



R APR 04 2024 D
REGISTRATION NO. 24 B 0376

REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS

CNAF Registration TIME: BY: INM A modernized and credible customs administration that upholds good governance and is among the world's best

03 APR 2024

CUSTOMS MEMORANDUM ORDER (CMO)
NO. 05-2024

SUBJECT: RE-ESTABLISHMENT AND RENAMING OF THE INTERIM TRAINING AND DEVELOPMENT DIVISION (ITDD) INTO LEARNING AND DEVELOPMENT MANAGEMENT OFFICE (LDMO)

Introduction.

The Bureau of Customs (BOC) is committed to promoting a culture of professionalism and continuous growth and development among its employees. Enhancement of individual skills, knowledge, and attitude improves not only individual performance, but also increases efficiency and effectiveness of the entire organization.

Since the creation of the Interim Training and Development Division (ITDD) in January 2007 by virtue of Customs Memorandum Order No. 1-2007, the ITDD has been planning and implementing Learning and Development (L&D) programs for BOC personnel without an approved organizational structure and proper division of labor within its operatives.

To improve the ITDD's primary mandate in enhancing the competencies of the Bureau's officials and personnel, it is essential to institutionalize its organizational structure, including its sections and functions.

Furthermore, to capture all aspects of L&D, the ITDD shall be renamed into Learning and Development Management Office (LDMO), under the direct supervision of the Deputy Commissioner for Internal Administration Group (IAG).

Lastly, CMO No. 1 -2007 was repealed by CMO No. 04-2022 entitled "Training and Continuing Education Program for BOC Personnel under the Customs Trainings Institute", revoking the creation of the ITDD.

Section 1. Scope. This order applies to all officials, employees, and personnel under Contract of Service who are assigned and will be assigned to LDMO. The same shall apply to all administrative officers designated as Local Training Officers of their respective group or collection district.

Page 1 of 8 of CMO No. 05-2024



Gate 3, South Harbor, Port Area, Manila 1018
+63 (02) 8705-6000, +63 (02) 8527-1968 | www.customs.gov.ph | boc.cares@customs.gov.ph

bureau of Customs
CENTRAL RECORDS MGT. DIVISION

CERTIFIED TRUE COPY
OF THE ORIGINAL

MARGARET G. MANALAYSAY
Administrative Officer V

Section 2. Objectives. This Order is being issued to:

- 2.1 Re-establish and rename the ITDD into LDMO;
- 2.2 Ensure proper integration of rules, roles, and responsibilities among the officials, employees, and personnel under Contract of Service complementing the LDMO;
- 2.3 Establish a clear authority-responsibility relationship and develop a system of work accomplishment;
- 2.4 Guarantee effective and efficient goal achievement and increase organizational efficiency and effectiveness.

Section 3. Definition of Terms.

- 3.1 **Competencies** – shall refer to observable, measurable, and vital skills, knowledge, and attitudes that are translations of capabilities deemed essential for organizational success.
- 3.2 **Continuing Professional Development (CPD)** – shall refer to the program of the Professional Regulations Commission (PRC) that encourages professionals to learn something new, refresh existing knowledge, improve skills, or simply keep up to date with the latest developments within their profession.
- 3.3 **Curriculum** – shall refer to a standard-based sequence of planned courses for career advancement, supported by a Program of Instruction per course.
- 3.4 **Learning and Development (L&D) Programs** – shall refer to activities that aim to improve group and individual performance through training, seminars, workshops, cascading sessions, coaching and mentoring, internship, scholarships and other similar activities.
- 3.5 **L&D Impact Survey** – shall refer to the document that is submitted bi-annually to LDMO designed to determine if the newly acquired skills, knowledge, or attitude are being used in the everyday environment of the learner.
- 3.6 **L&D Program Evaluation** – shall refer to the form accomplished by the training participants to evaluate the conduct of an L&D Program. It measures the participant's evaluation of the L&D program objectives content, resource persons, training materials and facilities.

