

BS EN 16992:2017



BSI Standards Publication

Competency for Customs Representatives

National foreword

This British Standard is the UK implementation of EN 16992:2017.

BSI, as a member of CEN, is obliged to publish EN 16992 as a British Standard. However, attention is drawn to the fact that during the development of this European Standard, the UK committee voted against its approval as a European Standard.

The UK committee's main concerns are:

- the requirement to comply with all 21 competencies (see 5.3.2) is too rigorous and does not align with current UK practice. The UK committee are of the opinion that assessment should only be against those competencies relevant to the services provided by the individual and/or organization being assessed;
- the standard focuses on the individual acting as a customs representative and does not adequately cover organizational level requirements. In the UK, the services covered in this standard may be offered at a corporate level by freight forwarders, customs agents and consultants etc.

The UK participation in its preparation was entrusted by Technical Committee SVS/11, Transport services, to Subcommittee SVS/11/3, Transport Services - Competency for Customs Representatives.

A list of organizations represented on this committee can be obtained on request to its secretary.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

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Published by BSI Standards Limited 2017

ISBN 978 0 580 93396 7

ICS 03.080.99; 03.160

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This British Standard was published under the authority of the Standards Policy and Strategy Committee on 28 February 2017.

Amendments/corrigenda issued since publication

Date	Text affected
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EUROPEAN STANDARD

EN 16992

NORME EUROPÉENNE

EUROPÄISCHE NORM

January 2017

ICS 03.080.99; 03.160

English Version

Competency for Customs Representatives

Compétences des représentants en douane

Kompetenzanforderungen für Zollvertreter

This European Standard was approved by CEN on 25 October 2016.

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European foreword

This document (EN 16992:2017) has been prepared by Technical Committee CEN/TC 432 “Competency for Customs representatives”, the secretariat of which is held by AFNOR.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by July 2017, and conflicting national standards shall be withdrawn at the latest by July 2017.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

According to the CEN-CENELEC Internal Regulations, the national standards organisations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

Introduction

This European Standard was established as a tool to support mutual understanding and provide transparency of language through the articulation of competencies required and deployed by Customs representatives.

The European Standard will support customs representation services offered by any customs representative in an EU Member State where the customs representative is not established (Union Customs Code (UCC), Article 18.3).

While being designed for customs representatives, this European Standard is fully in line with the criteria of customs competency required by the AEO-C status. One objective of this European Standard is to help to meet the AEO-C criteria of customs competency through a certification of compliance delivered by a certification body (UCC, Article 39(d)).

DG TAXUD has developed an EU Customs Competency Framework (EU-CCFW) for the private sector. This European Standard is largely based on the operational competency section of that document.

The EU-CCFW for the private sector is underpinned by a set of core values which should be demonstrated by any trader or any individual working within the private sector and who interact with the customs administrations of the EU.

The Customs Core Values are the values that underpin the goals and beliefs of everyone working in a customs related profession. They do not have an associated proficiency level as each individual should strive to achieve and demonstrate these values at all times, and are considered fundamental to someone's approach to their profession.

The Core Values are as follows:

1. Strong ethics and high integrity
2. Operational excellence
3. Co-operation with customs administrations
4. Customs compliance
5. Continual learning and professional development
6. Harmonized EU attitude and approach
7. European safety and security focus

A competence can be a component of a job role, but it cannot be used as a substitute for similarly named job titles. Competences can be aggregated, as required, to represent the essential content of a job role or profile. One single competence may be assigned to a number of different job profiles.

This European Standard does not attempt to cover every possible competence deployed by a customs representative nor are the included competences necessarily unique to customs representatives. This standard articulates competences associated with the role of a customs representative including some that may be found in other professions but are very important in a customs representative context.

However, to maintain a customs representative focus, this standard avoids generic competences such as 'Communications or General Management'. Although often applicable, such competences are comprehensively explained in other frameworks. Selecting competences for inclusion within the standard is therefore, not a scientific choice, but a pragmatic process involving a broad cross-section of stakeholders who decided to include a competence based on knowledge, experience and the needs of industry.

