MEMORANDUM

TO

ALL CUSTOMS OFFICIALS AND EMPLOYEES

FROM

REY LEONARDO B. GUERRERO

Commissioner MAY 08 2071

BOC-03-05

SUBJECT

ENCOURAGING ALL EMPLOYEES TO ACCESS THE

CUSTOMS LEARNING & KNOWLEDGE COMMUNITY!

(CLIKC!), A WORLD CUSTOMS ORGANIZATION (WCO)

TRAINING PORTAL

aan tan

DATE

April 28, 2020

- 1. The Bureau of Customs aims to provide learning & development opportunities to all our employees despite restrictions brought by the COVID-19 pandemic. While we understand that this is a difficult time for all of us, we believe that there are ways to maximize this opportunity to better ourselves for continuous improvement of our service.
- 2. In this regard, all customs personnel are encouraged to access World Customs Organization (WCO) Customs Learning and Knowledge Community (CLiKC!) Training Portal which provides more than 250 hours of courses on various customs subjects that are available in English language.
- 3. WCO CLiKC! training portal aims to:
 - a. Provide access to the platform to collaborate, disseminate, share, and communicate relevant customs knowledge;
 - b. Capitalize and standardize customs knowledge;

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- c. Promote blended learning and other innovative learning methods in Customs organization; and
- d. Strengthen the Customs Capacity Building and Training networks of experts.
- CLiKC! training portal enables its users to:
 - a. View all the training opportunities offered by the WCO Secretariat, such as the "course catalogue," which includes e-learning courses, global and regional workshops, and other kinds of training events;
 - b. Register to online courses;

South Harbor, Gate 3, Port Area, Manila 1018 Tel. Nos 8527-4537, 8527-1935 Website: www.customs.gov.ph Email: Boc.cares@customs.gov.ph



BUREAU OF CUSTOMS

Professionalism Integrity Accountability



- c. Request to be registered for classroom courses that are open to their country/region, directly on the website (national coordinators will still oversee managing users' accounts, and users' registration requests will need to be approved by them);
- d. Ensure that they have the knowledge required to attend a classroom course, by completing the relevant e-learning courses in advance of the classroom session; and
- e. Keep track of their achievements and obtain their certificates online, after completing the feedback questionnaire.
- 5. To register, visit <u>www.clikc.wcoomd.org/login/signup.php</u> and provide information such as email address, password, and other details.
- 6. In most e-learning courses, training certificates are issued to participants who finished the module and got a minimum grade of 70-80% for training evaluation.
- 7. A Certificate of Achievement will be generated once a participant passed and completed the course. This shall be considered creditable training hours. Kindly submit all Certificate of Achievement to the Interim Training and Development Division (ITDD) for validation and submission to the Human Resource Management Division. All submitted and verified Certificate of Achievements from WCO CLIKC! shall form part of employees' 201 file.
- 8. For more information about the CLiKC! training portal, please refer to the attached WCO CLiKC! Connection and Access Guide for Users.
- 9. For concerns and clarifications, kindly contact **Ms. Nicole Headerre Alarcon**, Administrative Officer I, ITDD through alarconn@customs.gov.ph or cellphone number +639568094668.

II ANNEX A"
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Gustoms Learning & Knowledge Community

WCO CLIKC! Connection and Access Guide for Users



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1. Introduction



How to use this guide

This manual is divided into chapters which introduce you to the various functionalities offered by CLiKC.

You will find a detailed explanation of the functionalities. However, for fast-facts, just follow the step-by-step procedures set out in the blue boxes.

Example:

- Action 1
- Action 2

There are many pictures in this guide. Some of the pictures include small red ovals which will draw your attention to necessary information.

It is also worth noting that paragraphs marked with a ! provide clarifications, tips and advice on certain points.

With this assistance, you should soon feel confident about following the training effectively and using the various functionalities offered by the platform. However if you do encounter any problems using our platform, please do not hesitate to contact us at elearning@wcoomd.org.

Note

The platform you are going to use is called Moodle. It is a training management tool which gives you access to the WCO e-learning programme: CLiKC!

It will enable you to connect to the lessons which your tutor has selected for you, and to access the various statistics about your learning process.

You will also be able to communicate with all of the e-learning programme participants who are following the same training paths as you, and with your tutor.