Page 2 of 8 of CMO No. 65-2024



Gate 3, South Harbor, Port Area, Manila 1018
+63 (02) 8705-6000, +63 (02) 8527-1968 | www.customs.gov.ph | boc.customs.gov.ph

Bureau of Customs
CENTRAL RECORDS MGT. DIVISION

CERTIFIED TRUE COPY
OF THE ORIGINAL

MARGARET C. MANALAYSAY
Administrative Officer V

- 3.7 L&D Track** – shall refer to the curriculum model of the BOC with seven (7) career tracks based on the functional areas of the Philippine Customs administration.
- 3.8 Learning Needs Analysis (LNA)** – shall refer to a structured process that assesses what knowledge, skills and attitude are necessary to perform effectively in a job role. The aim is to find gaps in performance, as aligned with the organizational needs, and map those gaps to provide the right learning and development intervention.
- 3.9 Local Training Officers** – shall refer to designated Administrative Officers from each group and collection districts of the BOC mandated to implement L&D programs for their group / district.
- 3.10 Online Learning Portal (OLP)** – shall refer to a software application developed to automate the delivery of L&D programs and administer online modules.
- 3.11 Pool of Trainers** – shall refer to a group of individuals who have advanced knowledge and experience in a particular functional area, tapped to share their knowledge to support the needs of the organization.
- 3.12 Post-L&D Report** – shall refer to the document submitted by the ITDD and Local Training Officers of groups and collection districts to the Office of the Commissioner after the conduct of an L&D program. The Post-L&D Report should reflect the summary of the conducted L&D program from the perspective of the organizer. Components of the report should include results and summary of the Post-Participation Report and L&D program evaluation submitted by the participants.
- 3.13 Post-Participation Reports** – shall refer to the document submitted by the participants of an L&D program after its conduct to evaluate their experience and learnings that could help them in the performance of their duties. Participants are also encouraged to write recommendations for the LDMO and the BOC based on their learnings and insights.
- 3.14 Program of Instruction (POI)** – also called module, shall refer to the document which contains the content of an L&D Program including its description, learning objectives, learning strategies, subject and specific topics, schedule of activities, requirements, and resources.



Section 4. Core Functions.

- 4.1 Establish policies concerning L&D matters of the BOC;
- 4.2 Design and develop POI / modules and training materials for each functional area of the Philippine Customs administration;
- 4.3 Lead in the facilitation of local trainings, seminars, workshops, among others, and coordinate with concerned offices under Groups and Collections Districts relative to the conduct of such;
- 4.4 Coordinate with other government agencies, private entities, external training providers, for other L&D programs, scholarship, and fellowship opportunities apart from the ones provided by the BOC;
- 4.5 Coordinate with the External Affairs Office (EAO) for the processing and conduct of international capacity building program invitations;
- 4.6 Harmonize L&D program offerings with the Philippine Tax Academy - Customs Institute (PTA - CI) regarding the implementation of their programs while ensuring non-duplications of program offerings; and
- 4.7 Manage the operation of the Customs Capacity Building Center, when created.

Section 5. Supervisory: Role, Duties and Responsibilities of the Head and Assistant Head.

- 5.1 Plan, program, and distribute work;
- 5.2 Motivate, train, and develop employees;
- 5.3 Review and evaluate the performance of employees;
- 5.4 Maintain morale and discipline among employees;
- 5.5 Develop cooperative and well-coordinated workforce; and
- 5.6 Coordinate and cooperate with other organizational units within the agency.



Section 6. Sections.

6.1 Planning and Policy Development Section

- 6.1.1 Develop the Bureau's annual centralized L&D plan that is aligned with the vision, mission, core values, and strategic direction of the BOC;
- 6.1.2 Assist the groups and ports of the Bureau in the development of their particular annual L&D plan and commitment;
- 6.1.3 Harmonize BOC L&D program offerings with the PTA-CI;
- 6.1.4 Conduct an annual LNA with the Local Training Officers of the groups and ports prior to the development of the annual L&D plans;
- 6.1.5 Monitor and evaluate the current L&D programs being implemented;
- 6.1.6 Develop programs and incentives for the BOC Pool of Trainers; and
- 6.1.7 Review and update, if necessary, all policies and guidelines related to the implementation of L&D programs of the Bureau.

6.2 Curriculum and Training Materials Development Section

- 6.2.1 Design and develop POI / modules and training materials, including power point presentations, quizzes, and examinations, among others, for each functional area of the Philippine Customs Administration with the assistance of the BOC Pool of Trainers;
- 6.2.2 Manage and maintain the BOC Online Learning Portal (i.e., registration and enrollment of employees, uploading of online modules, password resetting, among others);
- 6.2.3 Search and coordinate with outsource training providers for subject matters falling outside the expertise and mandates of the Bureau; and
- 6.2.4 Process the accreditation of BOC as CPD program provider with the PRC.



