

HOW TO MEASURE AND PROVIDE PROOF OF CUSTOMS COMPETENCE



Birgit Reiser

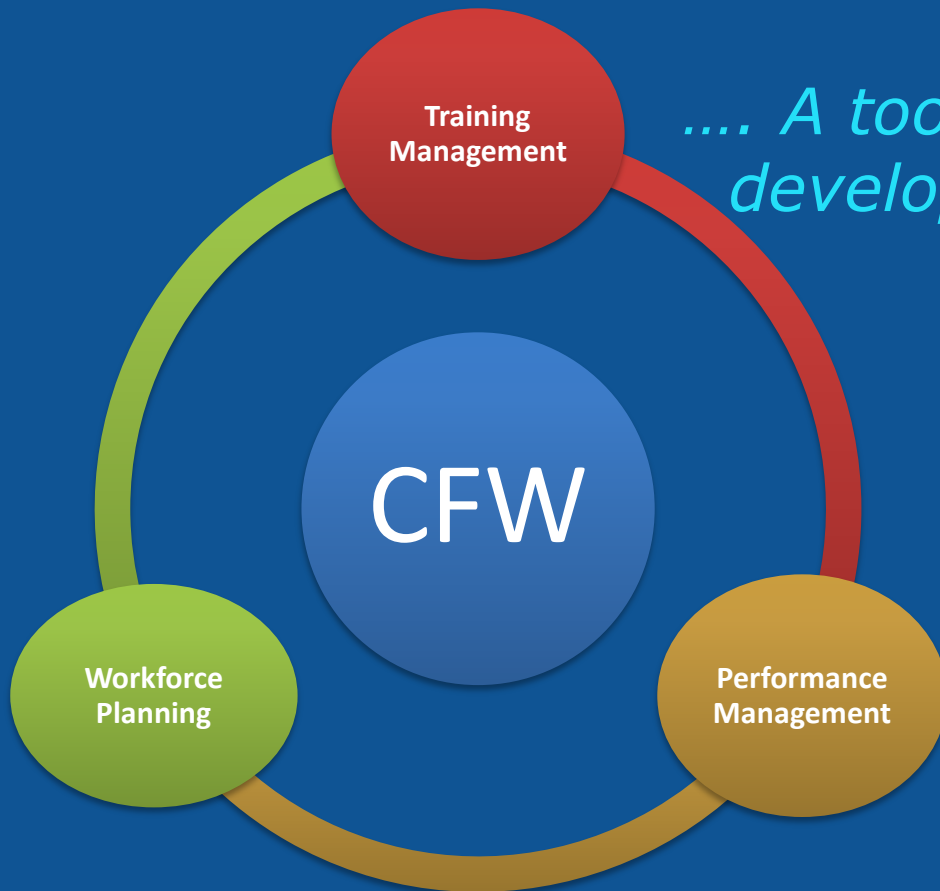
Customs and Tax Training Manager,
DG TAXUD



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EU Customs Competency Framework

