



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF FINANCE  
**BUREAU OF CUSTOMS**  
MANILA 1099


January 23, 2008

CUSTOMS MEMORANDUM ORDER  
NO. 4-7008

TO: All Bureau Officials and Employees

SUBJECT: Policies and Guidelines in the implementation and use of E-Learning Program

- i. Management of the E-Learning Program
  1. The maintenance, continuous updating and Bureau-wide dissemination of E-learning modules which was initially installed by the World Customs Organization at the E-Learning Room of the Customs Capacity Building shall be the main responsibility of the Interim Training and Development Division (ITDD).
  2. The ITDD shall be assisted by an E Learning Team whose tasks are defined as follows:
    - a. Administrator with Administrator Access - shall conduct management validation; and approves Users ID
    - b. Content Experts with Tutor Access - shall review contents of modules and amend the same as necessary
    - c. Tutors with Tutor Access - shall create and assign training part for each trainee and monitor trainee accomplishments
    - d. IT Support with IT Access - shall conduct hardware and software checks; install flash and software as necessary; perform back-up and security checks; provide technical support to tutors and trainees; and create users ID (trainees and assigned tutors)Appropriate Customs Personnel Order shall be issued for the composition of this Team.
- ii. Usage of the E-Learning Modules
  1. It shall be the primary training tool for personnel assigned in provincial ports.
  2. It shall be the suppletory and follow-up training tool for personnel within Metro Manila.
  3. It shall be the initial training and testing tool for personnel who are applying for reassignment/designation/promotion pursuant to CMO 32-2007 and CMO 25-2005. A passing rate of 75% shall be required for trainees in this category. A grade lower than the passing mark shall disqualify the trainee from proceeding with the reassignment/designation.

 (28-00102)

For purposes of promotion, the Personnel Selection Board shall determine the corresponding equivalent point score for the trainee's rating.

4. It shall be available for all customs personnel interested to make use of e-learning for capacity-building/reinforcement/enhancement of their skills.

III. Registration and Training Procedures

1. The ITDD shall regularly publish through the Customs Training Circular all modules that are available in the E-Learning Library.
2. All those who are interested to make use of the available modules shall submit a written request to the ITDD in accordance with the provisions of CMO 9-2007 which shall in-turn evaluate the request, determine the availability of training slots, identify the training path, assign the tutor, issue the corresponding CPO and evaluate trainee's performance.
3. The Human Resources Management Division as part of the evaluation on applications for reassignment, designation or promotion shall forward a written request ITDD to provide appropriate E-learning training and testing to the applicant. The ITDD shall evaluate the request, determine the availability of training slots, identify the training path, assign the tutor, issue the corresponding CPO and evaluate the trainee's performance. The results of the evaluation shall then be returned to HRMD for appropriate action.
4. The ITDD in accordance with its Annual Training Plan shall regularly identify personnel requiring e-learning training for capacity-building/enhancement of skills which must be coordinated and compatible with regular classroom trainings.
5. The approved Customs Personnel Order shall be the basis for giving of User ID Access as Tutors/as Trainees by the IT Support Team which must immediately be disabled as soon as the training/testing is completed.
6. Certificates of Completion shall be issued to all personnel who have completed and passed e-learning modules which shall form part of the personnel's training records for such purposes as reassignment, designation, promotion, further training, etc.

- IV. This Order shall take effect immediately and shall last until revoked and/or otherwise amended/superseded.

NAPOLEON L. MORALES  
Commissioner



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**ACTION PLAN FOR THE CUSTOMS E-LEARNING PROGRAM**

Activity	Time Frame	Responsibility
I. Creating the E-Learning Team through the issuance of CPO, as follows: 1. Tutors 2. IT Support 3. Content Experts 4. Administrator	By January 25	Lilibeth Bonifacio
II. Write guidelines in the implementation of E-Learning Program through the issuance of CMO	By January 31	Ma. Corazon Azaña
III. Formal Launching of the E-Learning Program during the anniversary program	On February 6	John Simon
IV. Pilot Testing of E-Learning A. To those with pending requests for renewal or new reassignments/designations 1. Identify trainees and issue CPO 2. Quick review of contents and define training path 3. Assign tutors and create accounts 4. Create trainee accounts and conduct actual training 5. Evaluation and assessment	January 14-31	Lilibeth Bonifacio in coordination with Linda Lazaro and the tutors and IT support
B. To selected trainees from POM on the HS module 1. Identify trainees and issue CPO Quick review of contents and define training path 3. Assign tutors and create	February 1-15	Lilibeth Bonifacio in coordination with Chief, FED, POM and the tutors and IT support

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accounts 4. Create trainee accounts and conduct actual training 5. Evaluation and assessment		
V. Communications/Promotions of the Program	January 14 - June 30	Lorna Gonzales
VI. Deep review of the contents of the current modules available in the E-learning for purposes of updating	March - June	Nelia Casiano
VII. Roll-out of the availability of access to E-Learning Modules in all principal ports of entry	March - June	Jonathan Soriano
VIII. Formulation of E-Learning Training Plan after the pilot test integrating the same with the Overall Bureau Training Plan for 2008	By February 28	Ma. Corazon Azaña Lilibeth Bonifacio
IX. Full launch of the E-Learning program in all ports of entry	By July 1	John Simon

APPROVED:

NAPOLEON D. MORALES  
Commissioner

