

*People*

*First ...!*



**World Customs  
Organization**

# WCO Blended Learning approach

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# Agenda



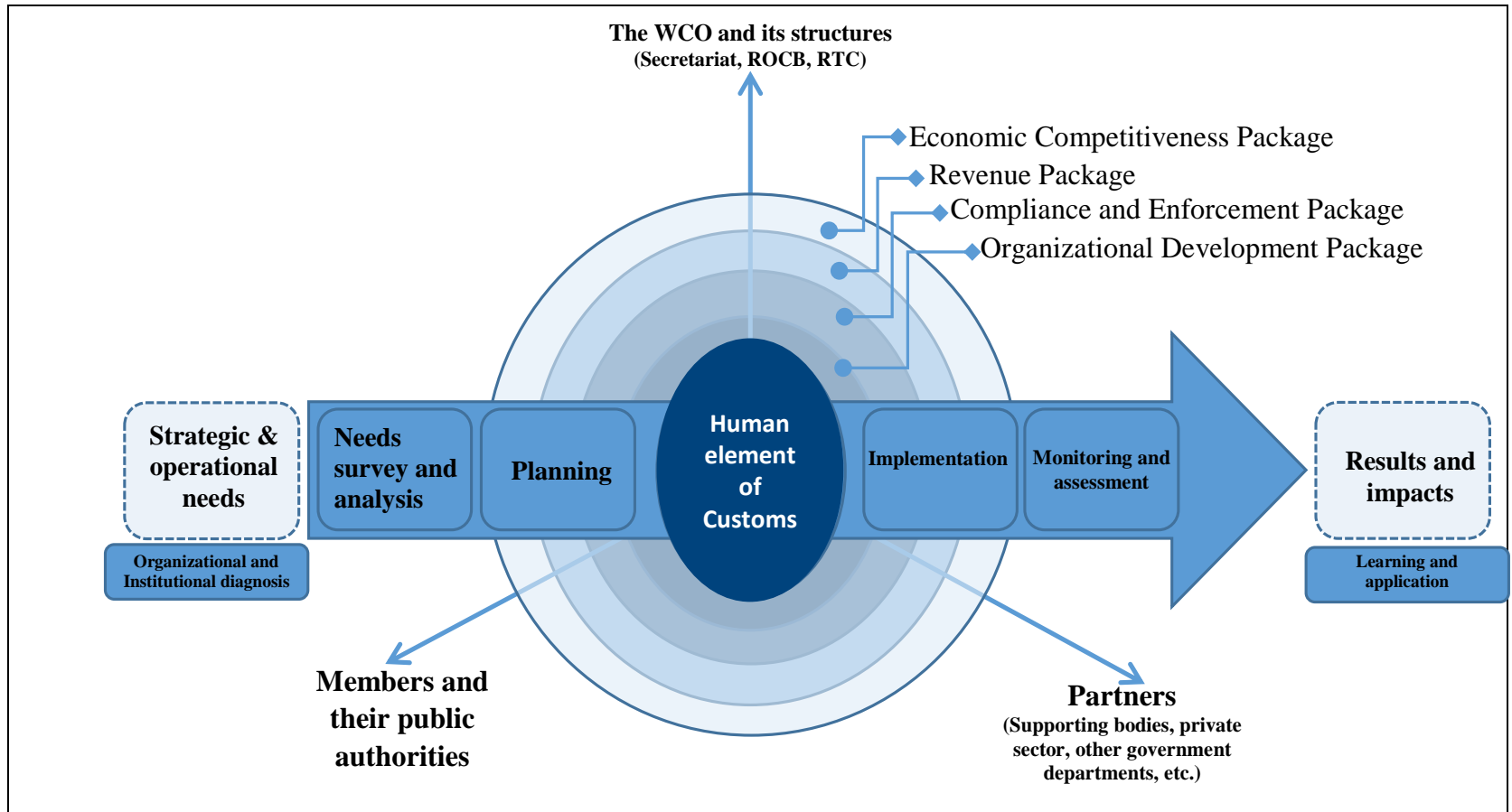
- 1 People development**  
People-centric approach
- 2 Context**  
A new responsive Learning Strategy
- 3 Learning Operating Model**  
Blended approach, training the trainers based on competency approach
- 4 Way Forward**  
Blended approach as a norm

