



UNODC

United Nations Office on Drugs and Crime

BLO - Computer Based Training (CBT)

Workshop

5-7 May 2009, Son La, Viet Nam



**“Consolidation and Enhancement of the Border
Liaison Mechanism” Project I61**

Executive Summary

BLO - Computer Based Training Workshop 4-7 May 2009, Moc Chau Police HQ, Son La, Viet Nam

From 3-16 May 2009 Varat Phongthirasuwan was recruited as a CBT Consultant to conduct CBT installation and training for BLOs in Lao PDR and Viet Nam.

The three day workshop in Viet Nam was jointly organized by the Standing Office on Drugs Control of Viet Nam (SODC) and UNODC Regional Center's Project I61, "Consolidation and Enhancement of the Border Liaison Mechanism". The workshop was held from 4 to 7 May 2009 at the Moc Chau Police Headquarters, Son La, Viet Nam.

Achievements under the CBT workshop includes, installation of the CBT programme for 4 BLO computers and training of 4 selected participants from two BLO offices from Dien Bien and Moc Chau.

Participants from Viet Nam showed great enthusiasm and pleasure with the CBT programme and all performed well during the training.

Recommendation is made to conduct regular monitoring and analyze periodically the status and progress of BLO CBT. Support and troubleshooting will always be vital for sustainability however it is just as important to check the relevance and needs of BLO with regards to CBT training in order to identify and prioritize important issues that will reflect on future commitments.

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Background

Beginning in 2002 under the United Nations Office on Drugs and Crime (UNODC) the Project D91, “Development of Cross Border Law Enforcement Cooperation in South East Asia” introduced Computer Based Training (CBT) to Border Liaison Offices (BLOs) in the Mekong region comprising of Cambodia, China, Lao PDR, Myanmar, Thailand and Viet Nam. The implementation of CBT in BLOs across high risk border areas of the MOU countries was intended to build the capacity of law enforcers, providing them with the skills needed to deal with modern trafficking techniques and thus improve upon the effectiveness of law enforcement and stem the trafficking of illegal drugs.

Objective of the Assignment

The objective of the assignment was to implement CBT training for 2 BLOs in Viet Nam.

SCOPE OF WORK

- Install the CBT programme for 2 BLOs in Viet Nam (Dien Bien, Moc Chau) totalling 4 computers
- Train 4 Training Managers from 2 BLOs in Viet Nam
- Add 2 CBT training topics to the overall BLO training contents
 - 1) Control Delivery
 - 2) Interdiction Techniques for Identifying Precursor Chemicals

BLO CBT Training in Viet Nam



Group photo taken in front of Moc Chau BLO



Participants from Dien Bien BLO



Group exercise during the Workshop

Introduction to BLO CBT



1) BLO CBT Equipment

Each BLO conducting CBT training is provided with 2 computer sets and a printer. Each computer set is installed with the BLO CBT programme and comes with one headphone and a UPS for areas with an unstable electricity supply. The computers work as standalone machines and are used for one purpose, BLO CBT training. (Please refer to the Appendix for the full list of computer equipment inventory)

2) Training Manager

The supervision for each BLO CBT is managed by 2 Training Managers. Training Managers are responsible for planning/managing/overseeing all BLO CBT training in their respective area or province and looking after the BLO CBT computers in their care. (Please refer to the Appendix for the full list of Training Managers in Cambodia)

3) CBT Programme

The CBT programme uses the Student Management System (SMS) to manage student accounts and create customize training courses that can meet specific needs and requirements for each area or province. The SMS provides Training Managers with training records for students and multiple print formats of forms and certificate.

4) Training Modules

There are close to 50 training modules on a wide array of subjects offered under CBT training. Subjects available include drug ID, modern interdiction techniques to identify traffickers at land, sea and air border checkpoints. There are search techniques used for persons, cars, containers and aircraft. (Please refer to the Appendix for the full list of CBT training modules under the preinstalled training courses)

Introduction to BLO CBT (cont.)