6.3 Training Delivery and Coordination Section

- 6.3.1 Lead in the facilitation of all trainings, seminars, workshops, symposiums, etc.;
- 6.3.2 Prepare pre- and post-activity materials: attendance sheet, registration form, evaluation form, reimbursement of expenses, etc. (checklist for pre- and post-activity attached as **Annex A**);
- 6.3.3 Coordinate with the members of the BOC Pool of Trainers with regard to their availability and interest to act as resource person;
- 6.3.4 Coordinate with Local Training Officers of groups and ports for the nomination and participation of personnel in L&D programs;
- 6.3.5 Coordinate with other government agencies, and private entities, for the conduct of other L&D programs, application, or nomination to scholarship and fellowship opportunities apart from the ones provided by the BOC;
- 6.3.6 Coordinate with EAO for the processing and conduct of international capacity building program invitations; and
- 6.3.7 Process the approval of Customs Personnel Orders (CPOs) of L&D programs subject for execution and commencement.

6.4 Administrative, Logistics, and Support Section

- 6.4.1 Handle all concerns relative to office supplies and equipment management and inventory and facilities maintenance and management;
- 6.4.2 Process all logistical needs for the implementation of L&D programs (i.e., training venue, meals / catering, accommodation, service vehicle, among others);
- 6.4.3 Supervise the creation, receipt, maintenance, storage, use and disposition of office records, including not limited to certificates of completion and appreciation, monitoring and evaluation tools, personnel records, etc.; and
- 6.4.4 Manage the production and reproduction of training materials under the supervision of the Curriculum Development Section.



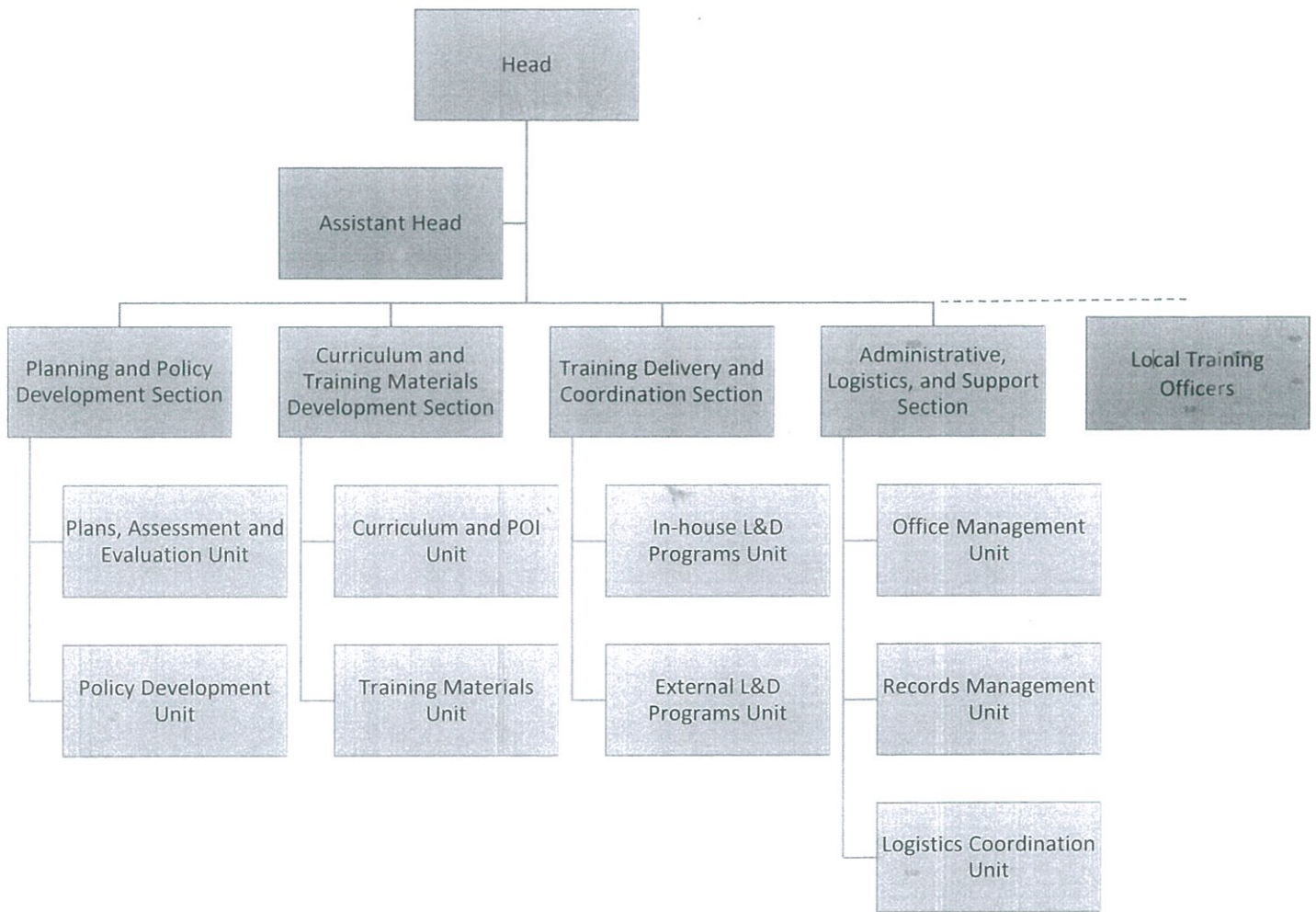
Section 7. Duties and Obligations of Local Training Officers. The following are the duties and obligations of a local training officer:

