



**World Customs
Organization**

WCO VIRTUAL REALITY TRAINING PROJECT

The First Two Newsletters

December 2022 & March 2023



project.vrt@wcoomd.org



WCO Virtual Reality (VR) Training Project

- Newsletter



Newsletter #1 – December 2022

WCO Secretariat makes a bold move towards VR-assisted Customs capacity building

Foreword by the Director of the Capacity Building Directorate

Technology is transforming training at an accelerated pace. Experiential learning technologies such as Virtual Reality (VR) have revolutionized learning for both training providers and learners.

Creating real-world experiences, integrating theory and practice and generally accelerating learning are only some of the advantages of the use of experiential learning technologies.

In this regard, the World Customs Organization (WCO) made a bold move to new technology-assisted capacity building by introducing the WCO VR training project with the financial support of the Customs Cooperation Fund of Korea (CCF-K).

In this newsletter, we wish to provide you with the latest updates concerning this project.



Dr. Taeil Kang

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The first seven VR kiosk installations have been completed

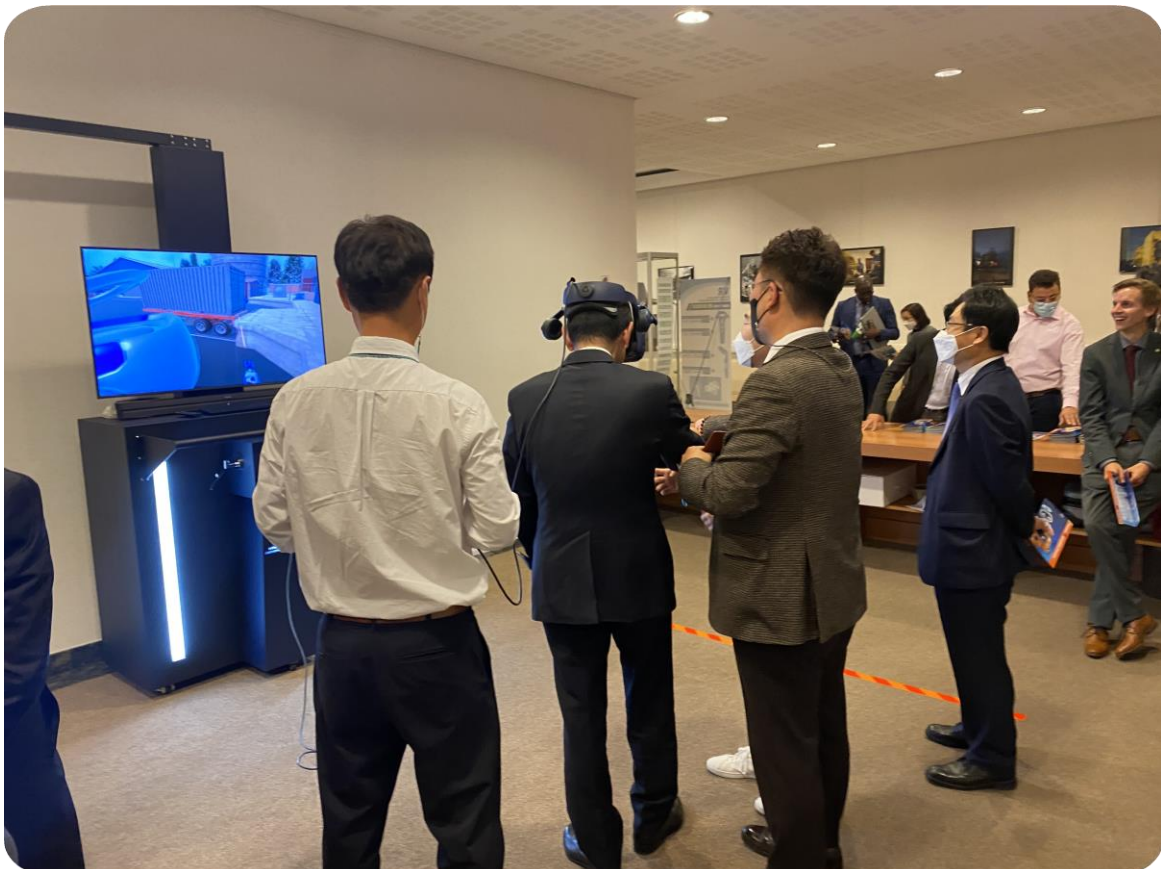
RTC Korea and WCO Headquarters

The installation of the VR training kiosk at the WCO Headquarters took place on 9th November 2021 and preceded the abovementioned installations.