! For WCO Staff: You will find that the platform is designed as a teaching tool and therefore your permissions will be called 'student,' 'teacher,' etc. The various departments, resources, catalogues, etc. are all called 'courses.' You must be enrolled in a course in order to view said course's forum and other details.



2. What are the technical prerequisites?

Your computer will need to have the following specifications:

Hardware specifications

You will need the following hardware configuration as a minimum:

- 512 Mo RAM available
- You will need a sound card to listen to the sound commentary, but if you don't have one you can still access the modules without difficulty – just choose the "silent" option
- Internet connection (minimal speed of 1Mb/s)
- Screen resolution : min. 1024x768 pixels

Software specifications

You will need to have the following software installed on your computer:

- Operating System: Windows Vista or above
- Web browser:
 - o Mozilla Firefox (Version 15 or higher)
 - o Google Chrome (Version 12 or higher)
 - o Internet Explorer (Version 9 or higher)
- Adobe Flash Player 10 or above.
- Acrobat Reader 8 or above

Please note that all features cannot be supported on mobile devices and MacOS-based systems. Especially, you will not be able to open some of the e-learning courses on these devices while other features of the website should work properly.

!! For problem-free operation it is also essential to deactivate all pop-up blocking software. The way to do it will depend on the web browser you are using. The following link will help you with detailed instructions depending on your web browser: https://research.utexas.edu/ors/disable-popup-blocker/.

What if I don't have this software?

It can be downloaded and installed free of charge.

For Macromedia Flash Player, proceed as follows:

- Open your browser
- Go to http://get.adobe.com/flashplayer/
- Click "Install now"
- Follow the instructions on the screen

For Acrobat Reader, proceed as follows:

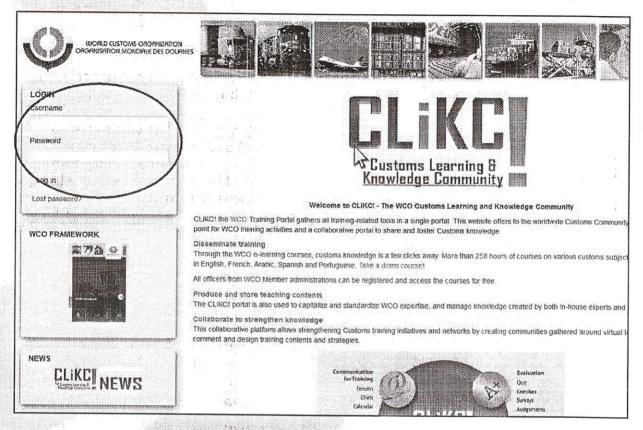
- Open your browser
- Go to http://get.adobe.com/reader/
- Click "Download"
- Follow the instructions on the screen

3. What do I do during my first visit to CLiKC?



· How do I login my first time?

After you request a username and password from the national co-ordinator who is responsible for this WCO programme in your Administration, you will receive an email titled: CLiKC, the WCO Customs Learning and Knowledge Community: New user account. Connect to CLiKC by the link provided within the email. The following screen will appear:



Login using the personal codes (Username and temporary password) provided in the email mentioned above. These two codes are strictly personal.

Follow the provided link: "http://clikc.wcoomd.org

11 11 11

- Click on the "Username" field found at the left
- Key in your Username
- Click on the "Password" field
- Key in your temporary password received in the registration e-mail
- Click "Login"

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You will be requested to choose a personal password the first time you log in. In order to do so:

You must change your password to pro-	oceed:
Change password	
Username	hermes
Current password*	000000000
New password*	******
New password (again)*	*********
	Save changes

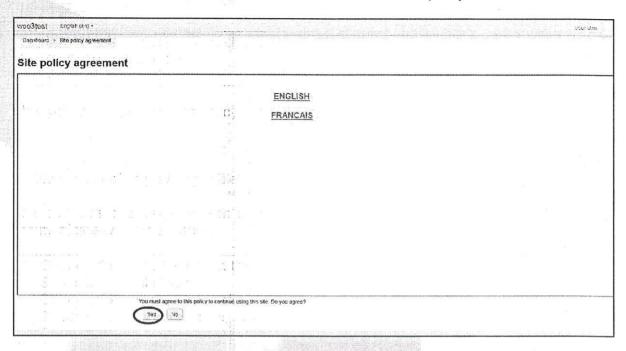
- Click on the "Current password" field
- Key in you're the temporary password received in the registration e-mail
- Click on the "New password" field
- Key in your personal password
- Click on the "New password (again)" field
- Confirm your personal password
- Click "Save Changes"
- Click "Continue" when the confirmation message appears

! It is advisable to copy/paste the password given in the email because it will contain many odd characters.