- 7.1** Conduct LNA in their Collection Districts / Group in coordination with the LDMO;
- 7.2** Develop an "Annual L&D Plan and Commitment" for their Port / Group based on the results of the LNA;
- 7.3** Coordinate with LDMO in the implementation of their Annual L&D Plan (e.g., Request signature and approval of CPO, request for budget allocation for the training, provision of Program of Instruction (syllabus), among others);
- 7.4** Coordinate directly with the members of the BOC Pool of Trainers, outsource lecturers and/or external training providers relative to the conduct of the Ports / Groups' L&D Plan;
- 7.5** Distribute CPOs and other communications related to L&D programs to concerned personnel in their Port / Group;
- 7.6** Prepare pre- and post-activity materials: attendance sheet, registration form, evaluation form, reimbursement of expenses, etc. with regard to the conduct of their L&D programs;
- 7.7** Actual facilitation of the L&D programs of the Port / Group (ex. hosting, assisting of resource persons, etc.);
- 7.8** Coordinate with LDMO all L&D related invitations received from external training providers and organizations;
- 7.9** Prepare and submit Post-L&D report, consolidated Post-participation Reports from the participants and the consolidated evaluation forms to LDMO after the conduct of an L&D program for issuance of Certificates of Completion by LDMO; and
- 7.10** Perform other related functions as may be necessary.

The LMDO shall issue a corresponding Customs Special Order annually for the renewal of the designation of the Local Training Officers.



Section 8. Organizational Structure.





Section 9. Saving Clause. All other orders and issuances, not inconsistent with the provisions of this order, shall remain valid unless the same will be repealed or amended accordingly.

Section 10. Repealing Clause. This Order hereby repeals CMO No. 04-2022 and other customs issuances that are inconsistent herewith.

Section 11. Separability Clause. If, for any reason, any part or provision of this CMO is declared invalid, the other parts or provisions hereof which are not affected thereby shall remain in full force and effect.

Section 12. Effectivity. This Order shall take effect immediately and shall last until the LDMO has been permanently created under a law.

BIENVENIDO Y. RUBIO
Commissioner



APR 01 2024



**ANNEX A
LEARNING AND DEVELOPMENT ACTIVITY MANAGEMENT CHECKLIST**

Before Activity

CONCERNS	PARTICULARS	Done	Not Done	REMARKS
1. COMMUNICATIONS				
a. Discussion of implementation of the Approved L&D Plan / L&D Request / L&D Invitation				
	Review the L&D request / invitation (course description, objectives, target participants, budget, etc.)			
	<i>*if not included in the training plan*</i> Review / draft the Program of Instruction / Module of the course to be implemented			
b. Preparation of documents:				
	List of Participants (with approved Nomination Form from the Port/Office Admins signed by the District Collector/Chief) Coordination with the Resource Persons, including formal invitation Draft Disposition Form (requesting approval of the commencement of training, budget, and personnel order)			
	<ul style="list-style-type: none"> - <i>Canvass at least three (3) service providers (Venue/Meal/Accommodation)</i> - Computation of budget and resource requirements - Customs Personnel Order for Participants and for Resource Speakers, if personnel of the Bureau 			
	Indorsement/Memo and Technical Specifications regarding logistical needs to General Services Division			
c. Follow-up / Confirmation of the Resource Persons and Participants to the L&D intervention				



2. LOGISTICS

a. L&D Venue

Venue reservation / Pencil Booking
 Room layout (banquet, board meeting, classroom, etc.)
 Internet Connection
 Electricity Charge
 Lighting & ventilation
 Space for Catering
 Secretariat's Area
 Registration Area
 Comfort Room for male and female
 Prayer Room
 Fire Exit

b. Training Equipment, etc.