Even before the installation at the WCO Headquarters, the very first VR kiosk and training was developed and established in RTC Korea in September 2021 to support Customs officials in learning and understanding the basic procedures of physical inspection on containerized cargo at a maritime port.

With the help of VR devices and a cyber master, a trainee is requested to select one of three individual scenarios and detect contraband items such as drugs, counterfeit goods and arms smuggled in imported cargo.

RTC Korea, Korea Customs Service (KCS) and WCO Secretariats contributed to the program production and provided materials on drug smuggling cases with pictures, advice on preparatory steps, inspection scenarios taking into account risk indicators from the WCO Risk Management (RM) compendium.





RTC Thailand

RTC Thailand organized a handover ceremony with respect to the recently delivered and installed Virtual Reality Training (VRT) set of equipment. The WCO Director of Capacity Building, Dr. Taeil Kang, as the initiator of the project himself, delivered a speech during this ceremony regarding the WCO's and his vision on the utilization of new technologies and on the modernization of building Customs capacities.

He also highlighted that with the generous financial support of the Customs Cooperation Fund of Korea, who made an investment of almost one million euros, thirty-two WCO Regional entities will receive the same VRT kiosk. It is noteworthy that RTC Thailand was the first beneficiary to receive it. Furthermore, a dedicated team assisted the meeting participants to experience the virtual reality cargo inspection training.





RTC Saudi Arabia

The VR training set was successfully installed at the newly built ZATCA's Academy building (WCO RTC) with high appreciations from those present. The opening ceremony was held on 18 December 2022 participated by Mr. Hamad

A. Alhumaidi, Human Capital Deputy Governor HQ-Riyadh, Dr. Taeil Kang, WCO Director, Capacity Building and Mr. AbdulAziz A. Bawazeer, ZACTA Academy General manager HQ-Riyadh, Head of the WCO RTC Saudi Arabia.

During the event, a representative from ZATCA discussed with Dr. Kang their plan to further develop as many VR training scenarios in Arabic as possible for the benefit of Customs officials in the region. Before the ceremony, Dr. Kang and Mr. Hamad A. Alhumaidi shared views and exchanged ideas on how to reinforce cooperation between them for the regional capacity building.





RTC Jordan

The VR training set was installed in December 2022 at the premises of the WCO RTC Jordan. Mr. Eng. Jalal S. Al-Qudah, Director General of Jordan Customs Department welcomed Dr. Taeil Kang, WCO Director, Capacity Building at the meeting before the opening event on 20 December 2022 and thanked him for his continuous support to the region. The Assistant Director of Jordan Customs Department, as well as the Head of WCO RTC Jordan participated in the event to test the VR training set.

All officials shared common views that the RTC has a critical role to play to upskill regional officials for adopting new technologies including VR. They also expressed the need to develop VR contents in Arabic languages and their willingness to purchase more VR headsets with contents installed directly on them for easier and wider experiences.





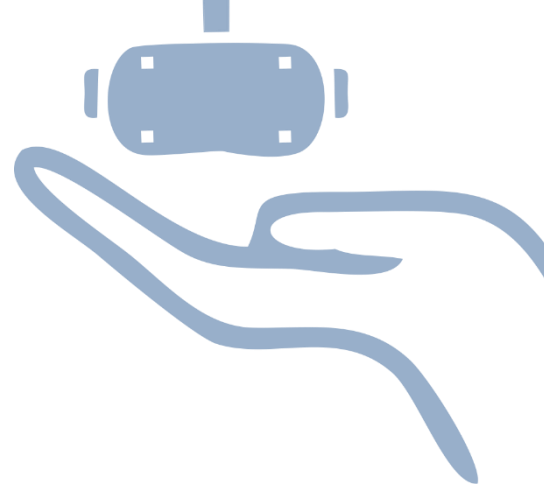
RTC North Macedonia

The Regional Training Centre (RTC) Skopje and the Customs Administration of the Republic of North Macedonia hosted an equipment handover ceremony related to the recently delivered and installed Virtual Reality Training (VRT) set of equipment. The Director General of the Customs Administration Ms. Slavica Kutirov MSc expressed gratitude and honor of being the pioneer in the region in using modern technology in customs training. "The system will be used for advanced training of customs officers and should contribute to the improvement of their risk analysis skills during inspections and controls of goods" stated Ms. Kutirov. She also noted that this is yet another project in a row, supported with the generous financial support of the Customs Cooperation Fund of Korea, dedicated to capacity building and facilitating Customs modernization process.

