



General Authority of Customs



# COVID-19 Training Response Plan

WCO GLOBAL WEBINAR SERIES

**Managing HR through a crisis and beyond**

*19 to 21 JANUARY 2021*

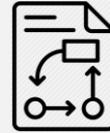
**Ahmed Abdulla Bukarbal**

General Authority of Customs in Qatar

# Background

- Since 15<sup>th</sup>. March 2020, the GAC has actively sought alternatives and immediately:

1. Develop a COVID-19 training response plan.



2. Embraced virtual training platform.



- The GAC was among the forerunner administrations at the national level that early responded to disruptions caused by COVID-19.

# Objectives of Updating Training Plan



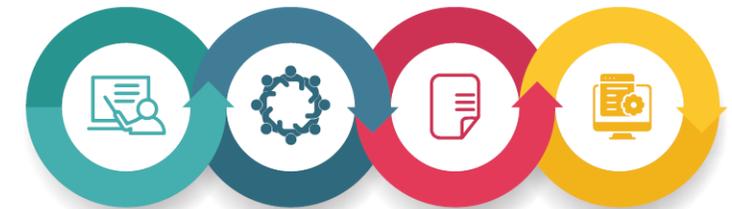
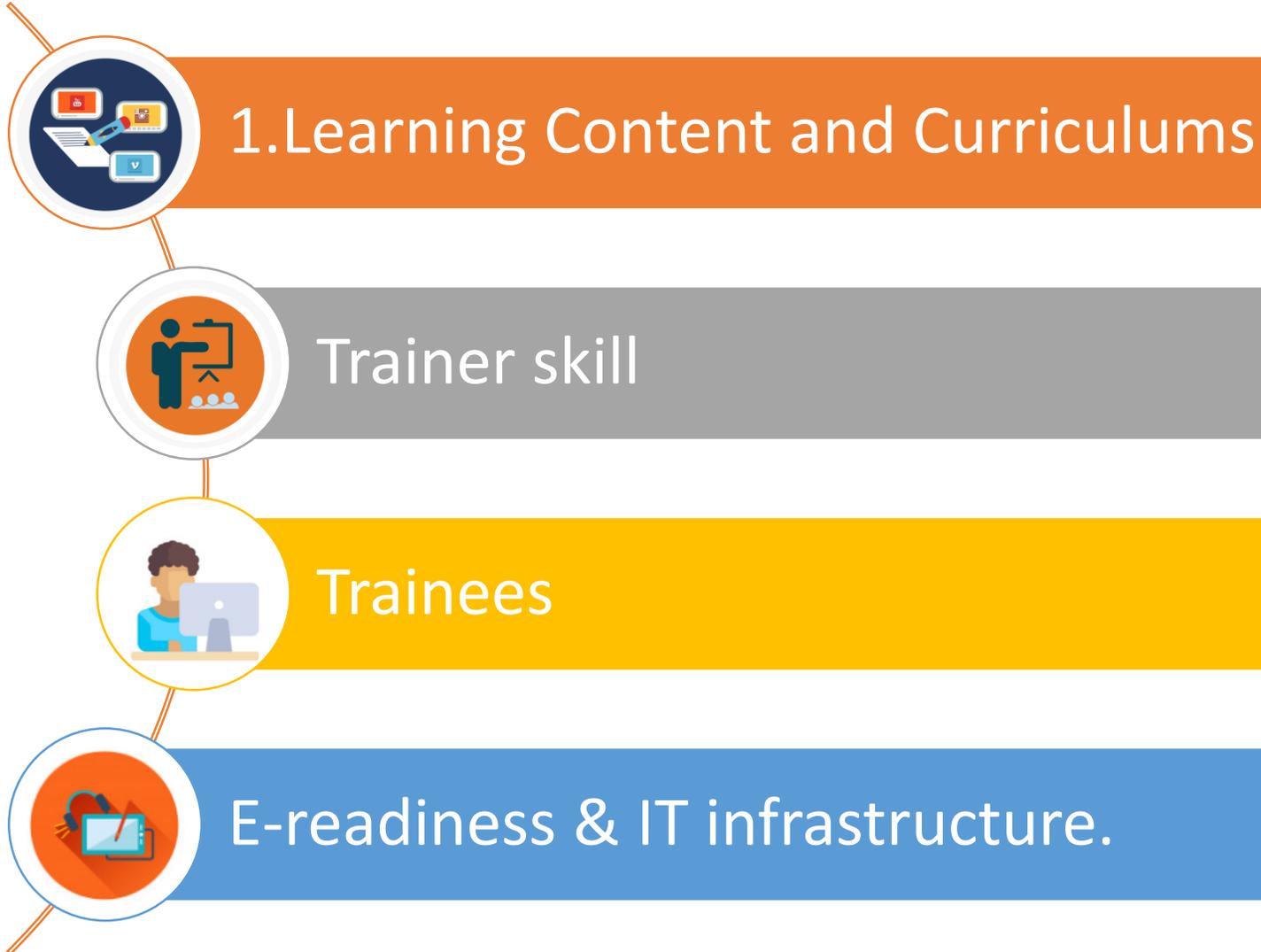
## Objectives

