

# WCO E-LEARNING PROGRAMME TRAINEES' GUIDE



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# 1. Introduction

- **Note**

The platform you are going to use is a training management tool which gives you access to the WCO e-learning programme.

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

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

- **How to use this manual**

This manual is divided into chapters which introduce you to the various functionalities offered by the e-learning tool.

You will find a detailed explanation of each functionality. However, if you want to get to grips with the training management tool straight away, just follow the step-by-step procedures set out in the blue boxes.

Example:

- Action 1
- Action 2

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

With these assists, you should soon be 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](mailto:elearning@wcoomd.org).

We hope this manual will make interesting reading.

## 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:

- Pentium II, 500 MHz , 128 Mo RAM
- 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
- Screen resolution : min. 800x600 (1024x764 pixels recommended)

- **Software specifications**

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

- Internet Explorer 5 or above
- Macromedia Flash Player 6 or above
- Acrobat Reader 4 or above

- **What if I don't have this software?**

It can be downloaded and installed free of charge.

For Internet Explorer, proceed as follows:

- Open your browser
- Go to <http://www.microsoft.com/windows/ie/worldwide/ie6sp1/downloads.msp>
- Click on the language of your choice
- Click on the version of Windows which applies to you
- Click "Download"
- Follow the instructions on the screen

For Macromedia Flash Player, proceed as follows:

- Open your browser
- Go to [http://www.macromedia.com/shockwave/download/download.cgi?P1\\_Prod\\_Version=ShockwaveFlash](http://www.macromedia.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash)
- Click "Install now"
- Follow the instructions on the screen

For Acrobat Reader, proceed as follows:

- Open your browser
- Go to <http://www.adobe.com/products/acrobat/readstep2.html>
- Click "Download"
- Follow the instructions on the screen

### 3. Connecting to the e-learning modules

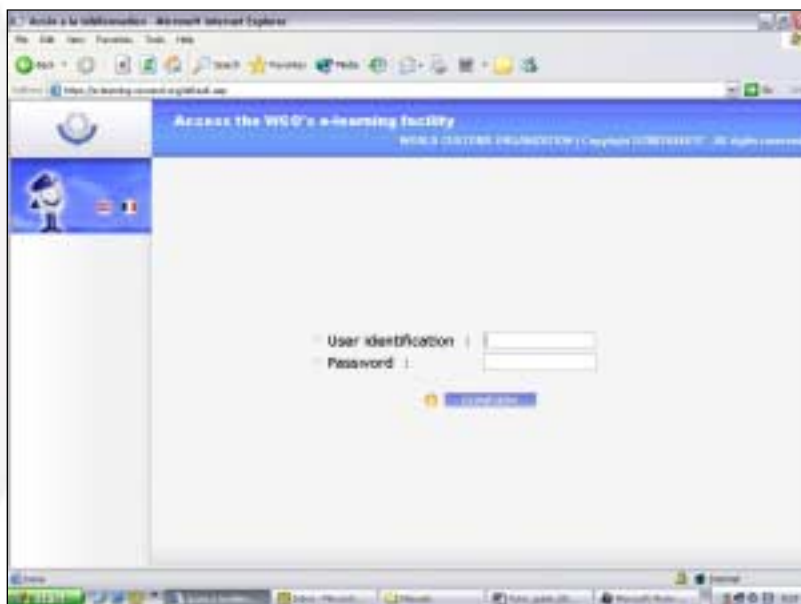
- **Accessing the e-learning tool**

The WCO e-learning facility (training management platform and course modules) is available on the Internet.

- Open Internet Explorer
- Type <http://e-learning.wcoomd.org> on the address bar

You will then see the screen shown opposite.

**!** Use Internet Explorer to access the e-learning platform. No other browsers are suitable for the moment.



- **Connecting to the e-learning tool**

Connect to the e-learning facility by using the personal codes (User identification and password) which you have received from the national co-ordinator who is responsible for this WCO programme in your Administration. **These two codes are strictly personal.**

- Click on the "User identification" field
- Key in your User identification
- Click on the "Password" field
- Key in your password
- Click "Confirm"
- Click "Yes" on the pop-up which will appear at this point

This will bring you to a screen which is described in part 4.