Sound system
 Microphone / Lapel
 Extra Laptop
 Pointer / Clicker
 Projector
 Wide screen
 Whiteboard / Eraser / Whiteboard
 Marker
 Flagpole
 Lectern / Podium
 Extension Cords
 Webcam / Camera

c. Transportation and Accommodation

Accommodation and transportation of resource persons and facilitators, including flight booking and baggage allowance (training supplies)

- Air & Land Transportation
- Coordination w/ Local LGU (travel Restrictions)
- Room assignment

Accommodation and transportation of participants, including flight booking

- Air & Land Transportation
- Coordination w/ Local LGU (travel Restrictions)
- Room assignment



Coordinate schedule of travel of resource persons and / participants
Storage and logistical requirements for high risk/ fragile / high value equipment of the bureau used for training (ex. Drug analyzers, cameras, ammunitions, fuel, etc.)

d. Meals

Requirements (AM snack / PM snack / Lunch)
Menu (Special dietary needs)
Flowing coffee/ water/ tea
Candies, nuts, chips (during sessions)

3. CONDUCT OF TRAINING

a. Training Aids, Supplies and Materials

Necessary training materials to be requested from the General Services Division

Speaker's profile for introduction

Participant's Training Kit

- i. Envelope
- ii. Pen
- iii. Notebook
- iv. Book/s
- v. Handout/s
- vi. Training Identification Card
- vii. Link for Online Registration and After-Training Requirements (Post-Participation Report, Evaluation and Impact Survey)

Learning Aids:

- i. Handouts / Reading Materials
- ii. Books /
- iii. Power Point Presentations

Activity and Exam Kits (e.g., icebreakers, pre-test, and post-test)

Other L&D Materials

- i. Backdrop
- ii. Invocation
- iii. National Anthem



mb

- iv. Frontliners Commitment to Service
- v. Panunumpa ng Kawani ng Gobyerno
- vi. House Rules
- vii. Attendance Sheet
- viii. Registration Form
- ix. Name Plate
- x. Certificate of Appreciation and Completion
- xi. Mabunying Aduana
- xii. BOC Informational Videos & other Training Videos

During Activity

CONCERNS	PARTICULARS	Done	Not Done	REMARKS
	a. Venue Preparation			
	Assigning of Seats			
	Distribution of Training Kits			
	b. Registration			
	Welcoming and ushering of participants			
	Registration of participants			
	c. L&D Proper			
	Opening Program			
	i. Prayer & National Anthem			
	ii. Panunumpa ng Kawani ng Gobyerno & Frontliner's Commitment to Service			
	iii. Introduction of the Course and the Participants			
	iv. Recognize Presence of Officials *if applicable*			
	v. Opening Remarks			
	vi. House Rules			
	vii. In case of emergency,			



*explanation of
evacuation plan of
the bldg.*

- Ice-breaker Activity
- Introduction of Resource Speaker/s
- Assisting of Resource Speaker during L&D
- Energizers
- Closing Program:
 - i. Closing Remarks*
 - ii. Mabunying Aduana*

d. Documentation

- Tape recording / transcribing proceedings
- Taking of minutes / notes
- Photo-ops

e. Supervision of Catering Services

f. Distribution and collection of Evaluation Forms

g. Administrative reminders regarding course requirements (PPR, Evaluation Forms, etc.)

h. Awarding of Certificates of Appreciation to the Resource Speakers

After Activity

CONCERNS	PARTICULARS	Done	Not Done	REMARKS
a. Ensuring cleanliness of the venue after the activity				
b. Inventory of supplies / materials after the day's session				
c. Post L&D Documents	Submission of actual list of attendees for recording in the database of training participants Liquidation of expenses Payment of suppliers Processing and analyzing results of the L&D evaluation			



MASTER COPY
mm

Drafting and submission of
Post-Learning and
Development Report
Consolidation of submitted
PPR and checking of
compliance with the standard
training requirements
(attendance / exam)
Dissemination of Certificate
of Completion to the
participants, including copies
to be filed at the HRMD

**d. Proper filing of L&D-related
documents for reference (hard copy
and soft copy)**

Bureau of Customs
CENTRAL RECORDS MGT. DIVISION

**CERTIFIED TRUE COPY
OF THE ORIGINAL**


MARGARET G. MANALAYSAY
Administrative Officer V

Page 6 of 6 of CMO No. 05-2024 (Annex A)



Gate 3, South Harbor, Port Area, Manila 1018
+63 (02) 8705-6000, +63 (02) 8527-1968 | www.customs.gov.ph | boc.cares@customs.gov.ph