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LIST OF ABBREVIATIONS

AIRCOP Airport Communication Project

CCSS Committee of Chiefs of Security Services

DACORE Data Collection and Registration (Centre)

DEVCO Development and Cooperation Aid

ECOWAS Economic Community Of West African States

EDF European Development Fund

EEAS European External Action Service

EU European Union

EUCAP European Union Capacity Building Mission

EULOs European Liaison Officers

IfS Instrument for Stability

IT Information Technology

KPI Key Performance Indicator

LEA Law Enforcement Agency

MoU Memorandum of Understanding

NCB National Central Bureau

PAJED Programme d'Appui à la Justice et à l'État de Droit (Support Programme for Justice and the Rule of Law)

PCMS Plateforme de Coopération en Matière de Sécurité (Cooperation Platform in the Field of Security)



RIP Regional Indicative Programme

SEACOP Seaport Communication Project

SOP Standard Operating Procedure

SPOC Single Point of Contact

SRIEU Special Representative of INTERPOL to the European Union

TOC Transnational Organized Crime

UNODC United Nations Office on Drugs and Crime

WANACO WAPIS National Committee

WAPCCO Western Africa Police Chiefs Committee

WAPIS West African Police Information System



INTRODUCTION

WAPIS aims to increase the efficiency of law enforcement agencies involved in preventing and fighting transnational crime and terrorism in beneficiary countries through enhanced information sharing and management.

The Programme has been implemented on three levels:

- A national level, involving the creation of a national database in each beneficiary country allowing all competent national authorities to collect, register and exchange relevant police data.
- A regional level, through creation of a regional platform for sharing authorized police data between countries based on their national databases.
- A global level, where each national database will have access to INTERPOL's global databases via the I-24/7 communication system.

As WAPIS is a new work tool, training occupies an important place in the Programme's implementation to ensure that skills are transferred through national users learning and assimilating the tool. Training is therefore essential to ensure the WAPIS programme's lasting future.

The aim of this document is to describe the training strategy designed by the WAPIS programme to:

- Transfer skills;
- Harmonize this transfer process in order to ensure that the quality of WAPIS training conforms to INTERPOL's training standards;
- Define the WAPIS training programme priorities for the period between 2017 and 2022.

This document was drafted in collaboration with the Capacity Building and Training Directorate (CBT), who define INTERPOL's global training strategy.

The WAPIS programme training strategy has been drawn up to suit the needs of each category of users in the system. These needs have been determined from the description of the different tasks to be performed, as detailed in the DACORE Guide.¹.

¹ Document giving details of the DACORE and system organization at national level, with the various user roles and profiles.



The document describes the training programme, especially the different modules, as well as the training material used, how the training is evaluated (3) and the importance accorded to the question of gender equality when it comes to training.

1.TRAINING MODULES

Based on the roles and tasks of the various System users, ten (10) training modules have been developed and delivered, namely:

- WAPIS basic training for data entry operators;
- Information security training;
- > Training in use of the collection file;
- Validator training;
- Personal data protection training;
- > Technical administrator training (systems and networks);
- System administration training;
- > Training in the record of court proceedings;
- DACORE management training;
- > Training the WAPIS trainers.

For each module, the objectives, target audience, course duration, and applicants' prerequisites for taking part should all be defined.



1.1 DATA ENTRY OPERATOR TRAINING ("BASIC TRAINING")

This is basic training on the WAPIS programme and how to use the WAPIS tool. It equips participants with the knowledge they need to understand the programme and the skills to handle all the app's basic functions.

