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SOME ASPECTS REGARDING THE TRAINING STRATEGIES AND MODERN METHODS OF TRAINING

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Abstract

The article analyzes professional training requirements for Customs officials on the example of the Romanian Customs Administration. Strategies of development of any organization as well as their interconnection are considered. Attention is focused on the main objectives of the Training Strategy and peculiarities of the Moodle e-learning system.

Key words: professional training requirements, the Human Resources Strategy, the Professional Training Strategy, methods of developing professional activities, e-learning, the Moodle e-learning system.

Introduction

For the good organization and development of the activity, every institution must conceive and follow 3 main strategies: the *Organizational Strategy*, the *Human Resources Strategy* and the *Professional Training Strategy*.

Besides these, the good course of the training activities requires **implementing other specific documents** such as:

Training Needs Analysis (best practices guide);

Annual Training Plans;

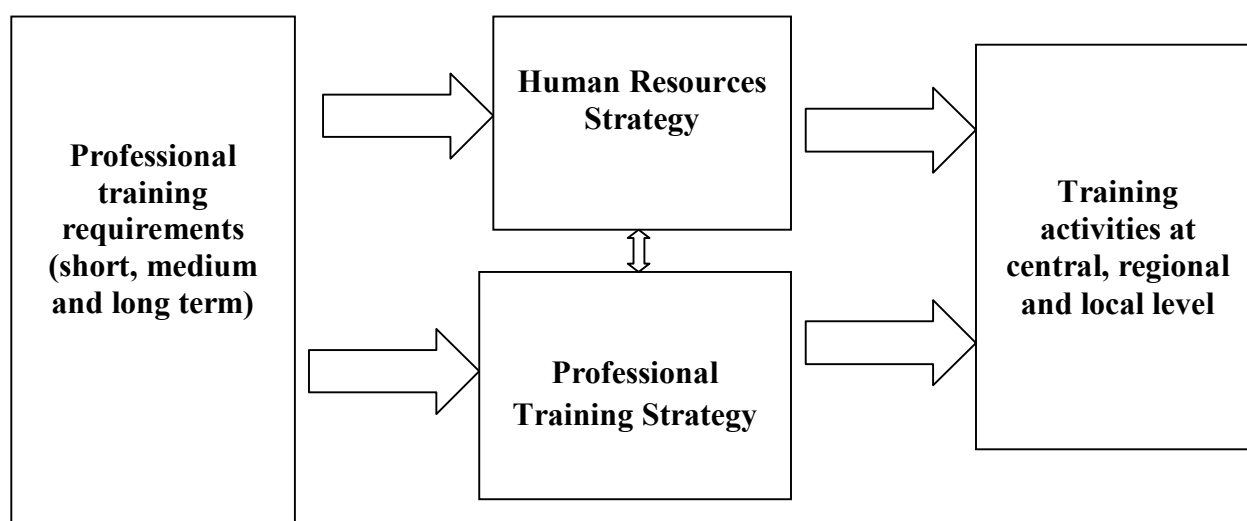
Internal (methodological) Norms;

Trainers Catalogue;

Courses Catalogue;

Procedures, standards, methodologies (e.g. *Cascade Training Model*, *Standards for trainers evaluation*).

The Professional Training Strategy is a part of the other two mentioned above. The connection between the Human Resources and the Professional Training Strategies is shown in the following chart:



On the left side of the sketch short, medium and long term training requirements are depicted, which must be included in the professional training plans within the Customs administration. Through the Human Resources and Professional Training Strategies, these requirements turn into staff training activities at central, regional and local level.

The Human Resources Strategy is very important in the successful implementation of the Professional Training Strategy. This pattern proves that human resources and professional training, as guiding elements of the strategy are intertwined.

The professional training of public servants in the Romanian Customs Administration is a dynamic and very important process in the general framework of a good operation of the customs institution and its promotion by managers at all levels is necessary, in order to obtain a body of customs experts professionally well trained. The Professional Training Strategy has reached its third generation already (2004-2006, 2007-2009 and 2010-2014).

Generally, the Professional Training Strategy defines the objectives, principles, instruments and methods of development and evaluation of the training activity. Also, in this document the perspectives of the training development are mentioned.