Competence is an enduring concept and although technology, jobs, marketing terminology and promotional concepts within the customs environment change rapidly, this European Standard should remain constant.

Continuity of the standard is important; following maintenance updates, it is essential that users are provided with a simple upgrade path. Customs representatives may invest considerable time and resources to align processes or procedures with this standard. Organizations deploying these activities are reliant upon the standard and need to be confident of the continued sustainability of their processes. Updates of the standard must recognize this requirement and provide for continuity enabling use of the existing standard version until it is convenient to upgrade to the latest version.

This European Standard is neutral; it does not follow the specific interests of a few major influencers, it is developed and maintained through an EU-wide balanced multi-stakeholder agreement process, under the umbrella of the European Committee for Standardization. It is a key component of the European Union Customs Code; it is designed for use by any organization engaged in customs representative human resource planning and competence development.

1 Scope

This European Standard provides, in accordance with the EU legislation, competency requirements for customs representatives.

2 Normative references

Not applicable.

3 Terms and definitions and abbreviations

3.1 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

3.1.1

competency

demonstrated knowledge and skills that enable a person to provide customs representation services meeting the required level in terms of customs compliance

3.1.2

customs representative

any person appointed by another person to carry out the acts and formalities required under the customs legislation in his or her dealings with customs authorities

[SOURCE: Union Customs Code, Article 5 (6)]

3.1.3

customs representation

service provided by any person appointed by another person to carry out the acts and formalities required under the customs legislation in his or her dealings with customs authorities

[SOURCE: Union Customs Code, Article 18]

3.1.4

knowledge

outcome of the assimilation of information through learning

Note 1 to entry: Knowledge is the body of facts, principles, theories and practices that is related to a field of work or study

[SOURCE: European Qualification Framework]

3.1.5

person

natural person, and a legal person or any other association of persons which is not a legal person, but which is recognized under Union or national law as having the capacity to perform legal acts

[SOURCE: Union Customs Code, Article 5(4)]

3.1.6

skill

ability to apply knowledge and use know-how to complete tasks and solve problems

[SOURCE: European Qualification Framework]

3.2 Abbreviations

For the purposes of this document, the following abbreviations apply.

AEO	Authorized Economic Operator
AEO-C	Authorized Economic Operator - Customs
AEO-S	Authorized Economic Operator- Safety and Security
CIM	International Convention concerning the Carriage of Goods by Rail
CITES	Convention on International Trade of Endangered Species
CMR	Convention on the Contract for the International Carriage of Goods by Road
DTS	Declaration for Temporary Storage
DV 1	Declaration of Value
ECS	Export Control System
EIDR	Entry Into the Declarant's Records
EMCS	Excise Movement and Control System
ICAO	International Civil Aviation Organization
ICS	Import Control System
IMO	International Maritime Organization
IPR	Convention on the Intellectual Property Rights
MCQ	Multiple Choice Questionnaire
OLAF	European Anti-Fraud Office
SAD	Single Administrative Document
SASP	Single Authorization for Simplified Procedures
TARIC	Integrated tariff of the European Community
TIR	International Road Transports
TRACES	Trade Control and Expert System
UCC	Union Customs Code

4 Competency for Customs representatives

4.1 General

The activity carried out by a customs representative is to offer customs representation services for all the domains of customs legislation. As such, a customs representative shall comply with the EU and national customs legislation and customs related requirements. Compliance shall be permanently observed and monitored and where necessary procedures shall be adapted to new regulatory developments and circumstances.

The person assessed shall be assessed on all 21 domains.

A customs representative shall make sure that all internal and external stakeholders are well informed of their respective roles.

A customs representative shall have knowledge of the Customs IT landscape and of how the different systems are interlinked. He or she shall be able to communicate electronically with customs administrations and other relevant parties.