At the beginning of the ceremony Ms. Mi Jang, Assistant Director at Customs Human Recourse Development Institute (CHRD), Korea Customs Service, delivered a presentation about the use of VR in Customs training, emphasizing that this is a beginning of continuous upgrade on the existing examples and development of new areas of significant importance for customs administrations.

A dedicated team assisted the meeting participants to experience the virtual reality cargo inspection training. The visit of RTC Korea delegation was used to exchange best practices and experience in training of Customs officers.





RTC Hong Kong, China

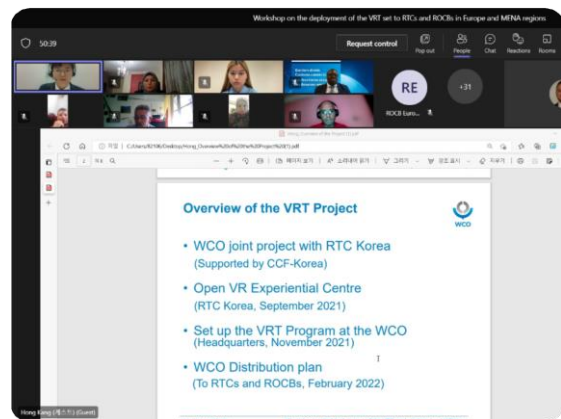
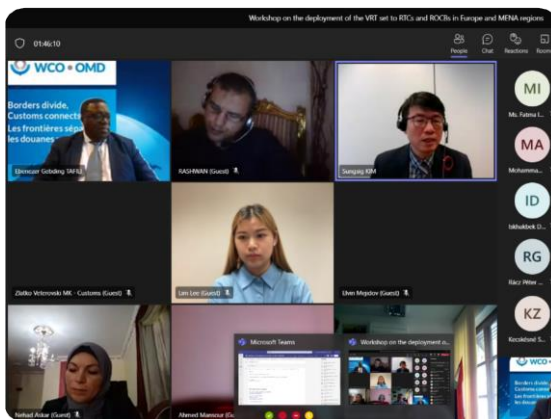
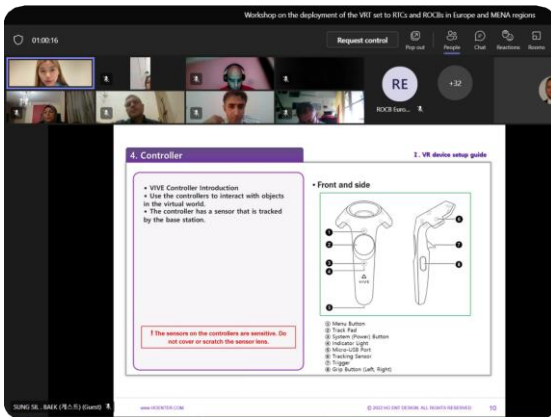
The installation of the VR training set was also performed at the premises of the WCO RTC Hong Kong, China in December 2022. Delegates from Korea Customs Service (KCS) joined Mr. Eddie Lai, Hong Kong Customs College Senior Superintendent during the VR training launch event.

The participants had the opportunity to experience the VR training and to exchange views on the evolution of experiential learning technologies and their utilization for Customs capacity building purposes.



Regional Workshops

Delegates of the beneficiary ROCBs and RTCs from all six WCO Regions were invited and participated in regional workshops which were delivered online. The total number of participants approximated two hundred. The series of workshops started in September and finished in December 2022. The presentations made by the WCO Secretariat and HO Ent, the provider of the VRT set, provided an overview of the VR project, presented the components of the VR training kiosk, introduced the installation procedure and summarized the project's three milestones.



For queries, please do not hesitate to contact: capacity.building@wcoomd.org

WCO Virtual Reality (VR) Training Project

- Newsletter



Newsletter #2 – March 2023

WCO's VR Training Project Powers Ahead

Foreword by the Director of the Capacity Building Directorate

I am pleased to share that the 14th meeting of the WCO Capacity Building Committee and the 18th WCO Global Meeting of Regional Entities recently took place. During these meetings, it was exciting to witness the positive reception of the WCO Virtual Reality (VR) training initiative by both delegates who physically participated at the WCO Headquarters and the ones who joined the meetings online. In addition to expressing their appreciation for the initiative, delegates expressed a keen interest in seeing the project continue to develop new trainings and expand its outreach beyond the beneficiary-WCO Regional Entities globally. I was also able to share my vision concerning utilizing the VR kiosks not only for the purpose of accessing training modules but also for accessing the Metaverse.