! For security purposes, passwords must contain at least one capital letter and one number.



You will then need to accept the general conditions of the site's policy.



- Click on the language in which you would like to read the site policy
- Read the conditions
- Click "YES" after finishing.

After you have accepted the policy agreement, you will be linked to your user profile.

How do I edit my user profile?

You can use this page to edit a variety of details about yourself that will help you communicate with other users.

- Click on the menu located at the top right of the screen
- Select the "Profile" item
- Click on the link "Edit my profile"
- Edit the fields of your choice
- Click 'Update profile' when you are finished

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User account		Blogs	Badges
a Edit profile		» Biog preferences	a Manage padges
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w Forum preferences			
* Editor preferences			
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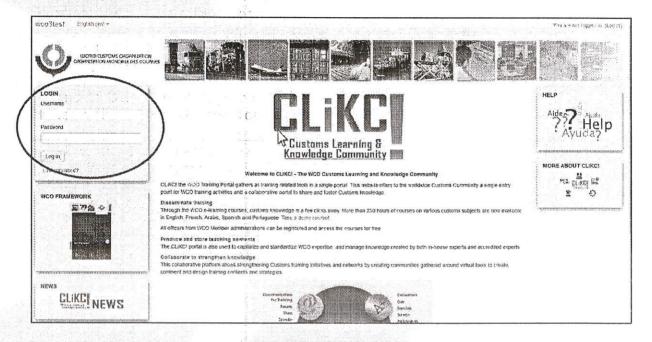
- ! You are strongly encouraged to please include a photo of yourself.
- ! To reach your user profile from any page, click your name at the very top right and use the drop-down menu.

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4. How do I login?

- Regular login procedure
 - Open your web browser
 - Type http://clikc.wcoomd.org in the address bar

You will then see this screen.



! Use Internet Explorer, Mozilla Firefox, or Google Chrome to access the CLiKC platform. No other browsers are suitable for the moment.

From this page, you may already access important information about the WCO and CLiKC by clicking on the links provided.

Connect to CLiKC by using your personal codes (Username and password). You will find the Login block at the left hand side.

- Click on the "Username
- Key in your Username
- Click on the "Password" field
- Key in your password
- Click "Login"

This will bring you to the Welcome Page (also called the Dashboard).

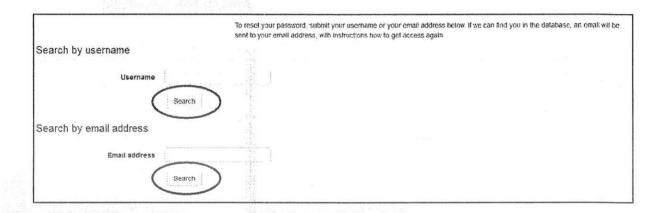




Due to strict security standards, it is not possible to recover an old password. However, if you follow the "lost password?" link you will be provided with a new password in an email. To receive this email:

- Click on "lost password?"
- · Key in either your username or email
- Click "search"
- Check your email inbox
- Follow the process described in the message

! The process outlined in the email is similar to the one outlined in the section "how do I login my first time?"



This is the screen you will be linked to after you click search:

It contains easy instructions to confirm and complete this password change. If you continue to have difficulty, please contact the site administrator.

Continue

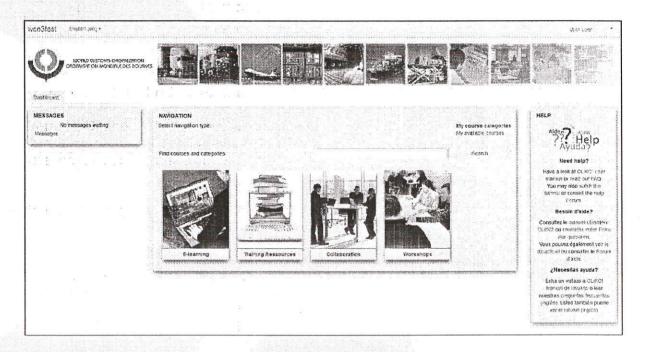
Click on "Continue" to finalize the process

5. How do I use the main pages?



The Dashboard

Once you are connected to the platform, your Dashboard page will be displayed.