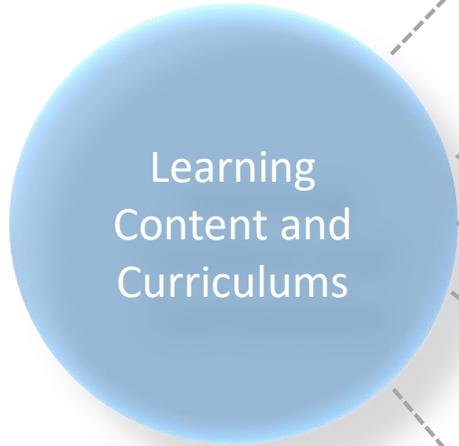
Facilitating and expediting the movements of essential goods, and ensure work continuity with upskilling staff.

Maintaining and supporting staff in these challenging times on a personal level.

keeping staff safe and healthy, and allow them to work in a safe environment.

# Development Areas





Develop interactive activities.



Develop inter Update Curriculum to include COVID-19 relevant topics, incorporate best practices and lessons learned from COVID-19.



Downloadable materials



Introduce collaborative and group exercises



Multimedia Elements

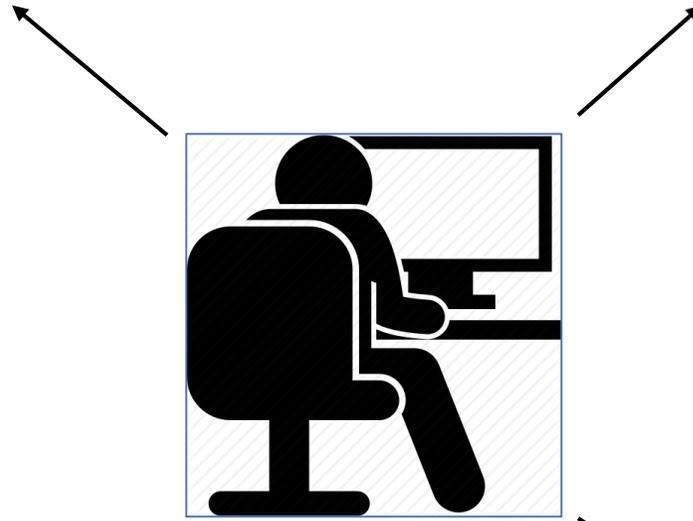


Trainer skill

- Improve virtual facilitation skills, and the use of virtual platform effectively.
- Train-the-Trainer programs.
- Master the virtual training tools and interaction features.

Close monitoring of needs and usage skills

Educate staff on how to use online training  
Developing a user guide for a virtual training platform.