4.2 Knowledge and skills

In the body of this European Standard, the 21 domains of competencies are described according to the EU Customs Competency Framework. Each of these 21 domains is outlined in clause 4.4.

A customs representative shall have adequate knowledge of the relevant laws, policies, rules, regulations, directives or standards that govern his or her services in the countries where the customs representative activities are being carried out.

4.3 Definitions of the levels of knowledge and skills

There are four proficiency levels provided in this European Standard. When using this European Standard, a competency and associated proficiency level for the competency will be chosen.

The proficiency level indicates the level of knowledge and skills required from the person to operate in the role that requires the competency.

A - "AWARENESS LEVEL" LEVEL 1

ASSESSED SKILLS AND CAPACITIES:

- Understanding and applying general concept and processes.
- Speaking fluently and keeping up to date on key terminology in daily work.
- Understanding basic operations specific to the competency and related tasks.
- Understanding how principles and policies impact on daily operations and the overall business.

B - "TRAINED LEVEL" LEVEL 2

ASSESSED SKILLS AND CAPACITIES:

Standard requirement when a task requires this competency (to actually perform the task).

- Applying relevant concepts and executing complex processes in daily work.
- Apart from being able to perform the job, is able to draft and maintain detailed documentation and use the appropriate IT systems for reporting and updating.
- Knowing when and to whom to refer to with regard to operational issues.
- Assessing risks, identifying trends and opportunities and making recommendations for improving processes, policies and procedures.
- Explaining and demonstrating the application of concepts to others.
- Keeping in mind the safety and security issues and key points.

C - "ADVANCED LEVEL" LEVEL 3

ASSESSED SKILLS AND CAPACITIES:

- Applying advanced knowledge to manage daily work and processes.
- Having deep understanding of the competency at hand and how it is related to and impacts on one's own tasks as well as others.
- Being able to monitor and lead staff in the application of the competency where required.
- Being able to lead a team, supervise, or provide direction to junior staff while maintaining own functional responsibility.

D - EXPERT – LEVEL 4

ASSESSED SKILLS AND CAPACITIES:

- Recognized internally and/or externally as a functional expert.
- Deep expert knowledge of the competency that contributes to decisions and policy making.
- Being able to mentor and counsel staff in the field of the competency.

4.4 Description of the 21 domains

4.4.1 Customs business understanding

This section deals with customs business understanding.

A customs representative shall possess the knowledge and skills needed to:

- a) Demonstrate knowledge of the (operational and strategic) roles of customs in daily decision making;

Examples given:

- 1) Definitions;
- 2) Customs representation;
- 3) Authorized Economic Operator (AEO);

- b) Have a high level understanding of customs processes and how they are interlinked;

Examples given:

- 1) Definitions;
- 2) Customs representation;
- 3) Authorized Economic Operator;

- c) Understand the business drivers;

- d) Cooperate with customs and other relevant regulators;

Examples given:

- 1) Communicate with the head or the stakeholders of the competent customs office taking or giving information or other data related to daily activities;
- 2) Communicate with the head or the stakeholders of agencies involved in the surveillance of the import or export of goods;

- e) Ensure compliance with the AEO rules.

- f) Understand macroeconomics and microeconomics related to a national, EU and global context.

4.4.2 Customs legislation and regulation

This section deals with the scope of customs legislation and its legal definitions and customs regulations, as well as other regulations that affect customs operations, such as health, environmental and security related regulations.

A customs representative shall possess the knowledge and skills needed to:

- a) Comply with customs legislation and its legal definitions and customs regulations, as well as other regulations that affect customs operations, such as health, environmental and security related regulations;

Examples given:

- 1) Sanitary and veterinary regulations;
- 2) CITES regulation;
- 3) Dual Use Goods regulations;
- 4) Arms and ammunitions regulations;

- b) Comply with national and EU legal provisions and regulations in their daily operations;

Examples given:

- 1) National legislation of customs representation;
- 2) Customs debt and guarantees;
- 3) General rules on customs status, placing goods under a customs procedure, verification, release and disposal of goods;
- 4) EU and national customs legislation;
- 5) EU and national regulations related to customs legislation;

- c) Comply with legal competence to practical customs situations;

Examples given:

- 1) Declaration;
- 2) Payment;

- d) Ensure compliance with EU legislation and national or regional regulation;

- e) Effectively communicate and apply this knowledge, when and where necessary.