! To reach the Dashboard from other pages, click the link located at the top left of the screen or use the menu with your name at the top right and select the "Dashboard" option.

How do I use the Dashboard?

From the Dashboard page, you will see by default pictures showing all the categories containing courses that have been assigned to you. In each category, you will find subcategories or courses assigned to you.

There are two types of icons on the Dashboard:

Icons like this symbolize the course categories

Icons like this symbolize the courses themselves

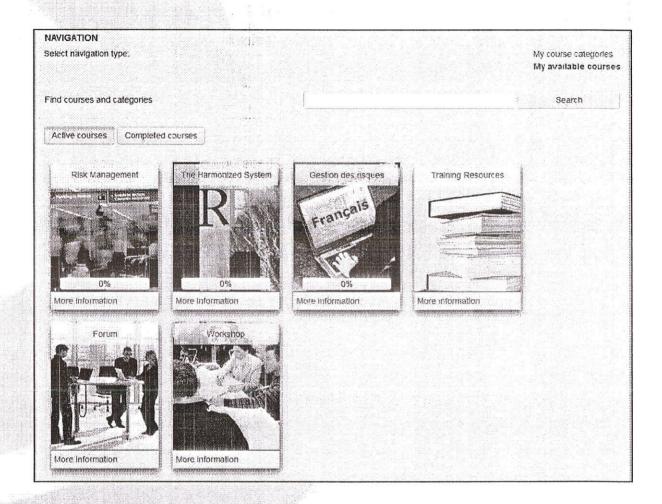


- Click on a category to access its contents
- Click on a course to access it



It is also possible to directly view the courses you have been assigned to (without navigating through the categories) by clicking on the "My available courses" link.

- Click on "My available courses"
- View only the courses you have not completed by clicking on the "Active courses" button
- View the courses you have already completed by clicking on the "Completed courses" button

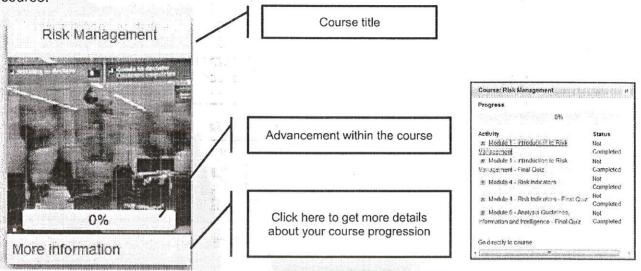


It is also possible to search courses by their title using the search function located on the Dashboard.

Find courses and categories Search spars



On the courses icons, your progression within the course (where available) will be shown. You can click on "More information" to get the detailed status of each of the activities in the course.

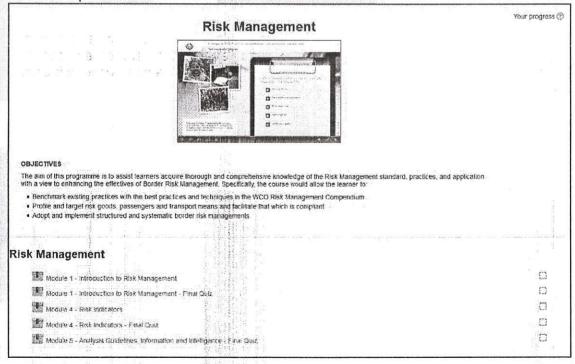


! Note that e-learning courses are sorted in specific categories per language.

6. How do I view the learning modules?

Viewing the modules

In the previous section you learned how to find your course in your preferred language. Once you have clicked on the course, you will be linked to the course's outline page. Here is an example:



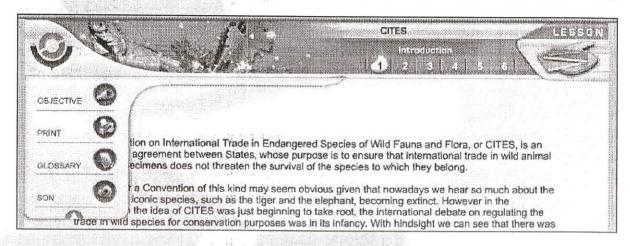
The individual modules and their lessons / quizzes are listed in order of how the trainer has designed the course. If you have completed a lesson, a tick will appear in the small box next to the lesson name.



