

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.

JEL Classification: I21, I23, I25

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

Arif Aliyev

Customs Academy of the State Customs Committee of the Republic of Azerbaijan

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.

Key words: process structuring, educational process, model of education, simulation system, efficiency of education process, manageability of education process, management outlines.

Introduction

Training of highly qualified Customs personnel along with other urgent problems of Customs administrations is a rather complicated issue. To identify basic components of the educational process and factors which influence education structuring of the process was made (see pict.1). Consequently basic components of the educational process are: teachers/lecturers, listeners and educational models as well as the factors impacting the educational process – the motivation of lecturers and listeners, the level of equipment of training premises with computers and simulation models, organization of full-fledged practice of listeners in the Customs authorities. An advantage of the structural presentation of the educational process is a possibility to identify the outlines of the training management. All the components and factors of the educational process are described quite in detail below.

1. Structuring of the educational process

First of all, structuring of the educational process allows considering the process systematically and identifying frameworks of management. Under this approach, we have defined the basic elements (educational models, teachers and listeners) as well as the factors influencing the effectiveness of the educational process. We have also established the factors by means of which the ability to change the level of the educational process can be achieved. These factors include a demand, a purpose, teaching models, a computer database as well as a level of organization of the educational process and practice of listeners. The main element of the management frameworks is a system of evaluation of the educational process.

Before we proceed to specific measures directed to increase of the educational process efficiency, let's structure the educational process for identification of components and factors influencing this process.

As it can be seen from the structural chart of the educational process (picture 1) the main components of the educational process are the following: models of actual education process, a level of organization of educational process and a system of effectiveness evaluation.

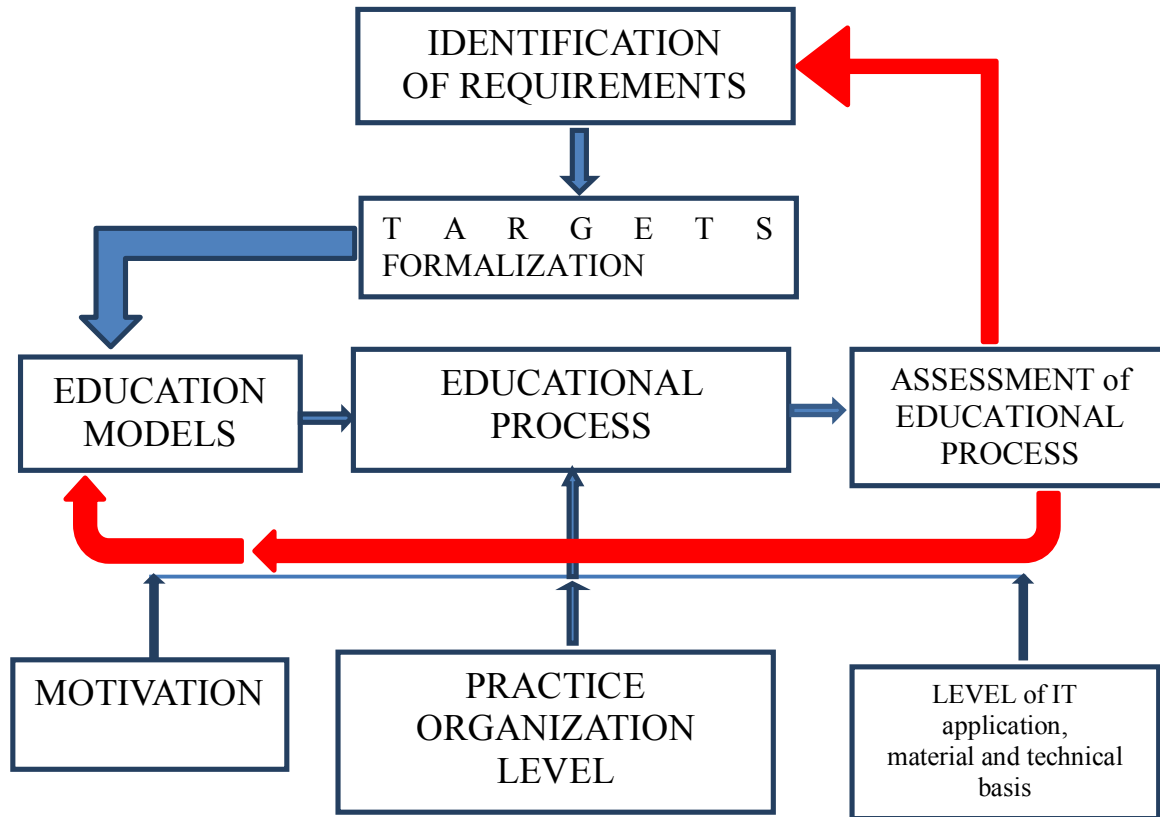
5 core components impact the effectiveness of the educational process:

- availability of lecturers' motivation to share knowledge with their listeners and listeners' motivation to acquire knowledge, so mutual interest is required;
- wide use of information technologies (IT) during the educational process;
- material and technical basis, which allows to simulate work of Customs administrations;
- usage of effective educational models;
- level of organization of trainees' practical training.

An advantage of the structural approach to the organization of the educational process is that the structural chart obviously describes channels of educational process management.

For account of which factors could the management process be improved? Such factors include changing the demand for training Customs officers, creation of new education objectives, selection of the most effective education model, broad use of information technologies and effective organization of training process by simulation of real Customs officers' duties.

Picture 1. Structured educational process



2. Organizational stages of the educational process

The first stage of the organization of the educational process is formulating the education objectives and identification of demands for Customs officers training. Obviously any Customs Academy graduate, having knowledge of the legislation base, should also be a professional at Customs control and procedures, a fiscal function and be familiar with basic operational investigation activities. In general, he should be a highly qualified specialist.

The formulated criterion is a qualitative one and its implementation may be fully insured by the educational process effectiveness evaluation system based on the Bolognese evaluation system. The need for training Customs officers should be determined by the Human Resources Department of the State Customs Committee together with other departments. They establish a quantity of students and a scope of specialties. If the training doesn't produce expected outcome then, apparently, the number of students should be reduced and a scope of specialties should be corrected.

3. Optimal structure and equipment of a training center

Effectiveness of the educational process in many respects is dependent on a correct selection of a training center's structure and technical equipment of its facilities.

We'd like to bring your attention to special lecture halls. **These lecture halls should be sufficiently equipped to make possible simulating of actual work of Customs departments**

and border posts, for example, to simulate the operation of a “single window” or Customs clearance process, which is going on automatically at the border posts and in the Customs departments of the Republic of Azerbaijan. **Consequently, the abovementioned simulation systems reflecting the full complex of the Customs authorities’ goals are to be implemented in the special lecture halls – “Customs post” and “Customs management”.**

In order to improve practical skills of trainees it’s reasonable to establish “**situational laboratories**” in the Customs training centers, where students will be able to try out the technology of Customs examination on real means of transport as well as detect counterfeit and smuggled goods.

4. Effective educational models

While having an optimal structure of the training center and a material and technical basis of lecture halls, the other important issue connected with the organization of educational processes arises. Training methods, training models used and informational support facilitate the efficiency of the training process in total.

A leading role in the educational process belongs to the teacher. Obviously different teachers apply verified training methodologies, but at the same time they should take into account “standard models” (Program SCIBM 2010) used in the international practice. At present the following “educational models” are widely used:

- “classic models”;
- “presentation models”;
- “trainees’ group work models”;
- “situational models”;
- “simulation models”.

Every “educational model” should meet the following requirements: to insure establishing an integrated “conceptual” environment and a dialogue between teachers and students, development of skills for taking “group decisions”, analysis of situation and practical experience.

Every “educational model” should be supported by a material and technical basis of lecture halls facility, a relevant software and informational support, which are the main requirements for the organization of effective educational process. The training premises should be fully computerized and equipped with interactive displays with “online” internet connection.