**!** To access the platform and modules in another language, click on the corresponding flag. You can do this at any time when you are connected to the platform.

**!** If your browser closes when you enter your user identification and password, you are probably using Windows XP with Service Pack 2, or software which blocks pop-ups. To solve this problem go into Internet Explorer, select Pop-up blocker in the Tools menu, and select Turn off pop-up blocker.

For problem-free operation it is also advisable to deactivate all pop-up blocking software (Yahoo bar ...)

## 4. The main menu

Once you are connected to the platform, the home page will be displayed and the following menu will appear to the left of your screen.

The various functionalities offered on this menu are explained below:

- **Home:** Back to home page.
- **Access the training:** Access the e-learning courses.
- **Communication zone:** Access the personal profiles of all the trainees in the group to which you are assigned and send e-mails to trainees and tutors.
- **Quit:** Back to log-in page.



## 5. How to view the e-learning modules

- **Viewing the modules**

Here's how to connect to the modules in order to follow the training course.

- Click "Access the training"

Training profile	Description	Estimated time	Statistics
Customs valuation / Evaluation des Marchés	Scripte of the e-learning path on Customs Valuation, Valuation Controls and Post-Customs Audit / Fiche de description de la formation en matière de l'évaluation des marchandises, des contrôles de l'évaluation et des contrôles a posteriori	22h00	0 / 0 / 0 / 0 / 0
Valuation agreement / Accord d'évaluation des Marchés	Course on the WCO Agreement on the Valuation of Goods / Cours sur l'Accord de l'OMC sur l'évaluation des marchandises	11h00	0 / 0 / 0 / 0 / 0
Customs Controls / Contrôles douaniers	WCO e-learning path on Customs controls: Practical e-learning by CPMS for its profiles learners	20h00	0 / 0 / 0 / 0 / 0
Customs valuation controls - Practical cases / Contrôles de la valeur des Marchés - Cas pratiques	Interactive cases and research tools / Cas d'actualité, exercices à posteriori	7h00	0 / 0 / 0 / 0 / 0
Harmonized System / HS Système	Sample training path for the Harmonized System training made of 30 modules / Parcours de démonstration de la formation au Système harmonisé composé de 30 modules	0h00	0 / 0 / 0 / 0 / 0
General		4h00	0 / 0 / 0 / 0 / 0

The screen shown below will be displayed.

The training paths assigned to your group(s) will appear in a table.

This table provides some general information about each path (description, estimated study time, and your personal statistics).

! If no training path is displayed, your administrator may not have assigned you to a training path, or it may have expired. Contact your usual manager, or [elearning@wcoomd.org](mailto:elearning@wcoomd.org).

- In the left-hand column, click on the training path desired

The training path summary, which is in fact a list of the various modules or elements making up that path, will then be displayed.

! The colour of the links will show what stage you have reached within the path.

- **Blue link:** the module has not been consulted at all.
- **Orange link:** the module has been consulted in part.
- **Green link:** the entire module has been consulted.

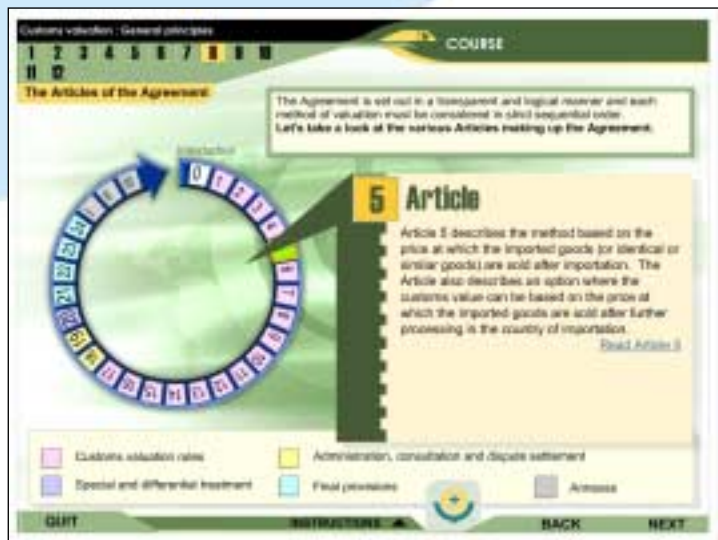


- Now click on the module of your choice to run it

! You can select a different language for certain modules, while the platform will remain in English or French:

- Click "Language"
- Tick the language of your choice
- Click "OK"

The general presentation of the modules is as shown on the screen below. Now you can familiarize yourself with the content of the module.



! Depending on how your computer is configured, you may see a message asking if you wish to display non-secure items. If this happens, just click "Yes" to continue viewing the module.

! When clicking on a module, if you see the screen background, followed by a message saying that your Internet connection speed is too slow: there are several possible causes for this problem. Your Internet connection may be overloaded, and too slow to connect you to the modules, or it may be that there are particularly strong

security options blocking the downloading of the modules. We advise you to contact your network administrator.

- Once you are in the module, you can return to this summary by clicking "Quit"

- **Viewing the details and statistics**

This functionality lets you see the various statistical data, such as the time spent on each module, the scores obtained and your degree of progress.

- Click "Access the training"
- Click "Details"

The pop-up shown below will appear.

This table presents the statistical data about you which are stored on the platform.



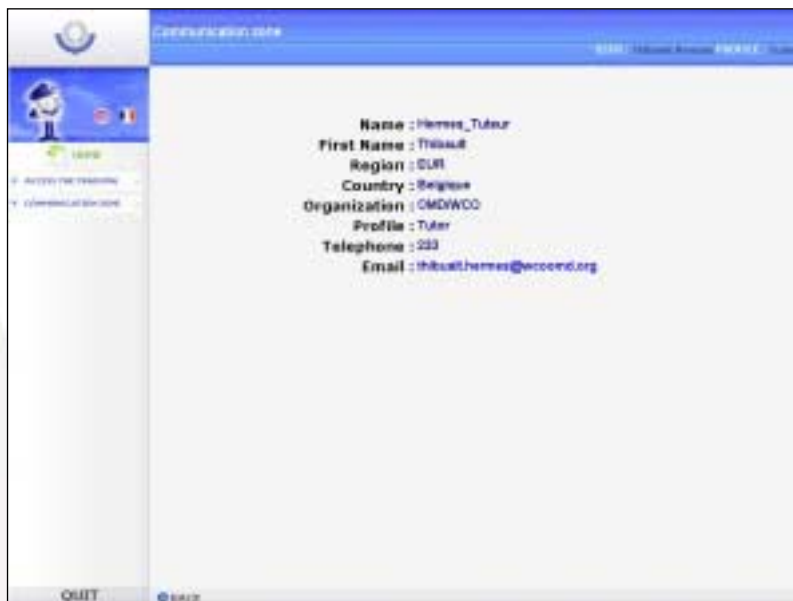
Training path	Date of first connection	Date of last connection	Estimated Duration (h)	Consulting Duration (min)	Degree of progress (%)	Test results	Description of the training path
Customs Controls / Contrôles douaniers	4/11/2004	13/5/2005	20h10	4000	96	DETAILS	DETAILS

To obtain, respectively, your scores for all the evaluations you have taken and a description of each module in the path selected:

- Click "Access the training"
- Click "Details"
- Click "Details" again in one of the two columns on the table which will appear



The screen shown opposite will then be displayed.



- Click on the e-mail address if you would like to send him/her an e-mail

! If you don't have e-mail software (e.g., Outlook, Eudora) installed on your computer, you will have to copy the e-mail address and paste it into the "To" field in the messaging facility you normally use.

## 7. Your first visit?

Start your training with the module entitled **Introduction**. This will give you a chance to familiarize yourself with the structure of the modules and the navigation options.

## 8. Updates

Despite our best efforts, you may find minor errors in the modules. 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: [elarning@wcoomd.org](mailto:elarning@wcoomd.org)

