

E-LEARNING GLOSSARY

AICC/SCORM

These acronyms stand for the international IT standards that are used in the e-learning environment. Their purpose is to standardize data formats, exchanges between lessons and quiz or “chunks” of content and the platform, etc.

The WCO modules and platform have been designed in accordance with these standards. This means that the various lessons and quiz will be able to interface with a platform other than the one used by the WCO. By the same token, the WCO platform can be used to host modules other than those distributed by the WCO.

ASYNCHRONOUS

Describes a situation in self-directed learning in which the trainee is not in real-time contact with the tutor or the members of his/her virtual class. Exchanges with the tutor or the other trainees are carried out by e-mail. Self-directed learning involves automated lessons, exercises and assessments, and presupposes a degree of autonomy on the part of the trainee.

BLENDED LEARNING

Type of learning which combines e-learning with traditional (or face-to-face) learning.

The addition of the e-learning element increases the effectiveness of the instructors’ intervention during the classroom sessions.

- Example 1: e-learning, used before the classroom instruction, enables participants to acquire all the necessary prerequisites.
- Example 2: e-learning, used before and after the classroom instruction, enables an evaluation of the skill levels acquired by the participants.

COURSE

Courses consist of a set of one to several lessons dealing comprehensively with general topics of international customs rules (Harmonized System, Customs valuation, etc.).

DEPLOYMENT

Consist of the installation of an entire system (LMS, modules, lessons, data base structure) on the secure intranet or internet network of a company or an institution.

Advantages:

Hosting the WCO e-learning programme enables a company or institution to benefit, on its own network, from:

- a comprehensive distance learning system (AICC and SCORM compliant); and
- interactive Customs training courses drawing on the unique expertise of the WCO.

The autonomous management of this complementary training tool allows to fully integrate the programme, and therefore even more effectively, in your company's training policy.

- Independent management of "e-training" by your teaching teams (induction level and further training);
- Add courses, or parts of courses, related to your fields of activity.

With this comprehensive, distance learning-oriented tool, a corporate training policy can be durably enhanced.

Deployment phases:

1. Validation of prerequisites (technical and functional)
2. Signing of the contract
3. Physical installation of the system
4. Training of people involved with the host structure
5. Follow-up and maintenance by the WCO

The technical prerequisites:

The system has been developed on the basis of widely-used technologies (ASP, SQL).

- Minimum server requirements
 - 1.4 GHz Pentium III server, 2Gb SD Ram
 - IIS 5
 - MS SQL 2000
 - Disk space : 2 Gb
 - Database size : approximately 50 Mb
- Minimum client workstation requirements (trainees' computers)
 - 500 MHz Pentium II, 128 Mb Ram
 - Internet Explorer 6
 - Flash 9
 - Minimum connection speed: 1 Mbs

The functional prerequisites:

- Technical staff
 - IT staff with a knowledge of network management
 - IT staff with a knowledge of SQL database management
- Training management
 - Head of Training
 - Trainers – Technical experts

E-LEARNING

Type of learning in which information technology and communications technology (e- for electronic), at all levels, are placed at the service of training activities. This term is used more specifically to describe a training facility whose main objectives could be defined as learning autonomy, distance learning, personalized training paths and the development of on-line training relationships.

FACE-TO-FACE

A term used to describe traditional, classroom-type learning.

FLASH

Development technology presented by Adobe. Flash is used to develop computer animations and interactive modules which are easily transmitted over the Internet. It has become a standard tool, both for e-learning and for other web developments.

The software required to read Flash programmes (Flash Player) is distributed free of charge.

HOST

Supplier of the applications service which enables a company/organization to use a piece of software without having to invest in a technical platform, by simply hiring the use of the service (service hire or users' rights).

LEARNING CHUNK (LESSON, QUIZ)

A granulated training means breaking the learning content into a large number of lessons and quiz (chunks), so that they can be combined in different learning paths to suit the level and expectations of each trainee. The chunk is the smallest discrete component used to construct an e-learning path. The fine granularity of the programme (breaking down the content into the smallest possible chunks) offers the maximum flexibility in the creation of personal learning paths.

- Example 1: All of the HS quiz chunks can be brought together to form an assessment path, separated from the HS lessons from which it belongs.

MODULE

Educational unit providing training on a specific Customs topic. The construction of the modules is a succession of animated educational sequences on electronic screen consisting of lessons and evaluation quiz to control the learning achievement. Lessons contain, rules, definition and mechanisms and auto evaluation exercises. Quizzes contain several questions with multiple choices. The score is registered to control the acquired knowledge. A module may be made up of several learning chunks (lessons and quizzes).

- Example 1 : Drug smuggling in corpore : Module consisting of a lesson, a case study, an assessment test and a questionnaire to be completed in the field.
- Example 2 : HS Section III : Module consisting of a lesson and an assessment test.

PERSONALIZATION OF TRAINING

This involves recognizing that the trainee is unique and offering him/her a learning environment and context (tools, content, learning method, schedule...) tailored to his/her level and needs.

PLATFORM OR LMS (LEARNING MANAGEMENT SYSTEM)

WCO application enables the design and management of educational content (both nature and form). The platform is a web site which is linked to a database.

This learning management tool administers several access levels: Trainee, Tutor and Administrator (other access levels, e.g., translator, can also be established). The functions available can be tailored to each profile.

PROFILES

The **TRAINEE PROFILE** provides access to the WCO learning paths and the communication zone which links trainees with the tutors who have been assigned to them (function for sending e-mails).

The **TUTOR PROFILE** offers the same functions as the Trainee profile. In addition, it allows the tutor to monitor all of the participants, individually or in groups, in a tutored learning environment. This makes it possible for the tutor to check the trainees' average connection time for each of the modules, as well as how often they access the training, the scores they obtain in the quizzes which form part of their learning paths, etc.

With the **ADMINISTRATOR PROFILE**, all the other possibilities offered by the platform can be accessed (registration of participants, managing profiles and learning paths...), making this a comprehensive learning management tool.

SELF-DIRECTED LEARNING

Form of individual learning which allows the trainee to follow a personalized learning path (pace, content, working time), using resources created for the purpose.

SYNCHRONOUS

Describes a situation in on-line learning in which the trainee is in real-time contact with the tutor or the members of his/her virtual class and can interact with them in "chat-room" mode or through video-conferencing.

TRAINEE

Describe any persons who receiving training. Depending on the rights they have been granted, trainees will be able to access a given number of training courses. They can view their progress and their test results.

TRAINEES FOLLOW-UP

Thanks to connections statistics and quizzes, the WCO e-learning programme enables measuring of the training impact. It allows an optimization of the process before (courses management and administration), during (path personalization) and after (progress evaluation).

TRAINING PATH

A collection of courses and/or modules selected from the catalog and compose a training unit assigned to the need of one or more persons. The training path is tailored to answer the need and constraint of the trainee, company or organization. It is completely flexible in its construction to obtain a personalized path.

- Example 1: Paths may be “consultation only” (the lesson chunks are brought together to provide a particular audience with information on a given topic), or they may be learning paths (the lesson chunks and quiz chunks together provide for both learning and assessment), or assessment paths (the quiz chunks are used to establish the level of a group of trainees).
- Example 2: Paths may be restricted to one Customs topic, or they may be comprised of chunks drawn from several different topics (a “Customs control” path could bring together all of the control-related modules, a “Customs induction” path could bring together all of the beginner-level lesson chunks).

TUTOR

This refers to the new generation of instructors who carry out their duties in a distance learning environment. They help the trainees to progress, in particular by performing assessment, monitoring and guidance functions.