I am pleased to report that the WCO continues distributing and installing the VR kiosks to the premises of the WCO Regional Training Centres and the WCO Regional Offices for Capacity Building. I urge you to continue reading this newsletter to stay up-to-date with the latest developments.



Dr. Taeil Kang

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10 Out of 15 Shipped VR Kiosks Now Installed and Ready for Use

ROCB Europe and RTC Azerbaijan

The VR kiosk was installed at the premises of ROCB Europe and RTC Azerbaijan on January 21st and January 23rd, 2023, respectively. A handover ceremony was held at ROCB Europe on January 24th, 2023.

The importance of the Customs VR training initiative was highlighted by Mr. Shahin Baghirov, Acting Chairman of the State Customs Committee of the Republic of Azerbaijan, Dr. Tael Kang, and Dr. Gulu Novruzov, Chief of the Academy and Director of the WCO RTC Baku.

In addition, Mr. Konstantinos Mourtidis, Vice Chair of the WCO Europe Region and Director General of Customs and Excise of the Independent Authority for Public Revenue of Greece, delivered his congratulatory remarks through a pre-recorded video.





RTC Mauritius

The Prime Minister of the Republic of Mauritius, Hon. Pravind Kumar Jugnauth, inaugurated the Port Surveillance Command Centre at MRA Customs on Monday 06 February, 2023, in the presence, amongst Dr. the Honourable Renganaden Padayachy, Minister of Finance, Economic Planning and Development, the Chairperson and Director-General of the MRA.

Dr. Taeil Kang and the Management Team of the MRA, Representatives of the US Department of Justice and Drug Enforcement Administration (DEA) were also present. On the same day, the WCO VR training kiosk was also made available to the RTC Mauritius.





RTC Kazakhstan

On February 13, 2023, the State Revenue Committee of the Ministry of Finance Republic of Kazakhstan hosted a meeting of the SRC Chairman, Zhanalinov Daniyar, with the Director for Capacity Building Directorate of the WCO, Dr. Taeil Kang. The Chairman noted that the SRC pays great attention to the cooperation with the WCO, supporting the WCO's capacity building tools.

Dr. Taeil Kang expressed his gratitude to the Chairman for the opportunity to meet, noting that Kazakhstan has made a significant progress in Customs administration during the cooperation. According to Dr. Kang, the introduction of automated processes can serve as an example of best practice for many WCO Member countries.

In the afternoon, the launch ceremony of the WCO VR training was held at the Training Methodical Center of the SRC. The Deputy Chairman Bakytzhan Slyamov and Dr. Taeil Kang exchanged welcoming speeches.

Bakytzhan Slyamov thanked the World Customs Organization, as well as the Customs Cooperation Fund of Korea for the equipment provided. He underscored that the use of VR technologies is a window into the future. Innovations in the educational process will also allow the trainers of the Regional Training Center to create modern approaches, methods and models of training.





RTC Kyrgyzstan

Following the installation of the VR kiosks and the subsequent trainings of trainers on 13 and 14 February 2023, a launch ceremony took place on 15 February at the premises of the RTC Kyrgyzstan. Mr. Beishenaliev Ruslan Kushtarbekovich, Head of International Department and Ms. Toktogulova Gulmira Moldobekovna, Deputy Head of the RTC Kyrgyzstan welcomed the WCO delegation that comprised of Dr. Taeil Kang and Mr. Hong-Ik Kang, Technical Attaché.

The participants of the ceremony underscored, among others that endeavors such as the WCO VR training project greatly contribute in changing and improving the Customs capacity building landscape.



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**32 VR sets donated to
26 Regional Training Centres
and 6 Regional Offices for
Capacity Building**



**VR set composed of:
VR Kiosk // 2 Base Stations //
PC // 50-Inch Screen //
2 VR Controllers //
VR Headset**



2 VR-based trainings:
- Cargo Inspection at a
Maritime Port
- Air Cargo Clearance
(emphasis on e-commerce)



**Funded by the
Customs Cooperation
Fund of Korea**