Usually, in our customs administration, the Professional Training Strategy is made up of the following elements:

1. Purpose, mission, role;
2. Analysis of the actual system;
3. Objectives of the activity (short, medium and long term);
4. Implementation Strategy Plan (this Plan contains measures, deadlines and responsibilities);
5. Methods of developing professional activities.

The Mission of this Strategy is to support the training in the Romanian Customs Administration, in order to join the European customs “family”.

The Professional Training Strategy is based on basic principles which reflect the good practice in the development of the training field. The basic principle is the one through which is

seen that the most advantageous investment of an institution is the forming and training of its own employees. Another principle refers to the necessity of a continuous training through the entire career.

The main objectives of the Training Strategy are the following:

The development of a functional training system according to the Human Resources and Training Policy;

Constant increase of the training efficiency by improving the organization of the training structures, by employing trainers, improving the programs and evaluation systems;

Providing an efficient management in the training tracking process;

Conceiving a single plan for all the training actions development at the customs administration level by taking into account the proposals of the central, regional, local and individual structures;

Improving the training facilities;

Emphasizing the principle according to which each and every employee has to be trained at the right time;

Increasing the awareness of the entire staff on the role and importance of the training in the career development;

Informing the entire staff on general information regarding the implications of the European adhering process over their current activities;

Including the business field requirements in all the training plans and programs;

Revising permanently the Training requirements.

Regarding the **methods** of developing professional training activities, we consider that blended-learning is the most significant of all.

This method implies two stages in the professional training activity.

1. Online individual study (e-learning)

2. Strengthening the knowledge gathered through class sessions, exercises, study cases (know-how).

From our experience we have learned that some problems could be raised by the implementation, managing and developing of an e-learning system.

The Moodle system is a modern, efficient and effective e-learning platform, which ensures granting an unlimited number of access accounts and which benefits of a free software on the Internet.

This system has been implemented in the Romanian Customs Administration in 2009, through a Twinning Project with the Customs Administration of Finland.

If until now, the Romanian Customs Administration has benefited from collaboration projects, we believe that now we can be considered also provider of know-how in the field. As a proof on this line, we have to mention the fact that in December 2012, our training team succeeded installing an e-learning system for the Customs Service of the Republic of Moldova. This system currently runs, with approximately 60 training materials available to all customs officers of the Republic of Moldova.

Summary and concluding remarks

Considering the results above-mentioned, we propose ourselves to **offer specialty advice** to other national customs administrations, in order to implement the Moodle e-learning system.

Thus, the program chart of this activity is the following:

1. The installation of the system (which implies the analysis of the IT system on which the Moodle system is set and the software installation).
2. The customization of the system (establishing the name, layout, structure and primary administrators).
3. The training of the main users of the system (administrators, course creators, and teachers).
4. The installation of some course modules on the platform (the courses found on the World Customs Organization CLiKC platform).

The length of each of these stages is from 3 to 5 days. The installation activities can be performed in English or French language.

Practical experience of the Romanian Customs Administration confirms the fact that for the good organization and development of the activity, every institution must conceive and follow 3 main strategies: the Organizational Strategy, the Human Resources Strategy and the Professional Training Strategy, which predetermines introducing up-to-date methods of teaching.

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POSSIBLE APPROACH TO THE ORGANIZATION OF EDUCATIONAL PROCESSES IN THE CUSTOMS TRAINING CENTERS

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Abstract

Foundation of new training educational institutions or changing a status of a training center (transformation of the Customs training Center to the Customs Academy) sets complicated tasks to determine its organizational structure and insure an efficient training process.

For the solution of above tasks some efforts were made in this article based on the system approach to bring out core elements of educational process and factors affecting on efficiency and manageability of educational processes. Sole criterion of efficiency is training of highly professional specialists with knowledge of relevant legislative base and strong skills in organization of Customs procedures. The approach described in the article is based on the following: optimal structure of the Customs training center – developed training facilities – usage of effective training models – organization of training process based on information technologies. One more feature of this approach is based on the proposal to widely use the simulation models of Customs procedures for upgrading listeners' practical skills.