JAKARTA, 29 – 30 NOVEMBER 2018

WELCOME TO
INDONESIAN CUSTOMS AND EXCISE TRAINING CENTER
Indonesian Customs and Excise Training Centre

an institution designed to develop, plan and conduct training programs in the field of Customs and Excise
MAIN FUNCTIONS

- Reviewing customs and excise learning programs
- Planning, arranging and developing learning programs
- Arranging and developing curriculum
- Preparing and developing competencies of Widyaiswara (instructors)
- Conduct learning programs
- Reporting and evaluating learning performance
Employee Profile
By Gender

- Male: 63
- Female: 22

Employee Profile
By Position

- Structural: 53
- Instructor: 16
- Staff: 16

Period of November 2018
FACILITIES

19 Classroom
1 Multipurpose Hall
For 120 people capacity
3 Mini Auditorium
For 80 people capacity
1 Mini Office

1 Library
2 Computer Laboratory
Each capacity for 30 people
4 Dormitory
For 200 people Capacity
1 Dining room,
Fitness, billiard, karaoke
Our Business Process

Learning Need Analysis (LNA) → Schedule Arrangement

Is it a new Program?
- Yes → Term of Reference → Curriculum → Instructors → Material
- No → Recommendations for Development of Learning Programs

Acquiring Learning Solutions → Program Validation

Valid → Learning Activities (facilities, infrastructure, instructors) → Deliver and Deployment

Post Learning Evaluation → Training Evaluation

Examination?
- Yes → Question Preparation
- No → Question Validation

Graduation Process → Exam Preparation & Execution

Certificate Issuance → Learning Impact Measurement
“The Learning Value Chain

| Learning Needs Diagnosis | Acquiring Learning Solutions | Deliver & Deployment | Learning Impact Measurement |

Process to analyze, design, create, develop, and run learning solutions as needed in Learning Needs Analysis
We call it as ISD – Instructional System Design
What is

Instructional System Design

A set of learning plans and arrangements that contain goals, objectives, description, syllabus subject, and learning methods.
Purpose and Objective

Instructional System Design

- As guideline for preparation and development of learning design
- Giving technical instructions in preparation and development of learning design according to the expected needs
- Giving standards in the preparation and development of learning design
Instructional System Design

- Program Term of Reference
- Learning Guideline
- Teaching and Learning Plan
- Question Script Framework
What is Validation of Learning Program

An activity carried out to ensure that a learning program is prepared appropriately and carefully to answer the human resource development needs of the organization.
### Component and Indicators

#### Validation of Learning Program

**Component**
- Curriculum (ISD)
- Learning Methods & Program Structure
- Instructional Media
- Learning Evaluation
- Learning Participants Requirements
- Instructor Competency

**Indicator**
- Suitability of:
  - Basic competencies with competency standard
  - Learning Indicator with basic competencies
- Suitability of Learning method with basic competencies
- Proportion between theory and practice
- Suitability of Learning media with learning method
- Evaluation of learning
- Question Script Framework
- Training participant requirement
- Suitability of Teaching experience from instructor
Training Instructor

- **Internal**
  - Widyaiswara/Instructor

- **External**
  - Technical Unit
  - Practitioner

Instructor Recommendation
“The Learning Value Chain

Learning Needs Diagnosis → Acquiring Learning Solutions → Deliver & Deployment → Learning Impact Measurement

Process to transfer all learning materials to learning participants, and to make sure that they apply what is learned to their workplace (Facilitating Skills)
Preparation of Learning Delivery

Input
- Learning Calendar
- Program
- Materials
- Instructor’s Recommendation

Process
- Meeting between Training Center with DG’s representatives

Output
- Schedule of Learning

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Learning Delivery

Input
- Learning Calendar
- Program
- Materials
- Appointed Instructor
- Participant
- Infrastructure

Process
- Classical
- Blended
- E-learning
  - Synchronous
  - Asynchronous

Output
- Completion of Learning Programs

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Process to monitor, assess, evaluate, and make improvements to the process, output, and outcome for learning solution to ensure an increase in organization performance.
Learning Measurement Impact

Gives higher impact to organizational target
4 LEVEL LEARNING MEASUREMENT BY KIRKPATRICK

Level 1 – Reaction
Measure participants’ satisfaction/reaction

Level 2 – Learning
Measurement in the increase of knowledge or intellectual capability of trainees

Level 3 – Behavior
Extent measurement to which the trainees applied the learning and changed their behaviour

Level 4 – Results
Measurement in the increase of trainees/organization performances occur as a result of the training and the support and accountability package
Trainees satisfaction is measured by questionnaire. The questions on the questionnaire includes:
- 6 questions about training delivery
- 2 questions about the facilitator
- A question about trainees opinion before joining training
- A question about trainees opinion after joining training

Training recommendation is given by using **Impotance Performance Analysis (IPA)** in order to give quick response to the trainees complaints.
LEARNING EVALUATION
LEVEL 2-LEARNING

TRAINING

AFTER

PASS / FAIL

THEORITICAL EXAM

PRACTICAL EXAM

ACTION LEARNING

CLASSICAL LEARNING

SEMINAR

COURSE

REFRESHMENT TRAINING

ETC

NON TRAINING
POST TRAINING EVALUATION

LEVEL 3 BEHAVIOUR
- 360° Questionnaire
- Interview

LEVEL 4 RESULT
- Verifying post-training metrics (quality, output) against pre-training metrics
- Interview
Profile
Of
Customs and Excise
Training Center
BASIC MILITARY TRAINING

- Training materials include but not only limited to:
  - Shooting practice
  - Disassemble and reassemble
  - Maintenance weapon
  - Survival and martial arts
- Five weeks long
- Trainer are from Army Special Forces
BASIC TRAINING ON CUSTOMS ADMINISTRATION

• Business process on customs and excise administration
• Goods classification based on Harmonized System
• Basic Customs Auditing
• Basic Tax Regulations
• For new employees
• 40 days (8 days field training)
FUNCTIONAL TRAININGS

- System and procedures on importation
- Analyzing customs valuation document
- Analyzing goods classifications based on HS
- Analyzing FTA document
TRAINING ON REVENUE

TREASURY OF REVENUE

TECHNICAL TRAININGS

- Accounting technique of revenue treasury
- Assurance management technique
- Technique of repayment of customs and excise revenue
- Application system of revenue treasury
- 13 days
TECHNICAL TRAININGS

- Very special training
- Intelligent
- Shooting practice
- Entailing, targeting, surveillance and contra surveillance
- Investigation and raids
- 28 days
IT-based learning through Kemenkeu Learning Center
Thank You

- Customs and Excise Training Center -
  2018
FACILITIES of the CETC

Classroom

Library
FACILITIES of the CETC
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Dormitory

Dining Hall