4.4.3 Tariff and classification

This section deals with tariff and classification of goods on the basis of the harmonized system, the combined nomenclature, the customs common tariff and the TARIC and national codes. The classification of goods is necessary to apply the correct customs tariff and the appropriate national taxes.

A customs representative shall possess the knowledge and skills needed to:

- a) Understand the three elements of the assessment of customs debt;
- b) Classify goods applying the correct rules of tariff classification and the general interpretative rules relating to classification of goods or where applicable check that the correct tariff heading had been advised;

Examples given:

- 1) Knowledge of Common Customs Tariff (CCT) and of duty rates per class of goods;
 - 2) Knowledge of Harmonized System with its explanation notes and Combined Nomenclature (CN);
 - 3) Use and integration of TARIC information;
 - 4) Knowledge and use of appropriate databases for classification (Union and national regulations classifying goods, national complementary codes for taxes);
 - 5) Rules of classification.
- c) Where applicable assist, guide, advise and check in the process for requesting Binding Tariff Information (BTI);

Examples given:

- 1) Legal basis on Binding Tariff Information decisions;
- 2) Authorities communicated by Member States to the DG TAXUD.

4.4.4 VAT related to import and export

This section deals with the general value-added tax (VAT) principles at import and export, according to EU and national legislation.

A Customs representative shall possess the knowledge and skills needed to:

- a) Understand and apply the principle of VAT and VAT collection in the context of import and export procedures;
- b) Be aware of the different rates of VAT dependent on commodity and Member State;
- c) Be aware that there are minimum thresholds for VAT and duties which may vary between Member States;

Examples given for a), b) and c):

- 1) Know how the value for VAT purposes is calculated;
- 2) Know when the right to deduct VAT paid on imported goods occurs;
- 3) Know the Authority that is responsible for the collection of VAT;
- 4) Knowledge of whether the VAT shall be declared in the customs declaration or if it is to be declared separately and if so, the process in which it is to be declared;

- 5) Understand the provisions surrounding the refund and repayment of VAT;
- 6) Act as a fiscal representative with regard to VAT accounting.

4.4.5 Excise related to import and export

This section deals with general excise tax principles.

A customs representative shall possess the knowledge and skills needed to:

- a) Apply excise regulations;

Example given:

- 1) Definition of excise goods for the Member State where he /she normally operates;
- b) Ensure that the correct tariff heading is used in order that excise duty is accurately calculated;

Example given:

- 1) Excise duties applicable for the Member State where he /she normally operates;
- c) Declare the correct excise duties in accordance with the legislation;
- d) Apply the rules of circulation of relevant products in the EU;

Example given:

- 1) Required documentation for importing/exporting goods under excise duty suspension;
- e) Use EMCS or the system that interfaces with EMCS.

4.4.6 Valuation

This section deals with the customs value of goods.

A customs representative shall possess the knowledge and skills needed to:

- a) Be able to apply legislation governing customs value in practical work situations;

Examples given:

- 1) Elements which must be included or not in the customs value;
- 2) Completion of the document detailing the customs value (DV1);
- 3) Documents to be used to support the declared customs value;
- 4) Advice on value;
- 5) Rules applicable for valuation (similar goods, deductive method, fall-back method);
- b) Have working knowledge of customs valuation rules and calculation methods;

Examples given:

- 1) Elements which must be included or not in the customs value;

- 2) Rules applicable for valuation (similar goods, deductive method, fall-back method);
- c) Understand the factors that impact on the declared value for duty and VAT at time of declaration and that need to be included in the customs declaration.