# People development

## People-centric approach



### The WCO approach to capacity building



# Context

## A new responsive Learning Strategy



### Member's request

The need for a responsive and member needs-driven efforts for customs performance and modernization

### Competency-based approach

- The need for a strengthened approach in training to build a staff competencies

### Technology and innovation

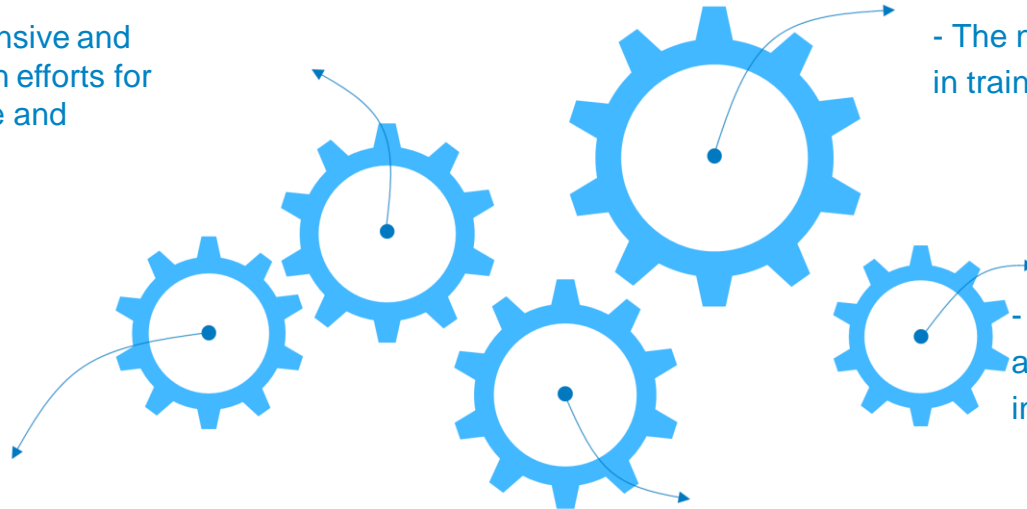
- The need for increased investment and use of technology and innovation in training