- **Training objectives:** After completing this training, participants will be able to:
 - > Clearly explain the WAPIS programme objectives;
 - Clearly explain how the WAPIS system works and its impact on the work of the police;
 - Perform data entry, searches and checks in the WAPIS app adequately and efficiently;
 - Identify and use the basic "reporting", "administration" and "audit" functions in the WAPIS app.
- **Course duration:** 32 hours. It can last as long as 40 hours if the information security, personal data protection and collection file modules are included (3 hrs + 3 hrs + 2 hrs).
- **> Training format:** Theory lessons and hands-on classroom training. Lessons are delivered in a formal training session framework, but when circumstances require, hands-on classroom training² can be organized.
- **> Number of participants per training session:** 15 maximum
- **Target audience:** Training is aimed at DACORE staff, but also at all remote work station users.
- Prerequisites: Participants should be familiar with the computer system and have considerable experience of writing police reports. Applicants are selected for training on the basis of information provided on the registration form (see Appendix 5.2) and certified by their supervisor to prove that they have the necessary prerequisites to benefit from the training. When conditions permit, applicants' prior knowledge is also assessed by the trainers to ensure they are eligible for training.
- Number of sessions: This type of elementary training is delivered by Programme experts two or three times a year in each country once it has received the equipment, until the DACORE is up and running. The baton is then passed to local trainers once they have been trained. Refresher sessions for users should

² Training consisting of training one or two people on the work station where the WAPIS terminal is already installed.



be planned according to the results of monitoring and assessment in the field and feedback of experience.

> Course content:

- > Introduction to the WAPIS programme
- > INTERPOL, WAPIS's technical partner
- > Legal aspects of the WAPIS system
- > Technical aspects of the WAPIS system
- > Using the scanner
- > Connecting to the WAPIS interface
- > Creating a Case object
- Creating a Fact object
- > Registering a Person object
- > Registering an Administrative document object
- > Registering a Means of transport object
- > Registering a Weapon object
- > Registering a Generic object
- > Basic concepts of validating data and WAPIS system administration
- > How to check and look up information in the WAPIS database

LES FORMATIONS

1.2 INFORMATION SECURITY TRAINING

This training helps users understand the concepts and principles of information security. Users need this training because of the sensitivity of the information collected and shared via the WAPIS system.

- **> Training objectives:** à l'issue de cette formation, les participants seront en capacité de :
 - > Identify information security threats;
 - Assess the risks and ensure they act responsibly when managing information;
 - Apply the rules required in order to respond effectively to threats to information security.
- **> Course duration:** 3 hours
- **Training format:** This course is delivered in the classroom, but can also be accessed on the IGLC (INTERPOL Global Learning Centre) web-based training platform via the link http://ilearn.interpol.int/ilearn/outils/parcours/launch.php?id_p=988&id_sco=1
- **Number of participants per training session:** 15 maximum in the classroom and unlimited online.
- **Target audience:** Anyone involved in getting the WAPIS system up and running, operators, validators, administrators, etc.
- **> Prerequisites:** Participants should have a minimum level of basic computer skills.
- > Course content:
 - Introduction to information security
 - > Rules and key principles of information security
 - > Threats to information security
 - > User responsibilities as concerns information security

For reasons of practicality and because there is a degree of overlap, this classroom training is regularly included in the WAPIS basic training for data entry operators.



1.3 PERSONAL DATA PROTECTION TRAINING

This module is based on the "WAPIS Best Practice Guide on Personal Data Protection". It equips participants with the knowledge they need and best practice recommendations for processing personal data in WAPIS.

- **Training objectives:** Participants will learn how to process personal data and will be able to:
 - Recognize personal data when processing data in the WAPIS database;
 - Recognize "sensitive" data;
 - Fully understand the rules and principles applicable to processing of personal data;
 - > Apply best practice when processing personal data in the System.
- **> Course duration:** 3 hours
- > Training format: Classroom training
- > Number of participants per training session: 15 maximum
- **> Target audience:** Anyone involved in getting the WAPIS system up and running, operators, validators, administrators, etc.
- **> Prerequisites:** Participants should have followed the WAPIS basic training for data entry operators.
- > Course content:
 - What is personal data?
 - What is personal data processing?
 - > Guidelines for processing personal data
 - > Processing sensitive data

For optimum efficiency, this module is also regularly included in the WAPIS basic training for data entry operators.



