

المملكة المغربية
Kingdom of Morocco



وزارة الاقتصاد والمالية
Ministry of Economy and Finance



Customs Training Institute

Forty years of service in training and strengthening of skills





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Created in 1975, the Customs Officers Training Center (COTC), erected in 2015 in the Customs Training Institute of (CTI) constitutes the principal instrument for implementing the training policy adopted by the Customs and Excise Administration (CEA) aiming at ensuring vocational training for the various categories of its officers and those from partner institutions and organizations.

In this way, the CTI plays a strategic role in strengthening the skills of customs officers and in the evolution of national and international cooperation with regard to training through a range of training sessions provided there.

■ ■ STRENGTHENING OF CUSTOMS OFFICERS SKILLS

Within the national plan, CTI deals with :

- Support for recruitment of management staff and officers of CEA to ensure several training cycles per year;
- Contribution to the establishment of a pool of temporary internal trainers (AIV) by assuring them training as trainers;
- Preparation for the taking up of responsibility positions and,
- Training for expanding the knowledge of CEA staff members.



■ ■ DEVELOPMENT OF NATIONAL COOPERATION

CTI supports several training actions on customs, information and extension techniques for national partners, in particular :

- Finance General Inspection ;
- Exchange office;
- Ministry of Foreign Affairs and Cooperation;
- Higher Institute of Magistrates;
- Auxiliary Forces Management School;
- Royal Police Institute;
- Courts of accountants;
- Chambers of Commerce;
- Universities;
- Forwarding association.



■ ■ REVITALIZATION OF INTERNATIONAL COOPERATION

The contribution of CTI to the strengthening of international cooperation with regard to training has led to :

- The commitment with regard to the World Customs Organization (WCO) for the organization and/or mentoring of training addressing WCO member countries in North Africa, Near and Middle East regions (MENA);
- Strengthening of cooperation with the Moroccan International Agency, related to the Ministry of Foreign Affairs and Cooperation within the framework of the international initial training cycle organized by the CTI, in particular for granting of scholarships to participants coming from partner customs agencies;
- Opening of the international initial training cycle for foreign trainees selected by the National Customs School of Tourcoing and benefiting from scholarships granted by the French government or by the country of origin within the framework of the agreements signed between CTI and the said school;



- Exchanges in training with the National Customs School of Tunis within the framework of the twinning agreement between the CTI and the said school.

■ ■ OFFER OF CTI DISTANCE AND FACE-TO-FACE TRAINING

In addition to face-to-training organized in classrooms and to better meet the needs of training, the CEA has set up a remote training facility for the timely offering of complete and interactive “turnkey” training, bearing on customs techniques and related activities. This training method is used in support of the initial training and within the framework of in-service training.



■ INITIAL TRAINING

This refers to training participants on the basic principles of customs activities. For national trainees, initial training is provided for new recruits and other officers coming from the CEA :

- higher officers: managerial staff, administrators engineers;
- middle managers: technicians;
- officers of the observation branch (brigades officers).



This training is also provided for the benefit of personnel connected to foreign customs services.

Up to today, 6.500 participants benefited from initial training of whom nearly 834 managerial staff related to partner customs administrations: Gabon, Central African Republic, Congo, Guinea Conakry, Mauritania, Comoro, Benin, Togo, Niger, Mali, Democratic Republic of the Congo, Chad, Equatorial Guinea, Guinea Bissau, Madagascar, Rwanda, Burundi, Haiti, etc.

The participants in the international cycle of initial training having met the required conditions for success received a diploma jointly signed by CTI in Casablanca and the NCS (National Customs School) Tourcoing.

Content adapted to the populations targeted

The initial training cycle provided to officers of the CEA consists of a core course followed by integration training for the positions of assignment. It also includes military training carried out with partners of the Customs Administration, in particular the Royal Armed Forces (RAF).

The international initial training cycle as well as the initial training provided by members of CEA is organized around :

- **The legal Customs environment** : agreements and conventions, customs legislation and regulations ;
- **Technical education** bearing on the major customs topics regarding procedures, cash, origin, value, economic systems, taxation, accounting, monitoring and prevention, collection of revenue ;
- **The training modules and seminars on related activities** : administrative drafting, CEA information system, ethics and integrity, audit practices and

ethics within CEA , management of commercial operations, the function/activity of forwarding agent, management of goods at the port level, etc.