### Training delivery

- The need for a standardized approach in training delivery

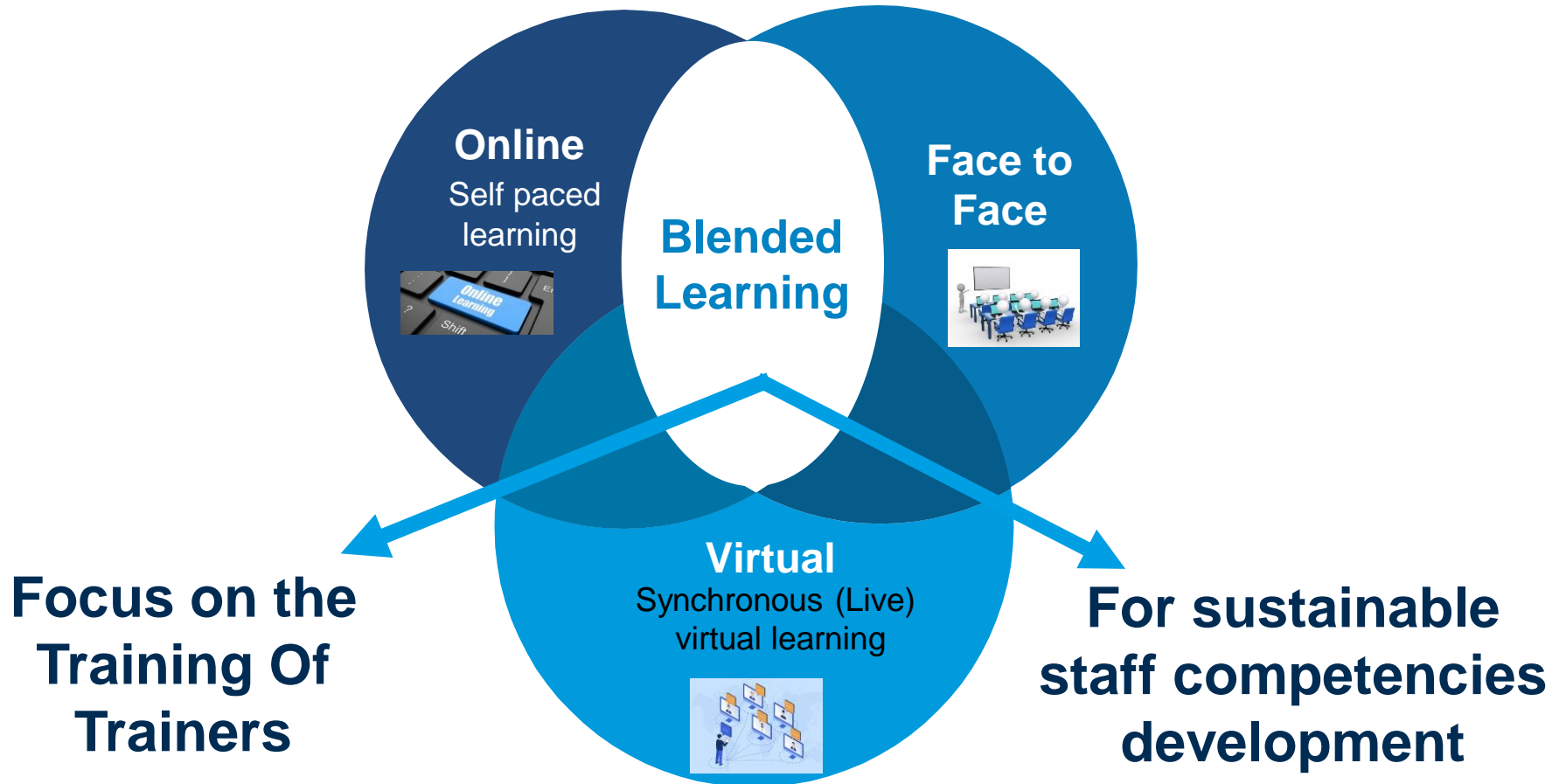
### Resources mobilization

The need for efficient and intelligent use of available resources



# Learning Operating Model

Blended approach, training the trainers based on the competency approach



# Learning Operating Model

Blended approach, training the trainers based on competency approach



## Pillar I: Training of experts

Training on specific areas to build expertise



To combine new technologies & Modern Techniques

## Pillar II: Training Of Trainers

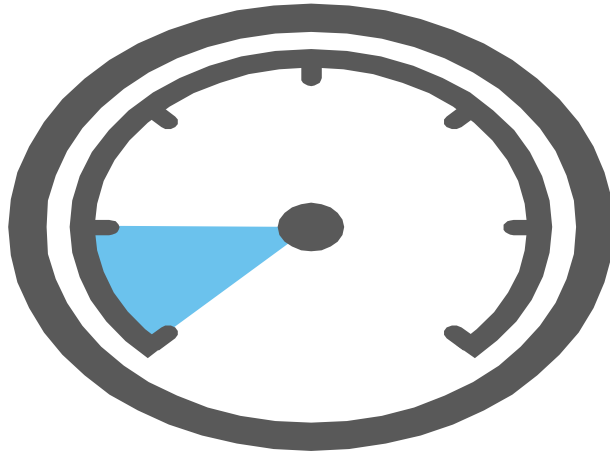
Training to develop competency-builders

# Way Forward

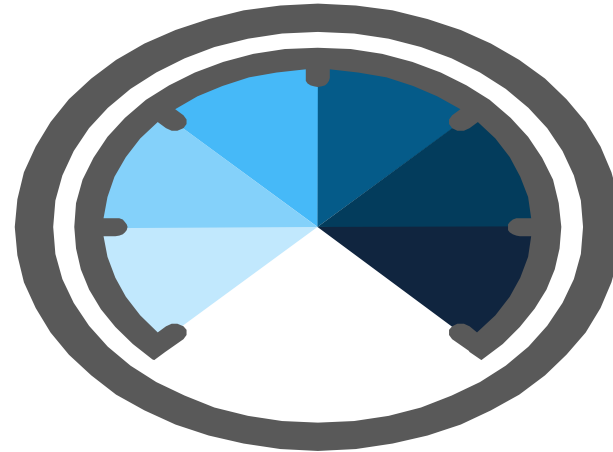
Blended approach as a norm



## - New opportunities with the pandemic situation....



Blended approach limited  
to training



All WCO Support embrace the  
blended approach:

- **Technical assistance**
- **Capacity Building support**



**World Customs  
Organization**

**Thank you**

**Questions**

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People Development Programme Manager  
Capacity Building Directorate