The most effective means for organizing the rational training process is information technologies (IT). Therefore the creation of the Azerbaijan Customs Academy’s data portal is being planned now. The main function of the data portal consists in creation of the single information base of the training process as well as placement of software for each of the disciplines (Technical task for creation of the “educational-informational portal“ of the Customs Academy 2013).

In other words, the portal is to provide teachers with all required normative and legal information together with applied software applicable for practicing Customs procedures, for example, completion and verifying of Customs declarations, modeling of “single window” operation at the Customs borders, drawing up an infringement protocol, etc.

In order to expand a number of Customs officers with a greater level of their professional skills a “**distant learning**” tool is planned to be implemented within the scope of the portal.

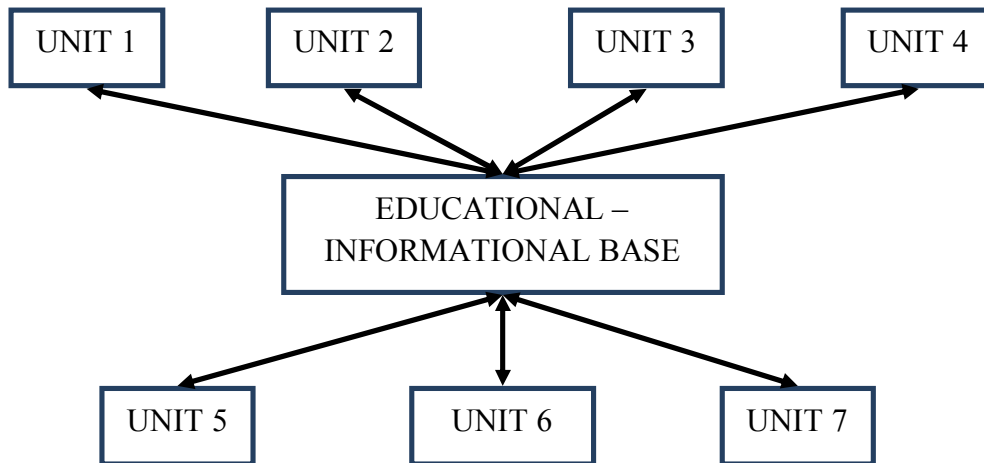
In this connection all educational programs and professional literature will be listed within

the disciplines on the portal.

The educational-informational portal will provide as well general information on the Customs Academy structure, admission requirements, the Academy current activities, etc.

Considering abovementioned a functional scheme of the educational-informational portal is presented in Picture 2 (Technical task for creation of the “educational-informational portal“ of the Customs Academy 2013).

Picture 2



The educational-informational portal should include the following units:

- creation of electronic copies of documents (customs-administrative, educational-methodological and in the area of adopted regulations) (Unit 1);
- applicable programs used in the educational process (Unit 2);
- applicable programs provided for “distant learning” (Unit 3);
- structure of the Customs Academy, information about its activity (Unit 4);
- learning process evaluation system (Unit 5);
- applicable programs providing automated internal circulation of documents (Unit 6);
- test system (Unit 7).

Summary and concluding remarks

Therefore, the basic stages of organizing an effective educational process are the following:

- development of modern optimal structure of a Customs training center;
- creation of a material and technical basis of training premises;
- creation of a prepared pedagogic staff;
- utilization of efficient “educational models”;
- broad use of IT in the educational process.

In conclusion, we would also like to emphasize that the creation of special lecture halls, which should simulate the activities of Customs border posts and Customs departments, as well as "situational laboratories" will help train Customs officers more effectively. Creating "the educational-informational portal" on the basis of the interactive mode, in its turn, will fully

automate the educational process.

References

- Program SCIBM “Support of border integrated management systems in South Caucasus” (Instructor’s training materials) 2010, Tbilisi, Georgia
- State Customs Committee of the Republic of Azerbaijan 2013, *Technical task for creation of the “educational-informational portal“ of the Customs Academy*, Baku, Azerbaijan