- ! Make sure all pop-up blockers are disabled (see section "software specifications")
- Now click on the module of your choice to run it.
- A pop-up will appear containing the lesson.

The modules all look different, but their interactive capacities are all the same. At the top of the screen you will see a menu that displays chapter numbers and titles. You will also find that the WCO logo is a button that, when clicked, shows a drop down menu that includes options such as sound muting, printing the slides, and a glossary. To view this menu:

Click the WCO logo at the top left



At the bottom you will find buttons which allow you to skip forward to the next slide, go back to previous slides, quit the window and view additional instructions.



After having viewed the module, you can return to the course outline by closing the window or by clicking "Quit"

! Some modules will include additional options on the tool bar at the bottom of the pop-up. This is generally for modules that include an introduction or video.

Viewing your results

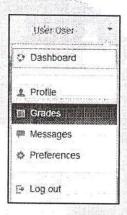
There are two ways to see your progression and results inside the courses.

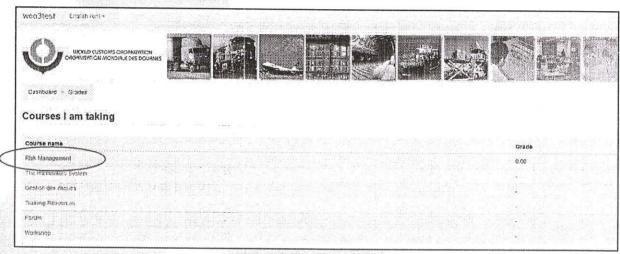
The first one can be accessed from anywhere within the CLiKC! portal.

- Click on the top menu.
- Select the "Grades" item.
- You will get an overview of your grades for all courses.
- Then click on the course for which you want to see the grades in details



The following images show how to find grades in the navigation pane; below them is an example of grades in an overview report:





Grade Item Constitution of the Constitution	Calculated weight	Grade	Range	Percentage	Feedback	Contribution to course total
🛤 Risk Management						
挪 Module 1 - Introduction to Risk Management	100 00 %	0.00	0-100	0.00 %		0.00 %
iii Module 1 - Introduction to Risk Management - Final Guiz	0 00 % (Empty)		0–1			0 00 %.
Module 4 - Risk Indicators	0.00 % (Empty)	-	0-100	-		0.00 %
微 Module 4 - Risk Indicators - Final Quiz	0.08 % (Empty)		0–1			0.00%
Module 5 - Analysis Guidelines, Information and Intelligence - Final Quiz	0.00 % (Empty)	-	0-1			0.00%
$\mathcal E$ Course total		0.00	0-100	0.00 %		

If you are within a course and want to access your detailed grades for this particular course (same screen as shown above).

· Click on the "Grades" item in the left menu.

7. How do I get my certificate?



In most of the e-learning courses, a certificate will be available when the course has been successfully completed.

Completion of the course means that all lessons should be completed and all evaluations should be successfully passed with a minimum grade of 70%.

If the criteria are met, a link to the certificate will appear at the end of the course page, under the "Certificate "section.

In order to download your certificate in PDF format:

- Click the "Certificate" link
- Click on "Get my certificate" button

8. Where do I get additional help?

If you need further information or have a question on how CLiKC! works, you might use one of the following possibilities:

- Read our FAQs.
- Consult our <u>Help forum</u>, most of the time, your question might have already been answered. If it is not the case, you might post a new message here.
- Send a message to elearning@wcoomd.org.

9. Updates

Despite our best efforts, you may find minor errors in the modules and courses. Please be so kind as to bring them to our attention so that we can put things right. Our modules are designed to be updated and improved on request, so don't hesitate to send us your comments.