1.4 TRAINING IN USE OF THE COLLECTION FILE

This is a module aimed at law enforcement officers (LEOs) about the information needed when collecting police data in the WAPIS system. It also helps LEOs improve the quality of their reports.

- **> Training objectives:** Participants will learn how to collect relevant data and will be able to:
 - > Explain how the WAPIS system works and its impact on the work of the police;
 - Identify the relevant information to be provided when updating the WAPIS database;
 - Use this information when filling in police reports to improve their quality;
 - Enter information into collection files that will be used to update the System.
- **> Course duration:** 2 hours
- > Training format: Classroom training
- **Number of participants per training session:** 15 maximum
- **Target audience:** Any LEO or anyone using the WAPIS system
- **> Prerequisites:** Participants should be using the WAPIS tool already or wishing to use this system.
- > Course content:
 - Introduction to the WAPIS programme
 - Legal aspects of the WAPIS system
 - > Technical aspects of the WAPIS system
 - WAPIS collection file

This course is delivered during information and awareness-raising sessions and is also regularly included in the WAPIS basic training for data entry operators.



1.5 **VALIDATOR TRAINING**

This course focuses on checking the quality of the data entered and validating it in the WAPIS system.

- **Training objectives:** Participants will learn how to check the quality of police data and will be able to:
 - Check the legality, accuracy, legitimacy, lawfulness and validity of data entered by the data entry operators;
 - Provide the necessary explanations to the sending department if the entry is rejected;
 - Support and assist law enforcement agencies and the administrative authorities with WAPIS registration request procedures;
 - > Ensure enforcement of personal data protection and information security regulations.
- **> Course duration:** It lasts 16 hours if the participants have already done the WAPIS basic training for data entry operators. It lasts 40 hours if the participants are unfamiliar with the WAPIS system.
- > Training format: Classroom training
- > Number of participants per training session: 15 maximum
- **Target audience:** Any staff assigned to validating data who work in the DACORE or from a remote site and have a WAPIS terminal.
- > **Prerequisites:** Participants should have solid IT skills and an excellent grasp of criminal law, special criminal law and legal proceedings, as well as good experience of conducting criminal investigations. They must have reached supervising officer grade in their original unit so they are in a position to exert their authority over data entry operators and give them strict instructions as to the quality of data to be recorded. Applicants are selected for training on the basis of information provided on the registration form and certified by their supervisor to prove that they have the necessary prerequisites to benefit from the training.
- **Number of training sessions:** One or two sessions a year in each country will be provided by the Programme after the basic training for data entry operators has started. This course is delivered by Programme experts until the DACORE is up and running and the national trainers have been trained and can take up the baton.



> Course content:

- > Modules on WAPIS basic training for data entry operators
- > Advanced modules on personal data protection
- > Procedure for checking and validating data

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1.6 TECHNICAL ADMINISTRATOR TRAINING (SYSTEMS AND NETWORKS)

This course is aimed at DACORE technicians in order to boost their ability to monitor and maintain the WAPIS system.

- **Training objectives:** Participants will learn about systems management and network administration, and will be able to:
 - Maintain the WAPIS system at national level;
 - > Offer technical support to operational units using the WAPIS system;
 - > Undertake technical monitoring of the computer network;
 - Intervene anywhere in the national jurisdiction on any technical issues related to operation of the WAPIS system.
- **> Course duration:** 40 hours (5 days)
- > Training format: Classroom training
- > Number of participants per training session: 3 maximum
- **> Target audience:** Any member of staff assigned to the DACORE to perform technical administrator functions.
- **> Prerequisites:** Participants should be technicians with an excellent grasp of the computer system and, preferably, experience of administering the Linux system and CISCO networks. They should have followed the WAPIS basic training for data entry operators.
- **> Number of training sessions:** Four sessions per country throughout the duration of the Programme.
- **Course content:** The training is delivered by a technical training provider chosen by the Programme. The training content may vary from one country to another depending on the technicians' level of knowledge and the country's requirements.