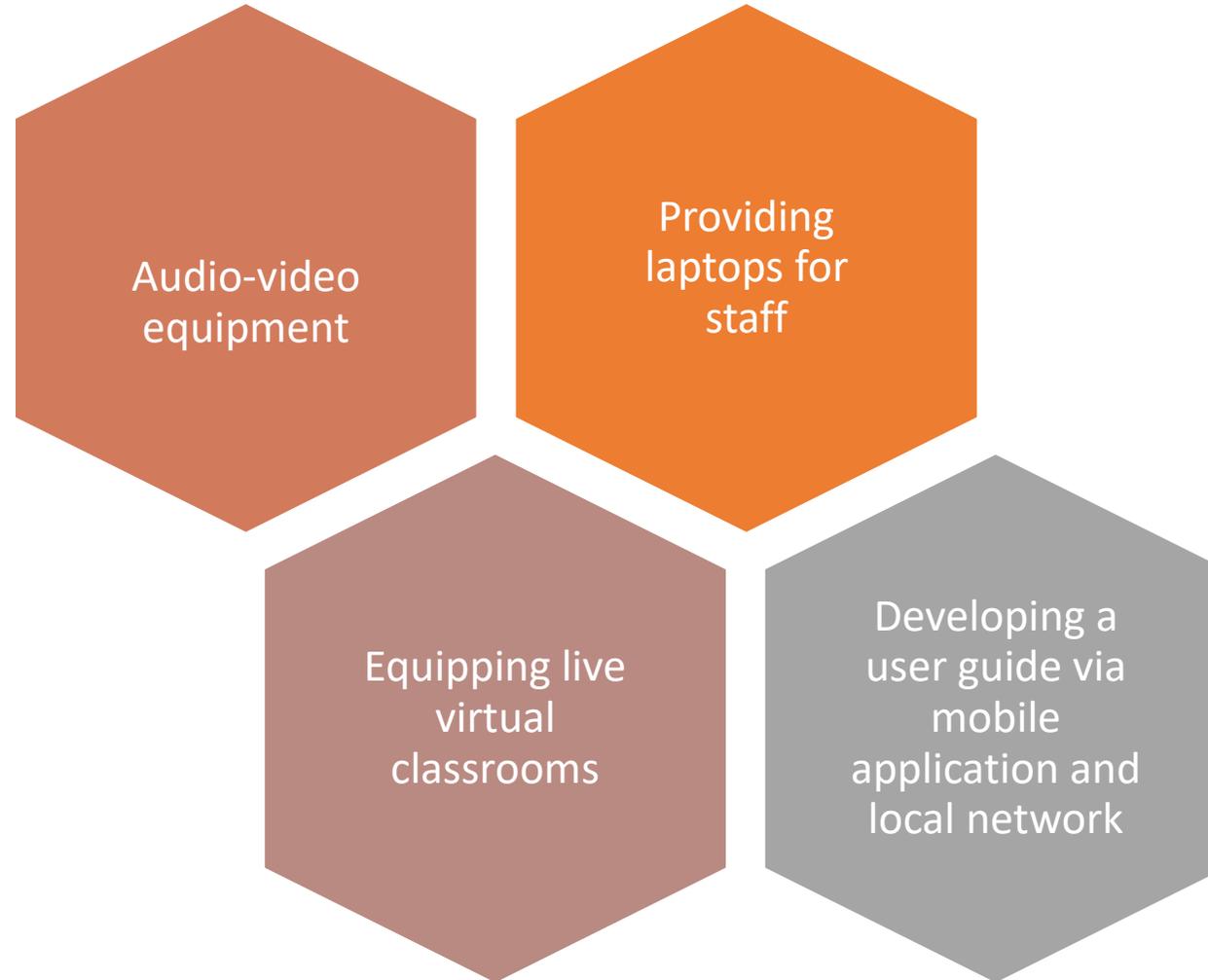


**Trainees**

Use of emotional and motivational elements

Technical teams at all worksites to provide 24-hour technical assistance

# E-readiness & Infrastructure



# Success Factors

# Top Management Support

- ✓ Commitment
- ✓ Resource Allocation
- ✓ Motivation
- ✓ Training and capacity building as a top priority.
- ✓ Conviction in the potential of training in mitigating the COVID-19 effects.
- ✓ Follow up.



# Virtual Training Team

- Headed by Director Customs Training Center under supervision of the DG.
- Includes IT and Training Experts.
- Duties:
  - Support implementation
  - Developing content.
  - Address obstacles.
  - Coordination
  - Follow up and assessment.



# MoUs

- Ministry of Foreign Affairs.
- Police Training Institute



**FIFA WORLD CUP  
Qatar 2022**

# Feedback and Evaluation

- Trainees' satisfaction.
- knowledge Assessment.
- Examination.
- Trainers and observers feedback.

# Awareness programs

- Awareness programs to educate Customs staff about effects caused by COVID-19, measures that should be taken inside Customs houses, and personal protection measures.

# Achievements

- ✓ 32 training courses.
- ✓ 947 participants (Customs and other concerned authorities).
- ✓ National and international participation.
  
- ✓ 59 Alumni, Customs Diploma program
- ✓ 40 Alumni, Bachelor of Border Administration (Customs).

# International programs



 UN Environment Programme Wes...  
@UNEP\_WestAsia

Ongoing implementation despite #COVID-19!

As part of the ongoing HCFC Phase out Management Plan to build national capacities under the Montreal Protocol, the Compliance Assistance Programme concludes a first of its kind online training for customs' officers in #Qatar 🇶🇦

 1234yf

 Tweet your reply



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06 MAY 2020 | NEWS |

**First Montreal Protocol-related Online Training During the COVID-19 Pandemic**



# Future vision

- Develop an integrated virtual training Platform:
  - Learning Management System
  - Customs Training Center Database Management
- Institutionalization of virtual training as a part of organizational culture.

THANK YOU