5) Structure of Training Module

A standard training module consists of 3 components.

Pretest The Pretest is made of multiple choice questions used to test a student's knowledge on a respective training subject before the training commences.

Training BLO CBT training is a modern interactive training using high quality images, animation and video to clearly communicate to students, the knowledge and know-how taken from experts from all around the world. The training is provided in the local language of the country.

Post-Test The Post-Test is again made of multiple choice questions used to test a student's knowledge on a respective training subject after the training finishes. By comparing Pretest and Post-Test scores we can evaluate the effectiveness of the CBT training. The passing mark is 70%.

Outcome of the Workshop

List Of Border Liaison Offices (BLOs)

- 1) BLO Dien Bien
- 2) BLO Moc Chau

Summary of Main Tasks Completed

The three day workshop was jointly organized by the Standing Office on Drugs Control of Viet Nam (SODC) and UNODC Regional Center's Project I61, "Consolidation and Enhancement of the Border Liaison Mechanism". The workshop was held at the Moc Chau Police Headquarters, Son La, Viet Nam. The objective of the workshop was to provide CBT installation and training for two BLO offices from Dien Bien and Moc Chau.

Installation of the CBT programme was provided for altogether 5 computers (the objectives are outlined below). All installations were conducted under SMS version 1.99 with the addition of 2 training topics on 1) Control Delivery and 2) Interdiction Techniques for Identifying Precursor Chemicals to the overall BLO training contents.

- The installation of 4 BLO computers will be divided equally between the 2 BLOs (Dien Bien, Moc Chau). These computers are assigned exclusively for BLO CBT training.
- One laptop was installed for SODC for the purpose of future promotional activities related to CBT training and support to BLOs in Viet Nam as and when called upon.

Training was conducted for 4 selected CBT Training Managers, 2 from each Border Liaison Office (BLO). Each Training Manager will be responsible for implementing future CBT Training for their respective BLOs and the care and maintenance of the computers placed in their authority.

The reporting process for all BLO CBT to UNODC will be through SODC. Training progress reports and all activities/events pertaining to BLO CBT will be first reported to SODC and then communicated to UNODC. The focal point for the national BLO CBT is Pol. Lt. Nguyen Hoai Linh, SODC Officer.

CBT Training Summary



Participants from Dien Bien and Moc Chau BLO learn how to use the CBT program

All 4 participants have a solid computer background and this enabled them to develop a good understanding of the SMS program used for the management of Computer Based Training. During the three day workshop both Mr Pham Tien Cuong (BLO Dien Bien) and Mr Nguyen Phuc Viet (BLO Moc Chau) stood out in their grasp for using the SMS and assistance to their colleagues. For future success Training Managers must be proactive in allocating time to study the various training modules available under the CBT Programme and to promote CBT training to other agencies and departments.

Recommendation

Training Managers must carry on building up their own capacity. Time and effort are both needed to learn about the many subjects that are covered in CBT training in order to understand the scope of training available and subsequently issue the ideal training course for students in their respective locations. Furthermore Training Managers need to become more vocal and proactive in order to promote the benefits of CBT training to their supervisors to ensure support for their future activities as well as to other agencies and departments that can benefit from CBT training. CBT training is to be taken seriously and it is up to each Training Manager to monitor his training class and maintain discipline and order.

Each Training Centre should assign a minimum of 2 Training Managers to ensure that there is not a dependency on just the one person and that responsibilities and workload can be shared. In places where Training Managers have other duties to perform and can not conduct CBT training on a full time basis it is essential to have support.

For all offices that are conducting CBT training, management can play a pivotal role by providing direction and motivation as well as taking on responsibilities for allocating the necessary human and financial resources to maintain and develop CBT activities.

Working alongside SODC, UNODC will need to monitor closely the progress of BLO CBT. Periodic meetings focusing on the current BLO CBT training progress, maintenance, problem encountered as well as analyzing the needs/relevance/effectiveness of CBT for BLOS is essential in order to move forward for the development of BLOs and in identifying the need for sustaining future BLO CBT activities.

