

## **PTA Customs Institute with BOC Delegates Complete the 3<sup>rd</sup> Cycle Capacity Building - KOICA Fellowship Program, August 25 – September 7, 2024, Korea**

Five (5) delegates of the Philippine Tax Academy - Customs Institute (PTA-CI) and 10 delegates from the Bureau of Customs (BOC) completed the KOICA Fellowship Program - Third Cycle Capacity Building for the Establishment of the Customs Training Institute held last August 25, 2024 to September 7, 2024, in Korea. This program highlights technology transfer with the needed technical knowledge and skills shared by the Korean Customs Service's (KCS) key officers as identifying marks of their development experience.

Mr. Antonio J. Han, the Managing Director of KOICA expressed high expectations from the participants and promised to model Korea Customs experience to support the Philippines in building its training institute. Vice Chancellor Dr. Elizabeth B. Pableo of the PTA Customs Institute presented the Country Report to include the current status and challenges of the Philippine Tax Academy and Customs Institute in the presence of experts from the Customs Human Resource Development Institute (CHRDl) and Korean Institute in Development Strategies (KDS). Comments shared by the experts highlighted the key areas needed during the presentation.

The introduction of Basic Korean Language and Culture made the beginning and middle part of the fellowship program more interesting with some demonstrations in the use of the basic Korean conversational sentences. Field visits to central and regional laboratories were included from Pangyo going to Cheonan, Jinju, and Gimpo areas that showcased the characteristics of the customs operations facilities with their sophisticated analysis systems and equipment for ensuring quality inspection and customs clearance procedures.

Lectures on the KCS course development process, annual plan development, satisfaction measurement, policies, guidelines, and world-class course offerings have provided a more holistic understanding of how important learning and development initiatives are to the success of the Institute. In addition, the delegates were truly motivated and inspired by the international cooperation activities between the World Customs Organization (WCO) and KCS.

Lectures on Leadership, Conflict, and Change Management were outstanding and very appropriate for BOC and PTA-CI officers who were able to discover their inner strengths and were allowed to reflect on how to become better leaders and individuals.

The delegates were required to submit Project Concept Papers, one for BOC and one for PTA-CI as the final output of the capacity building program which were presented during the closing of the program for possible pecuniary assistance from the KOICA in coordination with KOICA Philippines. The BOC project was on the establishment of the knowledge management system while the PTA was on the establishment of the PTA center for training and development. The PTA delegation is composed of Atty. Noemi B. Alcala-Garcia, Chancellor, Customs Institute; Dr. Elizabeth B. Pableo, Vice Chancellor, Customs Institute; Dr. Ferdinand L. La Puebla, Chief Education Program Specialist, Learning and Development Division; Jeffrey S. Ledesma, Information Technology Officer III, Information Technology Division; and Jerrah Jun P. Lapi-an, Training Specialist III, Customs Institute. They all received their certificates of participation.

Chancellor Alcala-Garcia delivered the closing and response message to KOICA with profound gratitude for sharing their best practices, innovations, and world-class facilities.