4.4.7 Origin of goods

This section deals with the concept of origin of goods and the basic rules applicable in the various international trade agreements signed by the EU.

NOTE Most elements regarding origin of goods are to be found in Title II of the UCC and especially in Chapter 2 "Origin of goods"

- Section 1: Non - preferential origin
- Section 2: Preferential origin
- Section 3: Determination of origin of specific goods

A customs representative shall possess the knowledge and skills needed to:

- a) Apply the preferential and non-preferential rules of origin;

Examples given:

- 1) Bilateral cumulation;
- 2) Diagonal cumulation;
- 3) Full cumulation;
- 4) Protocols of origin;

- b) Have knowledge of the legal basis on Binding Origin Information decisions (BOI);

Examples given:

- 1) Free trade agreements;
- 2) Customs Union concept;
- 3) Existing customs unions;

- c) Have knowledge of which authorities are responsible for issuing BOI.

Examples given:

- 1) Authority in charge;
- 2) Process of submission.

4.4.8 Prohibitions and restrictions

This section deals with prohibitions and restrictions implemented as a result of either national or EU legislation.

A customs representative shall possess the knowledge and skills needed to:

- a) Comply with the legal provisions concerning customs prohibitions and restrictions at a national, EU and international level;

Examples given:

- 1) CITES legislation;
 - 2) TRACES;
 - 3) Arms and ammunitions;
 - 4) Dual use goods;
- b) Identify categories of P&R (Picket and Rail) goods such as product safety and consumer products, counterfeit and pirated goods, agricultural products, live animals, pharmaceuticals, drugs, vaccines, etc. in daily operations;

Examples given:

- 1) Keeping an index of prohibited or restricted goods by using the TARIC;
 - 2) Monitoring a constant survey of regulations and updates;
- c) Detect potential non-compliance by using government systems to ensure that non-compliant goods are not shipped;

Examples given:

- 1) The low price of goods with a brand name can mean that the goods are counterfeit;
 - 2) The description of a pharmaceutical product can lead to a drug precursor;
- d) Communicate with the relevant authorities involved and check any license as requested in the procedure;
 - e) Keep appropriate file including separate authorization (permanently or per case authorization).

4.4.9 Risk analysis

This section deals with risk analysis from both a legal and safety and security perspective.

A customs representative shall possess the knowledge and skills needed to:

- a) Approach risk analysis from both a legal and safety and security perspective;

Examples given:

- 1) Security measures (import);
- 2) Security controls (ICS/ECS);

- b) Perform risk analysis and to document/report the findings;

Example given:

- 1) Comparisons between transport and commercial documentation;

- c) Apply experience, knowledge and relevant tools (Risk Management Framework) to identify and target high-risk transactions;

Examples given:

- 1) Sanctioned Party List Screening;
- 2) Embargo Screening;

- d) Collaborate with government departments and other customs partners nationally and internationally in order to share intelligence;

Examples given:

- 1) Pharmaceutical, security, safety and other EU and national agencies;
- 2) OLAF: organization, methodology, investigations, rights;

- e) Provide immediate feedback on newly identified risks with a view to adapting to the changing circumstances;

- f) Categorize and understand the nature and potential consequences of different types of risk;

- g) Use fact-based intelligence to perform proactive rather than reactive risk analysis;

- h) Recognize irregularities in risk related patterns and able to focus attention to the priority areas;

- i) Communicate potential irregularities and risk to the appropriate customs partners.

Example given:

- 1) Communication with customs authorities;

4.4.10 Supply chain operations

This section deals with the customs supply chain and the customs principles that underlie the supply chain.