Appendixes

List of Participants

No	Name	Position
<i>BLO Dien Bien</i>		
1	Mr Pham Tien Cuong	Training Manager of BLO
2	Ms Ngo Minh Huyen	Training Manager of BLO
<i>BLO Moc Chau</i>		
3	Mr Nguyen Phuc Viet	Training Manager of BLO
4	Mr Trinh Xuan Phuong	Training Manager of BLO
<i>Resource Persons</i>		
	Mr Varat Phongthirasuwan	CBT Trainer, UNODC
	Mr Nguyen Hoai Linh	Translator, SODC

Agenda

BLO-Computer Based Training (CBT) Workshop in Viet Nam 4-7 May 2009, (RAS/161)

Monday, 4 May 2009

Participants arrive in Son La, Viet Nam
Installation of CBT Programme

Tuesday, 5 May 2009

08.30-09.00	CBT Introduction by IT Consultant
09.00-10.30	CBT Training for participants 1) Basic Computer Instruction 2) Car Search
10.30-10.45	Refreshment Break
10.45-12.00	CBT Training for participants (cont.) 1) Basic Computer Instruction 2) Car Search
12.00-13.00	Lunch
13.00-14.30	Training Manager Responsibility & Review of CBT Training Modules
14.30-14.45	Refreshment Break
14.45-17.00	Training Manager Responsibility & Review of CBT Training Modules (cont.)

Agenda (cont.)

BLO-Computer Based Training (CBT) Workshop in Viet Nam 4-7 May 2009, (RAS/I61)

Wednesday, 6 May 2009

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|-------------|--|
| 08.30-10.30 | Student Management (SMS) Training |
| 10.30-10.45 | Refreshment Break |
| 10.45-12.00 | Student Management (SMS) Training
(cont.) |
| 12.00-13.00 | Lunch |
| 13.00-14.30 | Training Managers Practice Session
Exercises and Testing of Student Knowledge |
| 14.30-14.45 | Refreshment Break |
| 14.45-17.00 | Training Managers Practice Session
Exercises and Testing of Student Knowledge (cont.) |

Thursday, 7 May 2009

- | | |
|-------------|--|
| 08.30-10.00 | Training Managers Practice Session
Exercises and Testing of Student Knowledge (cont.) |
| 10.00-10.30 | Closing remarks |

Participants travel back to their based locations

BLO CBT Training Contents

100S GENERAL COURSES

- 100 BASIC COMPUTER INSTRUCTION
- 122 DRUG TESTING
- 107 BEHAVIOURAL INDICATORS
- 108 QUESTIONING

200S INTERDICTION TECHNIQUES FOR LAND CONTROLS

- 201 INTERDICTION TECHNIQUES FOR LAND CONTROLS
- 202 RISK ASSESSMENT FOR LAND CONTROLS
- 203 RISK PROFILING FOR LAND CONTROLS
- 204 SELECTION METHODS FOR LAND CONTROLS
- 205 PRELIMINARY OBSERVATION FOR LAND CONTROLS
- 206 INTERDICTION TECHNIQUES FOR LAND CONTROLS
- 206 DOCUMENT REVIEW FOR LAND CONTROLS
- 207 BEHAVIOURAL INDICATORS FOR LAND CONTROLS
- 208 QUESTIONING FOR LAND CONTROLS
- 209 CARGO RISK INDICATORS FOR LAND CONTROLS
- 210 CONCLUSION TO INTERDICTION FOR LAND CONTROLS