1.7 SYSTEM ADMINISTRATION TRAINING

This consists of a course covering all aspects of managing the functionality and modules of the WAPIS app.

- **Training objectives:** Participants will learn how to use and handle the WAPIS app and will be able to:
 - Create and assign roles (give access rights) to national users according to their needs;
 - Manage the various roles;
 - > Manage the links between different application objects;
 - Adapt the app by creating services, places and professions;
 - Monitor use of the database daily in coordination with the validators;
 - > Draw up statistics to present to the authorized authorities;
 - Monitor the validity of wanted notices for people, vehicles, administrative documents, weapons and generic property;
 - **>** Ensure that data recorded in the WAPIS database is not out-of-date.
- **Course duration:** It lasts 16 hours if the participants have already done the WAPIS basic training for data entry operators. It lasts 40 hours if the participants are unfamiliar with the WAPIS system.
- > Training format: Classroom training
- **> Number of participants per training session:** 5 maximum
- **Target audience:** Personnel assigned to the DACORE to manage the WAPIS system.
- > **Prerequisites:** Participants should have solid IT and database management skills. Familiarity with criminal investigations and law enforcement agencies is essential. Applicants are selected for training on the basis of information provided on the registration form and certified by their supervisor to prove that they have the necessary prerequisites to benefit from the training. When conditions permit, applicants' prior knowledge is also assessed by the expert trainers in the Programme team to ensure they are eligible for training.
- > **Number of training sessions:** The number varies according to how often the app is updated³

The app is updated based on feedback from users and their needs.



> Course content:

- > Refresher modules on WAPIS basic training for data entry operators
- > Refresher modules on personal data protection
- > Refresher procedure for checking and validating data
- Managing users
- Managing roles
- Managing links between objects
- > Adapting the app to professions, services and places at national level
- > Procedure for generating reports



1.8 TRAINING IN THE RECORD OF COURT PROCEEDINGS

The record of court proceedings is the system's link with the justice system. It allows the justice services (magistrates, clerks of the court, sentence enforcement services, etc.) to update the final status of individuals who have been to court (eg. convicted, case dismissed, pardoned, filed without further action) in WAPIS and make appropriate use of it during the course of their duties, including recording in, searching and checking the database. Training in the record of court proceedings equips magistrates with the necessary skills to use WAPIS and teaches them how to fill in this form.

- **> Training objectives:** Participants will learn how to fill in the record of court proceedings and use certain WAPIS functions. They will be able to:
 - Understand the role and purpose of the app and how it works;
 - > Fill in the record of court proceedings;
 - > Use the app Search and Check functions;
 - Register as "wanted" any persons who are the subject of an enforceable court judgment.
- **Course duration:** 24 hours
- > Training format: Classroom training
- **Number of participants per training session:** 15 maximum
- **Target audience:** Magistrates, clerks of the court or any other court officials who need to use the WAPIS system.
- **Prerequisites:** Participants should have good IT skills.
- **Number of training sessions:** One session a year is planned for each country once the system has been networked throughout the country. Once trained, local trainers will take over this training.
- > Course content:
 - Modules on WAPIS basic training for data entry operators
 - Modules on personal data protection
 - Procedure for filling in the record of court proceedings
 - Using the Search and Check functions



1.9 DACORE MANAGEMENT TRAINING

This course focuses on building the management capacity of DACORE directors so that they manage this structure better.

