84%)	3 (16%)	0	0	0	0	19
Trainee Evaluation	15 (79%)	4 (21%)	0	0	0	0	19

2. The training program was successful in introducing me to the key concept of different learning styles.

Response	Average	Total
Strongly Agree	79%	15
Agree	21%	4
<p><b>Do you wish to make any comments in support of your response?</b></p> <ul style="list-style-type: none"> <li>• Learnt new styles of learning</li> <li>• All concepts taught where new to me and introduced me to better methods of instruction.</li> <li>• I have never attended such trainings before</li> <li>• A self-evaluation check to raise trainer attributes</li> </ul>		

**3. The training provided practical ideas and information that will help me to better prepare and present a lesson?**

Response	Average	Total
Strongly Agree	79%	15
Agree	21%	4
<b>Do you wish to make any comments in support of your response?</b> <ul style="list-style-type: none"> <li>• we did practical exercises</li> <li>• Ideas made sense and are very relevant to my day-to-day work environment. And will help me become a more effective trainer.</li> <li>• I will apply what I have learned</li> <li>• A structured training delivery is achieved</li> </ul>		

**4. The training program was useful in developing my future strategies on how to evaluate a students' learning and retention of information.**

Response	Average	Total
Strongly Agree	63%	12
Agree	37%	7
<b>Do you wish to make any comments in support of your response?</b> <ul style="list-style-type: none"> <li>• ability to deliver future trainings for fellow officers</li> <li>• I will apply this in future training delivery</li> <li>• Individuals are unique therefore they have different learning styles.</li> <li>• Just like the Worksheet, the evaluation sheet provided areas that we did not had a tendency to overlook when looking for qualities in an effective trainer.</li> </ul>		

**5. The ability to make three practice presentations (including feedback from my peers) was important in assisting me to understand key concepts and ideas.**

Responses	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Introduction (5 mins)	14 (74%)	5 (26%)	0	0	0	19
Short Presentation (5 to 10 mins)	14 (74%)	5 (26%)	0	0	0	19
Long Presentation (15 to 20 mins)	15 (79%)	4 (21%)	0	0	0	19

**6. The training materials (Study Guides and Readings) were easy to understand and supported my learning.**

Responses	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable	Total
Learning Styles (VAK, Left/Right Hemisphere, PART)	14 (74%)	5 (26%)	0	0	0	0	19
Learning Conditions	15 (79%)	4 (21%)	0	0	0	0	19
Learning Rules	15 (79%)	4 (21%)	0	0	0	0	19
SMART Goals	16 (84%)	3 (16%)	0	0	0	0	19
Training Objectives	16 (84%)	3 (16%)	0	0	0	0	19
Teaching Techniques	15 (79%)	4 (21%)	0	0	0	0	19
Methods of Instruction	15 (79%)	4 (21%)	0	0	0	0	19
Lesson Plans	15 (79%)	4 (21%)	0	0	0	0	19
Communication	14 (74%)	5 (26%)	0	0	0	0	19
Vocal Quality	12 (63%)	7 (37%)	0	0	0	0	19
Appearance	14 (74%)	5 (26%)	0	0	0	0	19
Time Management	14 (74%)	5 (26%)	0	0	0	0	19
Trainee Evaluation	14 (74%)	5 (26%)	0	0	0	0	19

**7. The trainer was organized and presented the course material in a clear manner that enhanced my learning.**

Responses	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable	Total
Learning Styles (VAK, Left/Right Hemisphere, PART)	16 (84%)	3 (16%)	0	0	0	0	19
Learning Conditions	16 (84%)	3 (16%)	0	0	0	0	19
Learning Rules	16 (84%)	3 (16%)	0	0	0	0	19
SMART Goals	15 (79%)	4 (21%)	0	0	0	0	19
Training Objectives	16 (84%)	3 (16%)	0	0	0	0	19
Teaching Techniques	16 (84%)	3 (16%)	0	0	0	0	19
Methods of Instruction	15 (79%)	4 (21%)	0	0	0	0	19

Lesson Plans	16 (84%)	3 (16%)	0	0	0	0	19
Communication	16 (84%)	3 (16%)	0	0	0	0	19
Vocal Quality	15 (79%)	4 (21%)	0	0	0	0	19
Appearance	15 (79%)	4 (21%)	0	0	0	0	19
Time Management	15 (79%)	4 (21%)	0	0	0	0	19
Trainee Evaluation	15 (79%)	4 (21%)	0	0	0	0	19

#### 8. The administration and logistics of the training program was well organised.

Response	Average	Total
Strongly Agree	79%	15
Agree	21%	4
<p><b>Do you wish to make any comments in support of your response?</b></p> <ul style="list-style-type: none"> <li>• OCO team was prepared and there were no areas administration/logistics not covered.</li> <li>• Yes, it was well organized</li> <li>• No</li> <li>• very well indeed</li> <li>• Arti, Darryl and Villi are the most AWESOME TEAM that I have worked with during my 4 OCO training in Suva. I was able to part more focus on my assignments while they worked to make our accommodations very good. They made me feel that they truly care, and it showed. Thank you.</li> <li>• very well organised</li> </ul>		

#### 9. The training program met my expectations.

Response	Average	Total
Strongly Agree	68%	13
Agree	32%	5
<p><b>Do you wish to make any comments in support of your response?</b></p> <ul style="list-style-type: none"> <li>• Maybe two weeks include plenty presentations for those very nervous so they can build confidence.</li> </ul>		

**10. In addition to the responses above, do you have any comments or suggestions on the program overall? (This could include any suggestions you may have on other modules or topics that should be included in the Program?)**

- I believe the training time and materials were just right for the adult learners.
- A journey has begun on capability development and talent management which is harnessed by this program and connecting development of Customs administrations in the region. This is important towards resilience in Capacity and capability development.
- No comments. Course is well appreciated. It was clear and very easy to understand and follow. Thank you for this opportunity.
- No comments
- I think this is an excellent step taken by OCO and CCES to collaborate and built capacity building where participants from different customs administration are given opportunity to get exposure to have confidence in delivering such capacity building.
- I appreciate the efficiency and transparency of the program. I am more confident, and I have learnt a lot from it and will prepare for a better presentation the next.
- I was a great learning experience for me. Just for the training environment, the room temperature was too cold.
- The modules prepared well and going forward OCO should focus on Regional Customs Officers to acquire Postgrad and Master programme in Areas of International Trade, Border Security and Customs Law.
- More training on how to present oneself in front of participant to gain even more confident. But overall, training was great. It built my understanding on different techniques of presenting PowerPoint
- I do not feel am a professional trainer yet i think i needed to do more presentations to gain more confidence. 3 presentations is good for bosses or those who have been doing training but not for officer who do not do trainings. Learnt a lot.
- The overall training program was above my expectation. This training has set a platform for myself in terms of preparing training and providing the training to my colleagues.
- Suggestion that leadership and time management trainings to be also conducted under TTP
- Thank You Brent and OCO team for this training opportunity and I hope more training such as this will be provided to CNMI.
- Maybe another step up level training for the train the trainers program.
- More presentations for participant to build confidence.
- I am very appreciative and Thankful to Brent, Arts, Daryl and Vili for all their hard work and before, during and after training. I look forward to working with them in the future and hope they will be able to consider GU to host future OCO training.
- If the topics of presentation can be allocated to trainees in advance rather than the trainees themselves to choose their own topics for capacity building and allow them to take on the challenge and can plan their lessons on any topic.
- Suggest having more practical exercises to build my confidence
- I am grateful of being a participant of this program and I hope it will be a continued program for our ongoing colleagues still participating in cert iii and cert iv