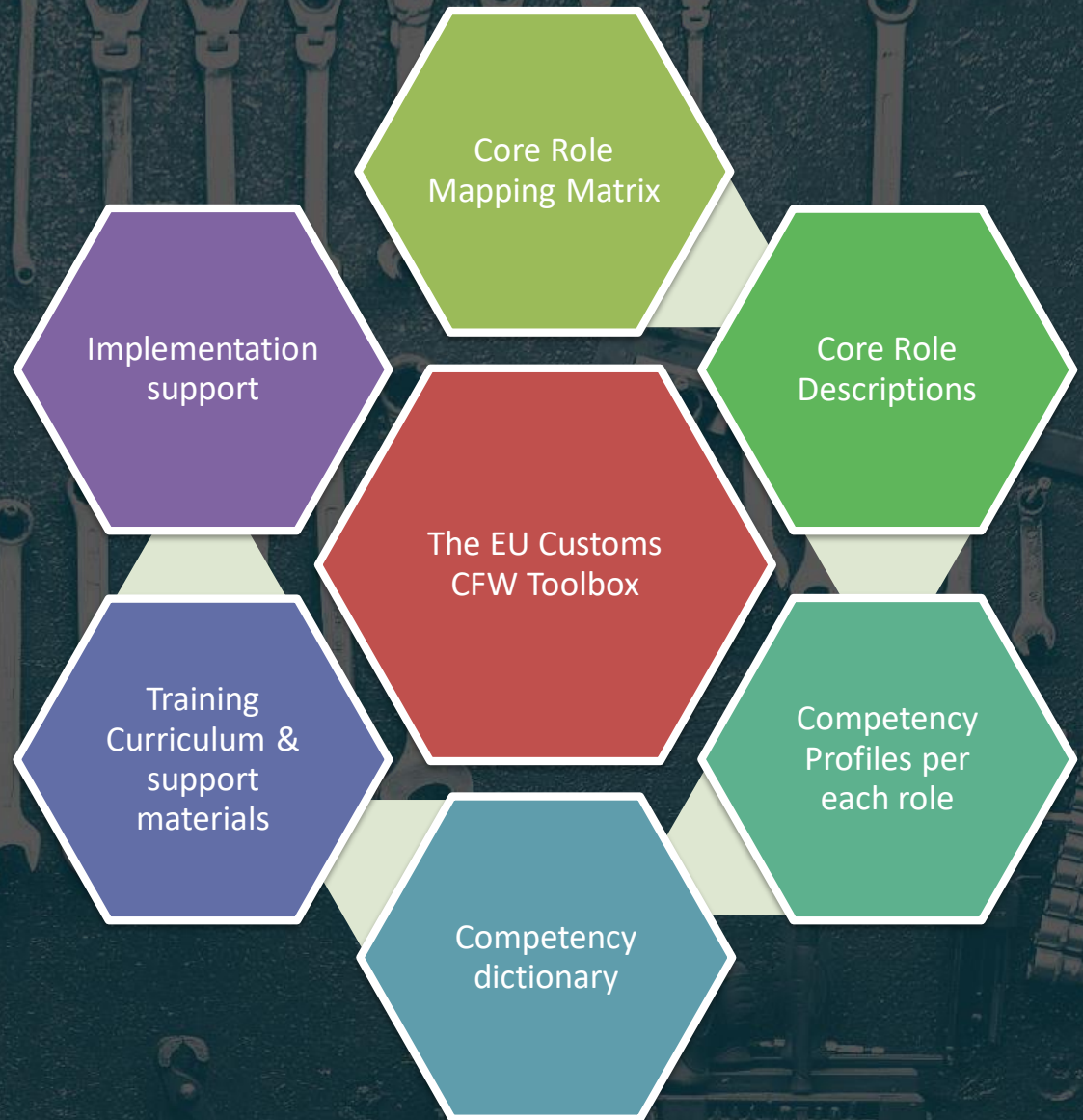


.... A tool supporting targeted performance development for customs professionals!

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Birgit REISER
European Commission
Customs & Tax Training & Performance building
e-mail: birgit.reiser@ec.europa.eu

The EU Customs Competency Toolbox



The EU Customs Competency Framework

one common language



Competency-based HR management and processes leads to **improved performance** of the customs professionals and as a result, of the entire organisation or enterprise.