■ IN-SERVICE TRAINING

- Training at intermediate and refresher level

This training is intended to develop professional knowledge of customs personnel in activity and improve skills to allow them to adapt the requirements to the professional advancement. The training catalogue includes actions selected annually to be carried out.

- Preparation cycles for relief staff

This refers to training cycles for preparation for management duties within CEA. The cycles are short term and normally last no more than three months. Several cycles are organized within this framework: cycles for preparation for positions of scheduler, of receiver, of brigade head, or subdivision head, etc.



- Training of internal temporary trainers

In the framework of the constitution and strengthening of a pool of internal temporary trainers the CTI organizes training of trainers by blended learning for the managers of CEA.

- 100% distance training open to all CEA personnel

To promote e-Learning among the customs community and to encourage access to training the CTI launches annually and in parallel to blended training, 100% e-learning on a wide range of subjects.

■ TRAINING FOR THE BENEFIT OF PARTNERS

This training has the aim of meeting the needs expressed by various partners and popularizing new CEA products.



■ HUMAN, MATERIAL RESOURCES AND INFRASTRUCTURES

■ HUMAN RESOURCES

- A **pedagogical team** composed of 14 trainers selected from among upper managers with strong potential and wide experience in the field and recognized in the professional fields. Some are accredited by the World Customs Organization and/or the United Office against Drugs and Crime.
- An **administrative team** in charge of management of various administrative aspects of the CTI staff linked to the training action organized within the administration. This team also manages other aspects in connection with logistics and management of information at the Institute level.
- A **technical team** in charge of the technical script writing of distance training modules and the management of e-Learning training.

■ MATERIAL RESOURCES AND INFRASTRUCTURES

The CTI provides teaching spaces and administrative premises as follows :

- amphitheater (100 places);
- Two large halls (60 places each)
- Room dedicated to distance training (20 places);
- Three multi-purpose rooms (18 places each);
- One multimedia room (20 places);
- Meeting room;
- Office premises;
- Library with 60 seats for consultation and reading with a multimedia space and documentary collection of about 2,500 books accessible by electronic catalog on line under the heading "library" on the CEA Intranet portal;
- Cafeteria.



■ ■ CONDITIONS FOR ACCESS TO CTI

■ FOR FOREIGNERS (INTERNATIONAL INITIAL TRAINING CYCLE)

The applications are officially submitted by the customs officials of the countries of origin and sent by diplomatic channels to the Moroccan International Cooperation Agency.

The CTI also receives candidates selected by the National Customs School of Tourcoing.

The candidate must :

1. **Be 45 years old maximum;**
2. **Be the holder of a bachelor's degree or higher :**

- Issued by a public institution, or
- Issued by private higher education institutions duly supported by the equivalent accredited by the competent authorities and a copy of the equivalence decree



3. **Be a civil servant of a customs administration** or hold a promise of being hired by the customs administration of the country of origin;
4. **Be in a position to follow the training;**
5. **Be able to write and read French fluently.**

■ FOR NATIONALS



Officers newly recruited or promoted to higher grades benefit from initial training. Officers proposed by their own structures take part in in-service training and specialized cycles.

Customs Training Institute as seen by its graduates

Here I would like to testify on my own behalf about the Customs Training Institute (CTI) of Casablanca and especially what CTI meant for me.

I know that by doing this I might be taking the risk of not being exhaustive or not sufficiently getting through to all that the trainees who have succeeded at CTI think of this school and what it represents for all of us.

The Customs Training Institute is unique in that one really feels at home right from the very first day. Of course the Institute is located in Casablanca, but it belongs to all nationalities and continents.

The quality of learning, the professionalism of the teaching staff and devotion of the administration means that each trainee feels he/she owes something to this school. Even a long while after his/her stay the trainee knows and feels that he/she always owes something to CTI. It's a connection that always remains in place and that each trainee feels.

But beyond this affectionate and almost personal link CTI also means a group of strong values.

The very first one is indeed work. This refers to the constant and permanent search for excellence.

This personal requirement comes to the fore in each CTI trainee. This permanent effort that one gladly takes on only to last permanently

Each trainee, each trainer seeks to reach the best outcomes. At CTI one receives and one gives with the same energy and enthusiasm. There is a sort of passion about the work and application of the trainees.