A customs representative shall possess the knowledge and skills needed to:

- a) Demonstrate general knowledge of the customs supply chain and understand the basic customs principles that underlie the supply chain;

Examples given:

- 1) Know the transport documents for each mode of transport (CMR, CIM, Way Bill, etc....);
- 2) Know the I.M.O. and I.C.A.O. documents (cargo manifests);
- 3) Know customs process from the entry to the final delivery to the importer or to the final re-export (entry of goods, temporary storage, transit or other customs procedure, re-export);

- b) Make recommendations to improve efficiency, quality and service relating to the customs-trade flows;

Examples given:

- 1) For community goods transported by sea, use regular shipping services, avoiding the procedure of Proof of Union Status (PoUS);

- c) Understand the end-to-end supply chain perspective in relation to decision making;

- d) Ensure proactive communication with the customs partners;

- e) Collaborate with other legal enforcement agencies;

Example given:

- 1) Sanitary, phytosanitary controls, agricultural regulations, health regulations;

- f) Make use of national and international expert services;

- g) Understand the consequences, fiscal impact and next steps after the arrival and exit of goods;

Example given:

- 1) Calculation of VAT value to be inserted in the SAD;

- h) Collaborate with customs administrations and establish relationships to ensure transparency and smooth processing of goods;

- i) Demonstrate understanding of how customs activities impact trade's supply chain in daily operations;

- j) Demonstrate knowledge of regular interactions at a national level, and have the ability to identify and act upon irregularities;

- k) Ensure that requirements for safety and security have been adhered to at all stages;

- l) Be aware of the global supply chain;

Example given:

- 1) Knowledge of Incoterms.

4.4.11 Customs compliance assurance

This section deals with the different activities that customs administrations can use to enforce or check the compliance (control, investigation, and enforcement activities).

A Customs representative shall possess the knowledge and skills needed to:

- a) Understand the different activities that customs administrations can use to enforce or check the compliance (control, investigation, and enforcement activities);

Examples given:

- 1) Understanding of possible actions in the case that customs inspection of goods takes too long;
 - 2) AEO status maintenance;
 - 3) Specific audit arrangements for special procedures;
- b) Understand the legal provisions and methods for customs enforcement;
 - c) Know the different law enforcing authorities regarding customs;
 - d) Understand the different methods to inspect cargo entering or leaving the EU;

Examples given:

- 1) Use of X-ray devices;
 - 2) Use of dogs;
- e) Know how to manage the control activities;

Example given:

- 1) Internal control system;

- f) Understand how to verify compliance with safety and security relating to passenger and freight transport and vehicles;

Example given:

- 1) Use and understanding of safety reports;
- g) Understand the procedures to be used when investigating possible fraudulent activities relating to customs, what the specific tasks of trade organizations are and how it can impact on trade operations;
 - h) Understand the concept of a customs offence;
 - i) Know how to prepare for potential audits by customs administrations and cooperate with the customs officers to ensure a smooth audit process.

4.4.12 Customs IT systems and applications

This section deals with customs IT landscape and how the different systems are interlinked.

A Customs representative shall possess the knowledge and skills needed to:

- a) Understand the customs IT landscape and how the different systems are interlinked;

Example given:

- 1) Know the customs electronic systems and how they interlink with the electronic systems of ports and airports, such as CCS (Cargo Community Systems) and how such systems link with other authorities;

- b) Know which IT system or application to use for which task;

Examples given:

- 1) Knowledge of internal systems used;
- 2) Knowledge of customs applications available in his/her Member State;

- c) Know how to communicate electronically with customs administrations and other customs partners;

Examples given:

- 1) Use of e-mail systems;
- 2) Electronic transmission of documents;

- d) Suggest and make improvements both to individual IT systems and applications and to linkages between them;

- e) Safeguard the IT security;

Examples given:

- 1) Use of own registration name and personal password;
- 2) Protection of own computer against any utilization by third parties;

- f) Understand and follow the measures put in place to safeguard the IT security.

4.4.13 Financial Customs payment procedures

This section deals with the settlement of amounts levied by the customs authorities related to declarations made by customs representatives on behalf of their customers as well as to guarantees given for the application of various authorizations.