300S INTERDICTION TECHNIQUES AT AIRPORTS

- 301 INTERDICTION TECHNIQUES AT AIRPORTS
- 302 RISK ASSESSMENT AT AIRPORTS
- 303 RISK PROFILING AT AIRPORTS
- 304 SELECTION METHODS AT AIRPORTS
- 305 PRELIMINARY OBSERVATION AT AIRPORTS
- 306 INTERDICTION TECHNIQUES AT AIRPORTS
- 306 THE REVIEW OF AIRLINE TICKETS
- 307 THE REVIEW OF PASSPORTS AT AIRPORTS
- 308 BEHAVIOURAL INDICATORS AT AIRPORTS
- 313 INTERDICTION TECHNIQUES AT AIRPORTS
- 309 QUESTIONING PERSONS AT AIRPORTS
- 310 AIR CARGO RISK INDICATORS
- 311 AIR BAGGAGE RISK INDICATORS
- 312 BODY CARRY AT AIRPORTS
- 313 CONCLUSION TO INTERDICTION AT AIRPORTS

BLO CBT Training Contents (cont.)

400S INTERDICTION TECHNIQUES FOR SEAPORTS

- 401 INTERDICTION TECHNIQUES AT SEAPORTS
- 402 RISK ASSESSMENT AT SEAPORTS
- 403 RISK PROFILING AT SEAPORTS
- 404 SELECTION METHODS AT SEAPORTS
- 405 INTERDICTION TECHNIQUES FOR SEAPORTS
- 405 PRELIMINARY ASSESSMENT OF CARGO
- 406 CARGO DOCUMENTS
- 407 CONCLUSION TO INTERDICTION AT SEAPORTS

500S SEARCH TECHNIQUES

- 501 PERFORMING A CAR SEARCH
- 502 PERFORMING A CONTAINER SEARCH
- 503 PERFORMING A SEARCH OF PERSONS
- 504 PERFORMING AN AIRCRAFT SEARCH

600S PRECURSORS

- 601 INTERDICTION OF PRECURSORS
- 602 CLANDESTINE LABORATORIES

700S CONTROL DELIVERY

- 701 UNDERSTANDING CONTROLLED DELIVERIES
- 702 PLANNING AND EXECUTING A CONTROLLED DELIVERY

920S RISK MANAGEMENT

- 921 INTRODUCTION TO RISK MANAGEMENT
- 922 RISK MANAGEMENT AT LAND CONTROLS
- 923 RISK MANAGEMENT AT AIRPORTS
- 924 RISK MANAGEMENT AT SEAPORTS
- 925 CONCLUSION TO RISK MANAGEMENT

Criteria for Training Manager Selection

The Training Manager will coordinate and manage all BLO CBT training. He/she must be able to facilitate the training by recruiting students, planning student courses, provide training through the CBT platform, provide student assistance and report training results. He will need to have good proficiency in using computers.

Participants undertaking the task of Training Managers must have prior experience with using computers and must be proficient with typing in the local language. Advantage should be given to participants who have previously undergone computer training or have knowledge of MS Word and MS Windows operating system. For the future success of CBT in each BLO it is important that a Training Manager is appointed to oversee the BLO training site full time and can be assured of his position for a minimum of 2 years.

Please nominate 2 staffs who will undertake the training and take up the position of Training Managers and kindly provide their full names, resume, computer background and working period.

List of Abbreviations

BLO	Border Liaison Office
CBT	Computer Based Training
GB	Gigabyte is equal to 1,024 megabytes. Measurement for computer memory size
Ghz	Gigahertz represents 1 billion cycles per second. Speed of microprocessors within the computer
HDD	Hard disk, computer memory storage
MB	Megabyte is equal to 1,048,576 bytes
MOU	Memorandum of Understanding
NACD	National Authority for Combating Drugs
NGO	Non Governmental Organization
RAM	Random Access Memory
SMS	Student Management System
S/N	Serial Number, hardware ID
UPS	Universal Power Supply
UNODC	United Nations Office on Drugs and Crime



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UN Building, 3rd Floor, Rajdamnern Nok Avenue, Bangkok 10200, Thailand
Tel.: (+66-2) 288-2100, Fax:(+66-2) 288-2129, www.unodc.org/thailand