- **Training objectives:** Participants will learn management and supervisory skills. At the end of the course, they will be able to:
 - Evaluate and assume their role and responsibilities as director of the DACORE;
 - Run, organize and manage the DACORE in a manner appropriate to the national situation, based on the template drawn up by the Programme;
 - > Define the operating rules and set appropriate targets;
 - Keep WAPIS running on a permanent basis;
 - Undertake financial management of WAPIS and the DACORE;
 - Monitor correct execution of the WAPIS National Committee (WANACO) instructions at national level;
 - Organize, implement and oversee correct operation of the protocol for collecting and using the collection files;
 - Organize and implement the initial and in-service training programmes for staff in units using WAPIS;
 - > Regularly draw up and publish statistical reports.
- > Course duration: 32 hours
- **Training format:** Classroom training. This course brings together DACORE directors from several countries so they can share good practice.
- > Number of participants per training session: 15 maximum
- **> Target audience:** DACORE directors or deputy directors.
- > **Prerequisites:** Participants should have followed the WAPIS basic training for data entry operators, be a director or deputy director of a DACORE, have solid IT and criminal investigation skills, have been part of the design and steering body in their original unit, have leadership experience and have reached a high enough grade to be in a position to exert their authority when supervising and managing their colleagues.



Number of training sessions: One session in English and one session in French are planned once all countries have their DACORE up and running.

Course content:

- Overview of modules on WAPIS basic training for data entry operators
- > Overview of modules on personal data protection
- Overview of System administration
- Practical guide to the DACORE: organizing the DACORE and getting WAPIS up and running at national level
- > Administrative management of the DACORE
- Operational management
- Management of human resources
- > Financial management of the DACORE



1.10 TRAINING THE WAPIS TRAINERS

This course focuses on in-depth knowledge of the WAPIS system and also the qualities needed to be an effective trainer so they can deliver training on WAPIS. It is mainly, but not exclusively, aimed at agents assigned to the DACORE.

- **Training objectives:** Participants will perfect their knowledge of the WAPIS programme and all the app functions and will acquire the essential knowledge they need to become WAPIS trainers. At the end of the course, they will be able to:
 - Define, under the supervision of the DACORE director, the national training plan for each category of WAPIS users;
 - Deliver training that meets the defined quality standards;
 - Define, in collaboration with the college principals and under the supervision of the college principals and DACORE directors, the strategy for inserting WAPIS training into initial and in-service officer training;
 - > Train new trainers;
 - Monitor and assess the training delivered;
 - Update the training material;
 - Support WAPIS users.
- **> Course duration:** 40 hours
- > Training format: Classroom training
- > Number of participants per training session: 10 maximum
- **Target audience:** Personnel assigned to the DACORE and any other identified support staff in other units.
- **Prerequisites:** Participants should have followed the basic training for data entry operators; they should be qualified to deliver training.
- **> Number of training sessions:** Two training sessions in each country will be provided by Programme experts as soon as the DACORE is up and running. Once trained, national trainers will take over this training.



> Course content:

- > Revision of modules on WAPIS basic training for data entry operators
- > Revision of modules on personal data protection
- Validation process
- > System administration
- > Public speaking techniques
- Qualities of a good trainer
- > Preparing a training session and running a course
- > Evaluating training and testing participants

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2.TRAINING MATERIAL

The training material has been designed and developed by the WAPIS programme expert trainers with the support of the CBT Directorate. In some specific areas such as system networking, this material is designed and delivered by external service providers who have hands-on experience of this activity.

The training material basically consists of lesson plans and training material, specifically PowerPoint presentations, tutorials and the user guide. This material is regularly updated by the Programme team experts based on the results of the training evaluation, feedback from experts and users, and the development of the Programme.

3. TRAINING EVALUATION

Since the aim of training is the acquisition of new skills or building capacity in order to meet the Programme goals, evaluation of training is a key component. It is used to measure the effectiveness of the teaching activity (trainers, equipment, content, students, etc.) and check that valid knowledge has been acquired by the student to ensure the quality and effectiveness of this skills transfer. Any necessary adjustments to the implementation process can therefore be made.

Evaluation of WAPIS training takes three forms: knowledge tests, evaluation by students and feedback in the field.