A customs representative shall possess the knowledge and skills needed to:

- a) Understand all scenarios where customs debt can be incurred;

Example given:

- 1) Release for free circulation, temporary admission with partial relief, in cases of no drawback rules where a preferential certificate is requested, in cases of no compliance with the rules of

a customs procedure (no re-export in time of goods imported under temporary admission procedure) etc.;

- b) Understand the customs processes and procedures that have to be followed to pay customs duties;

Example given:

- 1) Knowledge of customs payment system and procedure in the Member State where the customs debt occurs;

- c) Demonstrate broad understanding of the customs duties that need to be paid for the goods being processed;

Examples given:

- 1) Know that only the imported processed goods are subject to customs duties;
2) Know the ratio of raw product to processed product or the methods of determining the quantity of imported goods in the processed product;

- d) Manage the payment to ensure that the duties are paid on time and track the status of the payments, including cases of deferred payments;

Examples given:

- 1) Proper follow-up system;
2) Ability to trace payment;

- e) Ensure the necessary funds or registered guarantees are available to pay or secure the required duties;

Example given:

- 1) Ability to liaise with Finance or Treasury Department in his/her own organization;

- f) Facilitate efficient customs revenue collection by cooperation with customs administrations;

- g) Ensure accurate information is given to the customs administration in relation to customs debt;

- h) Ensure correct calculation of the customs value of the goods;

Example given:

- 1) Perfect use of TARIC and all calculation systems in place to correctly assess amounts due;

- i) Understand the application of EU tariff and non-tariff measures to ensure the correct application of the appropriate and correct duties or relief from duties.

4.4.14 Authorization management

This section deals with all activities concerning the application for and management of authorization processes.

A customs representative shall possess the knowledge and skills needed to:

- a) Manage the authorization processes and their status regarding customs licences and certificates needed;

Example given:

- 1) Licence application, management, survey and settlement;
- b) Understand the criteria and processes to receive a licence or certificate, to become a customs representative and to act under a specific customs authorization;

Examples given:

- 1) For a customs warehouse authorization there are appropriate premises;
- 2) For an inward processing authorization there are appropriate installations for the processing;
- 3) Authorization application, management, survey and settlement;
- c) Know all decision-taking customs authorities and the scope of the validity of a decision;
- d) Understand and is able to communicate relevant detailed Economic Operator (EO) information to the customs authorities;

Example given:

- 1) Ability to fulfil the necessary documentation and to submit the relevant information;
- e) Know the legal framework covering the specific provisions for each of the decisions that may be granted in relation to the EO, including rules regarding exceptions and special allowances;

Example given:

- 1) Simplification or specific conditions applying to AEO-C or AEO-S;
- f) Ensure regular compliance checks are carried out to ensure that terms and conditions of any authorizations are still being adhered to;

Examples given:

- 1) Internal control system;
- 2) Regular monitoring of authorization;
- g) Apply for an authorization;
- h) Maintain an authorization.

4.4.15 Global environment and trends

This section deals with the developments within customs globally and nationally and matches them to the specific context of the trade organization.

A customs representative shall possess the knowledge and skills needed to:

- a) Follow up on new developments within customs globally and nationally and match them to the specific context of the trade organization;

Examples given:

- 1) Follow up on new customs developments:

- i) Customs development globally:

- Decrease of customs duty rates;
- Increase of safety and security aspects;
- Increase of the protection of economic interests (IPR);

- ii) Customs development in the EU:

- Centralized clearance;
- Entry in the Declarant's Records (EIDR);
- Self-assessment;
- Approved transporter;
- Approved exporter;

- b) Monitor the evolution of customs in the short and long term and link recent developments to long-term improvement;
- c) Understand the latest challenges, and how these relate to new developments within the customs departments of trade organizations;

Example given for b) and c):

- 1) Customs developments could lead to the re-organization of the trade departments in order to apply new challenges (AEO, simplified procedures, etc.);
- d) Acknowledge the importance of national and international politics and their influence on the trade process;
 - e) Demonstrate political knowledge in communications and cooperation during his/her daily work;
 - f) Communicate with customs officials in order to better assess any changing requirements.