The EU Competency Framework, one common HR performance language

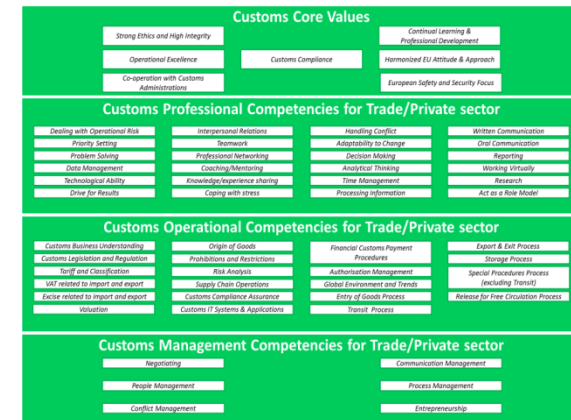
Offers Uniformity, Modernisation and Transparency



- Defines the knowledge, skills, and attributes required in each customer related role ('Job') to perform the job effectively.

Practical Example: UCC AEO Criteria 'Practical standards of competence or professional qualification', Art 39 (d) UCC, Art 27 (1) (b) UCC IA

Functional Domain								
Type	Entry of Goods	Transit	Temporary Storage	Release for Free Circulation	Export & Exit	Special Procedures excluding Transit	Customs Compliance Assurance	Customs Payments
Manager	Cross Functional Customs Manager role							
Team lead	Team lead in the Entry of Goods domain	Team lead in the Transit Domain	Team lead in the Temporary Storage Domain	Team lead in the Release for Free Circulation Domain	Team lead in the Export & Exit Domain	Team lead in the Special Procedures (excl. Transit) Domain		
Operational Specialist	Specialist in the Entry of Goods domain	Specialist in the Transit domain	Specialist in the Temporary Storage domain	Specialist in the Release for Free Circulation domain	Specialist in the Export & Exit domain	Specialist in the Special Procedures (excl. Transit) domain	Specialist in the Customs Compliance domain	Specialist in the Customs Payments domain
All	Customs Fundamentals: Basic level of competencies for all Customs Professionals in Trade/private sector							



REF.	CUSTOMS CORE VALUE	DESCRIPTION
CV1	Strong Ethics and High Integrity	All Customs professionals exhibit integrity and earn trust through ethical behaviour. Their uncompromising professionalism in everything they do and say earns the trust and respect of their colleagues, Trade and other customs, as well as all other relevant Customs partners. Customs professionals ensure high levels of transparency at all times.
CV2	Public Service Commitment	Customs professionals take pride in their profession and are motivated to deliver high quality service to the general public and to Trade.
CV3	Customer & Service Orientation	Customs commits to and promotes a customer-centered culture that emphasises outstanding service levels. Customs seeks to provide high quality support, value and services at every level of the organisation. Smooth trade flows, the prosperity of our businesses and the promotion of EU trade depend on top-class services provided by Customs to its customers.
CV4	Continual Learning & Professional Development	In a world that is rapidly changing, Customs professionals commit to continual learning to ensure the effectiveness and efficiency of Customs operations. Customs professionals are personally committed to continuously developing their capabilities and are open to lifelong learning. They seek feedback and work to further develop personal strengths.
CV5	Operational Excellence	Customs administrations are committed to demonstrate excellence in all aspects of their work, in all operations and in all interactions with colleagues, Trade and other customers and relevant Customs partners. In addition, Customs administrations commit to exercising judgment, professionalism, rigour, self-discipline, perseverance and team spirit. Customs professionals manage to remain calm and attentive under all circumstances and demonstrate decisiveness, technical credibility and professional behaviour at all times. This way, Customs can continue its work in ensuring safe and competitive Europe.
CV6	Harmonised EU Attitude & Approach	Customs administrations and Customs partners share a common attitude, approach and interpretation regarding legislative provisions and related procedures to ensure equivalent results among all Member States.
CV7	European Safety and Security Focus	Customs has a large responsibility in ensuring a safe and secure society in the European Union. Now, more than ever, safety and security has become one of the primary Customs priorities. The protection of the EU and its citizens is one of the top objectives of Customs. Therefore, each and every Customs professional should attain an attentive safety and security mindset. Whilst doing so, Customs professionals can continue to strive to boost the competitiveness of the EU, while warding off new risks to safety and security.