3.1 TESTING STUDENTS' KNOWLEDGE DURING TRAINING

This evaluation is used to measure how much students have learned during training. It takes the form of continuous assessment at the end of each lesson and summative assessment at the end of the training session. It consists of questions, questionnaires, an oral or written report, as well as hands-on exercises on work stations. The knowledge testing method is included in each lesson plan.



3.2 **EVALUATION BY STUDENTS**

This consists mainly of feedback from students at the end of the course. The students evaluate the training by giving their impressions of several aspects, specifically the relevance of the training, the quality of the equipment and materials, the quality of the content and the effectiveness of the trainers. They also make recommendations as to how the training could be improved. A specially-designed form is completed by the students (Appendix 5.4).

3.3 **FEEDBACK IN THE FIELD**

After the course, country officers regularly follow up how users are getting along on their work stations. This follow-up allows them to assess the quality of the work done in the system, identify any gaps and also any concerns of users, in order to improve both the system and the training.

4. TRAINING AND GENDER EQUALITY

As with the whole of the WAPIS implementation, the Programme has made gender equality a priority in its training strategy. Indeed, the national authorities are urged to encourage participation from all officers in the law enforcement agencies based on their skills, on a gender-neutral basis. The applicant selection process should therefore ensure gender equality in the various training courses.



ANNEXES

APPENDICE 1: COLLECTION FILE

	FICHE DE COLLECTE
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FAITS	
Section 1 - Informations principales :	
Référence :	Unité :
Type d'infraction : Date de début :	Date de fin :
Heure de début : Réf de la procédure :	Heure de fin : Autorité judiciaire :
Résumé des faits :	
Adresse :	
-	
Validation	



Implication dans l'affaire :		
Nature du lien:		
Section 1 - Informations principales	ш	
Nom de famille :	Prénom(s):	
Sexe :	Date de naissance :	
Pays de naissance :	Lieu de naissance :	
	Nom de la mère :	
	Non grand-mère :	
Situation famille :	N° d'identification	
Section 2 - Signalement: Taille (cm):	Poids (kg):	
	Couleur yeux :	
Corpulence:		
Marques		
particulières et		
caractéristiques :		
Section 3 - Nationalités : Nationalités :		
Section 4 - Education / Profession :		
Niveau d'éducation :	Cat. professionnelle :	



Type d'identité Fictive	Surnom	Nom de famille		
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Section 1 - Inform N° de tracage: Type: Pays fabrication: Action: Etat Section 2 - Statut:	□ Nouveau □ Utilisé □ Inconnu Calibr	Modèle : Pays importation Fabriquant : Etat de fonctionnement	Opérationnel/Activé Non-opérationnel/Désactivé Inconnu
Section 1 - Inform N° de traçage: Type: Pays fabrication: Action: Etat Section 2 - Statut: Date (perte/vol): Information	□ Nouveau □ Utilisé □ Inconnu Calibr	Modèle : Pays importation Fabriquant : Etat de fonctionnement	Opérationnel/Activé Non-opérationnel/Désactivé Inconnu
Section 1 - Inform N° de traçage: Type: Pays fabrication: Action: Etat Section 2 - Statut: Date (perte/vol): Information	□ Nouveau □ Utilisé □ Inconnu Calibr	Modèle : Pays importation Fabriquant : Etat de fonctionnement	Opérationnel/Activé Non-opérationnel/Désactivé Inconnu
supplémentaires	□ Nouveau □ Utilisé □ Inconnu Calibr	Modèle : Pays importation Fabriquant : Etat de fonctionnement	Opérationnel/Activé Non-opérationnel/Désactivé Inconnu



	OBJET	
Section 1 - l	informations principales :	
Nom	Description	



APPENDICE 2: USER FORM







Le formulaire « Profil utilisateur » est requis pour tous les utilisateurs demandant l'accès à la formation WAPIS. Il permet d'identifier les utilisateurs pressentis

Section 1 - Informations utilisateur:

Rempliasez vos informations d'état civil, votre numéro de téléphone, votre adresse mail ainsi que votre fonction actuelle et l'administration à laquelle vous appartenez.

