



The World Bank



WORLD TRADE ORGANIZATION
ORGANISATION MONDIALE DU COMMERCE
ORGANIZACIÓN MUNDIAL DEL COMERCIO



The WTO chairs, University of Nairobi

The Great Lakes Trade Facilitation Project (GLTFP)

TOT Training Programme

10-14 September 2018 | Musanze, Rwanda

Day One, 10th September 2018

TIME	Activity
08:00 - 08:30 HRS	Arrival and Registration
08:30 - 09:00 HRS	Official Opening – Ministry of Trade and Industry/ COMESA Secretariat
09:00 - 09:30 HRS	Introductions and Climate setting - Dr. Mary Mbithi

Manual 5: Training Management, Delivery and Communication Skills

Facilitator: Dr. Mary Mbithi

Time	Main Topic	Session
09:30 - 10:30 HRS	Module 1, 2 3 & 7: Training management	Understanding the training management cycle
		Planning for Training
		Training Preparation
		Training Evaluation
10:30 – 11:00 HRS	Health Break	
11:00 – 12:00HRS	Module 4: Training Skills	Conducting Training
12:00 – 13:30 HRS	Module 5: Participatory training methods	Understanding Training Participatory Techniques
13:30 – 14:30 HRS	Lunch Break	
14:30 – 16:30 HRS	Module 6: Training Communication skills	Role of effective communication skills in training
		Communication skills
16:30 – 17:00 HRS	Question and answer	Question and answer
17:00 HRS	– Health Break and End of day One –	

Day Two 11th September 2018

Manual 1: Simplified Trade regime		
Facilitator - Dr. Mary Mbithi		
Time	Activity	Session
08:00 - 08:30 HRS	Arrival and Registration	COMESA
08:30 - 10:30 HRS	Introduction to the simplified trade regime	Objectives of the Simplified Trade Regime
		Goods qualifying for the STR
		Benefits of STR
10:30 – 11:00 HRS	Health Break	
11:00 – 12:00 HRS	Module Two: General border processes and documentation	Border processes and related challenges
	Module Three: Port Health and required documentations	Role of Port Health, documentation required and challenges
12:00 – 13:00 HRS	Module Four: Immigration and required documentations	Role of immigration, documentation required and challenges
13:00 – 14:00 HRS	Lunch Break	
14:00 – 15:00 HRS	Module Five: Standards and quality control	Standards /quality control processes and documentation and challenges
15:00 – 16:00 HRS	Module Six: Customs procedures	Border Customs processes and documentation in STR and related challenges
16:00 – 16:45 HRS	Module Seven: STR and People with Disabilities (PwDs)	Facilitating participation of PwDs in cross border trade and related challenges
16:45 – 17:00 HRS	Question and answer	Question and answer
17:00 HRS	– Health Break and End of day Two –	

Day Three 12th September 2018

Manual 2: Service Provision At Project Border Posts And National Coordination		
Facilitator - Mrs. Christine Mutua		
Time	Activity	Session
08:00 - 08:30 HRS	Arrival and Registration	COMESA
08:30 - 10:30 HRS	Module One: Promoting Professionalism in Basic Principles of Customer Management	Understanding Customer Relationship Management
		Principles of customer management
		Customer Satisfaction
10:30 – 11:00 HRS	Health Break	
11:00 – 13:00 HRS	Module Two: Regulations on the Minimum Standards for the Treatment of Small Scale Cross-Border Traders in COMESA	Understanding rights and obligations of the cross-border traders and border officials
		Rationale for rights and obligations in cross border trade
13:00 – 14:00 HRS	Lunch Break	
14:00 – 15:30 HRS	Module Three: Conflict management	Meaning, types, causes and signs of conflicts at work place/
		Stages of conflict and conflict management styles
		Positive and negative consequences of conflicts at work place
15:30 – 16:45 HRS	Module Four: Leadership and integrity	Understanding leadership and integrity and integrity issues at the border
		Preventing corruption at the borders
		Response mechanism for corruption at the border
16:45 – 17:00 HRS	Question and answer	Question and answer
17:00 HRS	– Health Break and End of day Three –	

Day Four 13th September 2018

Manual 3: Gender and development for border officials and cross border traders		
Facilitator - Prof. Tabitha Kiriti- Nganga		
Time	Activity	Session
08:00 - 08:30 HRS	Arrival and Registration	Arrival and Registration
08:30 - 10:00 HRS	Module 1: Introduction to gender and development concepts	Gender, Sex and other concepts
		Gender Equity, Gender Equality and Other Gender Related Concepts
		Gender Policy, Gender Gap and Related Terms
10:00 – 10:30 HRS	Health Break	
10:30 – 12:00 HRS	Module 2: Gender awareness lobbying and advocacy	Concepts of gender awareness, advocacy and lobbying
		Approaches and methods of gender awareness, lobbying and advocacy
		Gender concerns which need Advocacy
12:00 – 13:00 HRS	Module 3: Approaches, strategies of gender mainstreaming and integration	Key Aspects of Gender Mainstreaming
		Approaches to Gender Mainstreaming
13:00 – 14:00 HRS	Lunch Break	
14:00 – 16:00 HRS	Module 4: Gender responsive budgeting	Gender-Responsive Budgeting: Definitions
		Tools for Gender Budget Analysis and their application
		Gender Budget Initiatives from within Government
16:00 – 17:00 HRS	Question and answer	Question and answer
17:00 HRS	– Health Break and End of day Four –	

Day Five 14th September 2018

Manual 4: Gender based violence in cross Border trade

Facilitator - Prof. Tabitha Kiriti- Nganga

Time	Activity	Session
08:00 - 08:30 HRS	Arrival and Registration	Arrival and Registration
08:30 - 10:00 HRS	Module 1: Understanding Gender Based Violence in Cross Border Trade	Concept of Gender Based Violence
		Causes, perpetrators and consequences of Gender Based Violence in Cross Border Trade
		Cost of Gender Based Violence
10:00 – 10:30 HRS	Health Break	
10:30 – 12:00 HRS	Module 2: Importance of handling of gender based violence	Gender Based Violence is a Human Rights Issue
		Tackling GBV is crucial for poverty reduction and economic development
		GBV is a security concern and a prerequisite for sustainable peace
		Tackling GBV is key to protect sexual and reproductive health and rights and reverse spread of HIV and STIs
12:00 – 13:00 HRS	Module 3: Prevention of gender based violence	GBV prevention systems or mechanisms at the borders
		Suggestions on GBV prevention mechanisms at the borders
13:00 – 14:00 HRS	Lunch Break	
14:00 – 15:30 HRS	Module 4: Gender violence response mechanism; Question and answer	Current GBV response mechanisms at the borders
		Improving GBV response in cross border trade; Question and answer
15:30 – 16:30 HRS	Next Steps:	Next Steps: (a) second session of Regional TOT training (b) Country level training and support needed from COMESA Secretariat.
16:30 – 16:45 HRS	Training Evaluation	Training Evaluation

16:45 – 17:00 HRS	Closing ceremony	Award of participation Certificate
		Closure of the training - Ministry of Trade and Industry
17:00 HRS	– Health Break and End of day 5, and End of training –	