CTI also means sharing. Sharing the experiences acquired, sharing knowledge and reflections. The international nature of this school makes it an exceptional venue. I do not know many schools in Africa or Europe that have such a composition, such diversity of origin and such richness in structure.

CTI is a wonderful family. One acquires and maintains great friendships. At CTI my neighbors were malians, my friends were gabonese, malagasy and guineans, my brothers were moroccan, and comrades from Togo, Haiti or Benin.

CTI also means a certain spirit and philosophy. Merit, in the respect of each and all. We were proud to be in this School. We still are even though far from that period.

CTI also means listening and consideration. The trainees are listened to and every day encouraged to have insight and to share their experience. Each bit of knowledge is appreciated. Each contribution is well taken into account.

To be honest, I learned a lot. I received a lot and like all African students I certainly gave back all that I learned. Without a doubt across the years and the comings and goings of the trainees, CTI has become an international customs entity, a family, an institution where traditions of friendship and fraternity have been built finally making CTI a really special institute. If CTI was an experience, I would advise each customs officer to test it out.

Today CTI has built up a reputation for seriousness, rigor and being an example. Each trainee becomes its flag carrier. Myself too, I always will be.

Mr. Ibrahim Yacouba,

Great Officer of the National Order of Niger
Minister of Transport, Niger Republic
(Trainee, CTI cycle 2006-2007)

It was during the international training cycle for student inspector at the Customs Training Institute of Casablanca that my vision of customs took another dimension.

Indeed my time at CTI constituted a decisive turning point in my approach to administrative management and in my vision of the activities of Customs.

I was lucky enough to have during my training as an inspector at CTI trainers of great experience and of international renown. So many anecdotes of exceptional moments come to my mind while writing these lines. I would need more than proof to inform you of the human and professional encounters that I have had, connections that I had made or the teaching I received for nine long months at CTI.

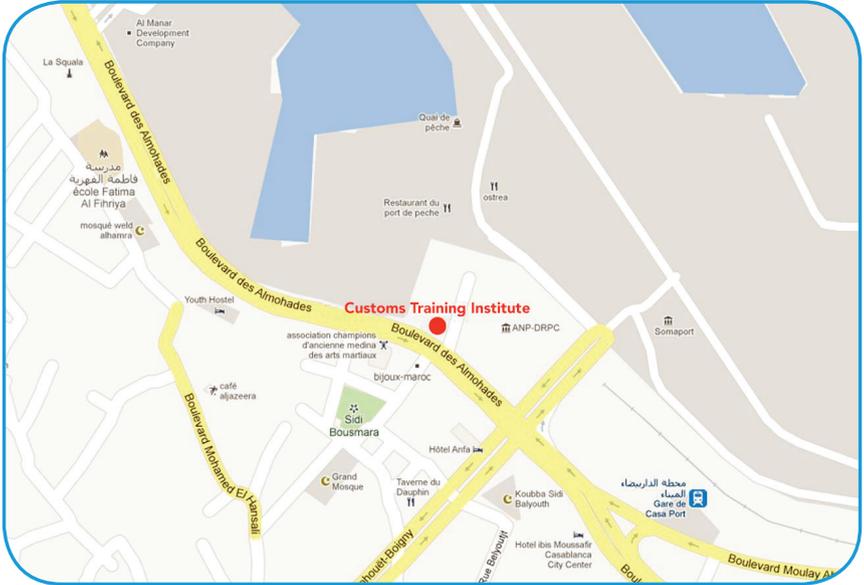
In a nutshell I could summarize CTI Casablanca in two words: “reference” for the quality of training and “platform” for the connections created for the customs services of francophone Africa.

Let me seize the opportunity to thank the CTI trainers for their professionalism, the administrative team for the quality of the training program and their availability, as and finally my customs officer colleagues of the 2000/2001 class for the family spirit that was present during the whole time of training. Also without further ado I would like to pay tribute to Mr. Djalali who for me is the pearl of the customs family, a model and mentor in tariff technology.

Mr. Ali Hamissi Moussa Mohamed,

General Manager of Customs Administration of
the Comoros Islands

(Trainee, CTI cycle 2000-2001)



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