Section 2 - Compétences :

Saisissez votre niveau de maitrise (débutant, intermédiaire, avancé) pour chacune des compétences demandées dans ce formulaire. Cette auto-évaluation sera vérifiée par l'instructeur WAPIS au travers de tests ciblés.

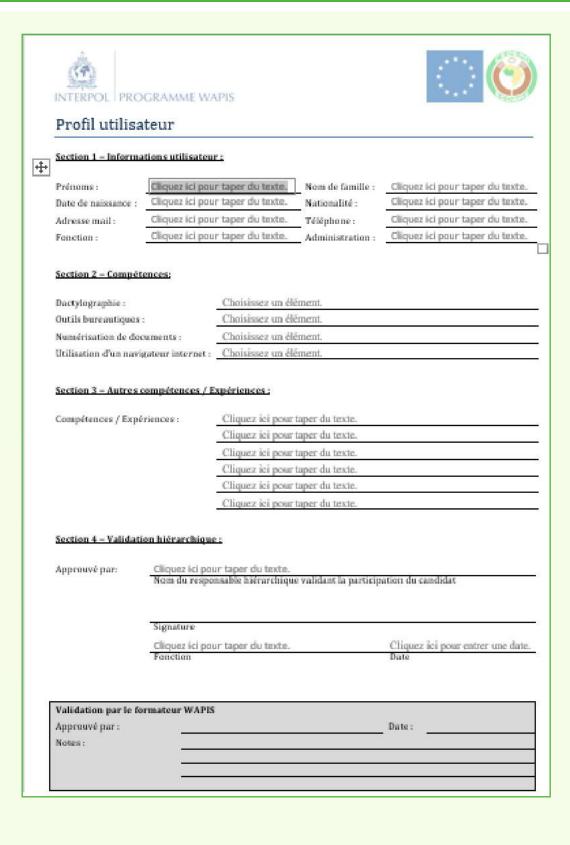
Section 3 - Autres compétences / Expériences :

Saisissez toute autre compétence / expérience que vous estimez utile pour compléter votre profil.

Section 4 - Validation hiérarchique :

Validation de votre profil par la hiérarchie responsable du suivi du programme WAPIS.







APPENDICE 3: PROGRAMME: MODULES AND DURATION

module:	duration:
Basic training (data entry operators)	32 to 40 hours
Information security training	3 hours
Training in use of the collection file	2 hours
Validator training	32 to 40 hours
Personal data protection training	3 hours
Network monitoring training	32 hours
System administration training	16 hours
Training in the record of court proceedings	24 hours
DACORE management training	32 hours
Training the WAPIS trainers	40 hours



■ APPENDICE 4: EVALUATION FORM

****	INTER	POL	FE DERIVE		
(À ro	emplir par le	e participant	t)		
Intitulé de la formation :					
Date :					
Lieu de la formation :					
Pays du lieu d'affectation :					
Êtes-vous employé par un service chargé de l'application de la loi ?	□ oui	□NON			
Nom du service :					
Mettez un X dans la case correspondant	e				
Formation	Excellent	Très bien	Bien	Moyen	Médiocre
Bilan sur les objectifs atteints lors de la formation					
Utilité du contenu de la formation	45*				
Qualité de la salle et des équipements					
Qualité de l'audiovisuel		ir			7
Qualité de la documentation					
Efficacité des formateurs					
Évaluation globale de la formation	d-				
Quel est votre bilan sur le contenu de la	formation?	Ť	1	Je n'ai	rien appris



inana ana ana ana ana ana ana ana ana an		
Date à laquelle	la fiche a été remplie :	
·		



NOTES		



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