If you would like more information, please send your questions or comments to us at the following address: elearning@wcoomd.org



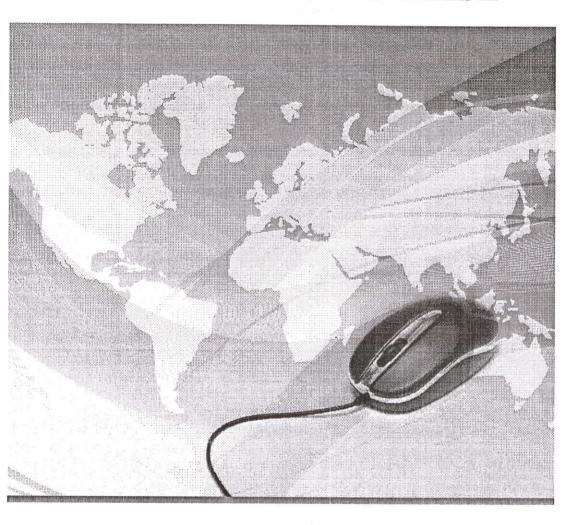
10. Personal notes

•	User name:	
	Password:	
	Tutor: o Name:	
	o Telephone number:	
	o E-mail:	
	Miscellaneous:	
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CUSTOMS KNOWLEDGE A FEW CLICKS AWAY

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CLIKC! WCO Portal for Customs Professional Learning and Training Initiatives

Access and participate to the platform to:

Collaborate

Share

Disseminate

Communicate

→ Capitalize and standardize Customs Training knowledge

→ Promote blended learning and other innovative learning methods in Customs organizations

→ Strengthen the Customs Capacity Building and Training networks of experts

X for Training Forums Chats Communication WCO training kits Calendar Free Access and standards WCO e-learning Videos & Online conferences

ssessment

Assignments Evaluation Performance Exercises surveys

Collaboration Experts

and glossaries Wikis, blogs

communities Workshops' follow-up

Virtual Customs Orientation Academy

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12 weeks of tutored studies for new Customs recruits

◆ Enhance the fundamental Customs knowledge

→ Speak the international Customs language

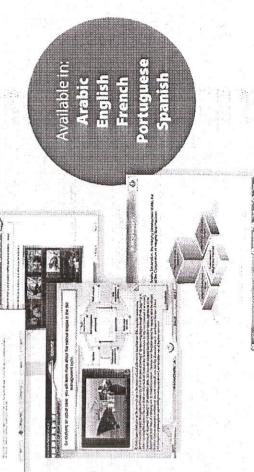
→ Build the capacities through awareness development

WCO E-learning Courses

These courses covering the main Customs topics are based on the WCO standardized expertise. A ready-to-use facility complements for free national training offers and capacity building policies.



120+ connected countries 5000+ pages of contents



There is no licensing involved for the use of CLIKC! All WCO Members are entitled to access the system for free or to implement it at the national level. OCOM Memo No. 100 - 2020 p-21

Customs Knowledge Management and Networking

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A collaborative platform to enhance Customs training initiatives.

WCO Networks for Capacity Building Experts

- → Global expertise: WCO Accredited Experts
- → Regional Capacity Building Structures: ROCBs and RTCs
- → National Capacity Building Relays and HR/Training professionals

Access the WCO global portal

Free online access for all Member Customs officers after the nomination of a national coordinator.

Members' Own Programme

Import, customize, complete and translate the WCO training courses and tools on your national Customs server (or LMS: Learning Management System) for free, after signing a license with the WCO.

The structure of the programme makes it easy to be imported and adapted. With more than 25 Customs administrations already having installed the WCO course package at the national level, experience makes it even easier.

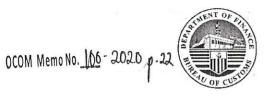


More information

Visit the WCO website: http://clikc.wcoomd.org Contact us: learning@wcoomd.org



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BUREAU OF CUSTOMS

Professionalism Integrity Accountability



1st Indorsement May 11, 2020

Respectfully forwarded to the MS. GLADYS C. CABUGAWAN, Chief, Central Management Records Division, the herein approved Memorandum encouraging all employees and customs officials to access the Customs Learning & Knowledge Community (CLIKC!) Training Portal, WCO Training Portal and other documents for widest dissemination to all employees of this Bureau.

Thank you for your prompt attention to this request.

ADY FATIMA H. DELA CRUZ

Acting Chief

Interim Training and Development Division