4.4.16 Entry of goods process

This section deals with the entry of goods into the EU via all types of transport.

A customs representative shall possess the knowledge and skills needed to:

- a) Demonstrate in-depth knowledge and understanding of the steps and tasks associated with successfully bringing goods into the Union;

NOTE Most elements regarding the entry of goods process are found in the Title IV of the UCC GOODS BROUGHT INTO THE CUSTOMS TERRITORY OF THE UNION

It includes the following chapters:

- i) Entry summary declaration;
- ii) Arrival of goods:
 - Entry of goods into the customs territory of the union;
 - Presentation, unloading and examination of goods;
 - Temporary storage of goods;
- b) Collect the correct information linked to the entry of goods and send all required documents and information to the correct customs authority by using the national information management/processing systems and the relevant IT systems of the organization;

Example given:

- 1) The information needed to complete the entry summary declaration (transporter, consignor, consignee, description of the goods, etc.). This information can be taken from the transport documents;
- c) Follow up the entry of goods process with customs administration(s) and other relevant parties;

Example given:

- 1) Acts following the entry of goods are:
 - i) Presentation of the goods to the customs office;
 - ii) Temporary storage;
 - iii) Release for free circulation or other customs procedure (special procedure);
- d) Interpret and act upon the notifications received from the customs administrations (confirmations and rejections, no load messages, advanced intervention messages, etc.) and taking the appropriate and/or required actions;
- e) Communicate suggestions and potential process improvements to his or her manager and/or team leading to increased operational efficiency and helping to implement the improvements;
- f) Ensure efficiency by providing advice based on his or her knowledge with regard to specific cases;
- g) Know and use the appropriate fall back procedures in case of a failure of the system;

- h) Understand the division of the roles and responsibilities related to entering goods in the Union;

Examples given:

- 1) The following authorizations can be relevant to the Entry of Goods procedure:
 - i) AEO-S (security and safety authorization);
 - ii) AEO-C (Customs simplifications);
- 2) Entry Summary Declaration, Notification of Arrival, Presentation and Notification.

4.4.17 Transit process

This section deals with the Customs transit procedure used to facilitate the movement of goods between two points of a Customs territory, via another Customs territory, or between two or more different Customs territories. The transit process covers all types of transit:

External Union transit procedure (T1), internal Union transit procedure (T2), TIR carnet, common transit, ATA convention (Temporary Admission), Rhine manifest, NATO movements post, etc.

A Customs representative shall possess the knowledge and skills needed to:

- a) Demonstrate in-depth knowledge and understanding of the steps and tasks associated to successfully move goods under the transit procedure through the Union;
- b) Apply for the relevant authorizations related to transit and follow up;

Example given:

- 1) The steps to move goods under the transit procedure are:
 - i) Formalities at the Customs office of departure (declaration, inspection of goods, release by issuing the Transit Accompanied Document (TAD));
 - ii) Formalities during the transport (at the Customs office of transit, in case of accident or transfer to another means of transport);
 - iii) Formalities at the Customs office of destination (presentation of goods with the TAD to the Customs office mentioned in the transit declaration);
- c) Complete and register the transit declaration (standard or simplified and supplementary declaration) and the Presentation Notification(s) at the competent Customs offices;

Example given:

- 1) Authorizations related to transit are:
 - i) Authorized Consignor;
 - ii) Authorized Consignor for Proof of Union Status;
 - iii) Authorized Consignee;
 - iv) Authorized Consignee TIR;
 - v) Simplified Transit Declaration;

- vi) Special Seals;
 - vii) Regular Shipping Service;
 - viii) Comprehensive Guarantee;
 - ix) Guarantee Waiver;
- d) Complete the formalities, also in cases of exceptional circumstances such as accidents or a transfer to another transportation unit;

Example given:

- 1) Among the tasks is the monitoring of the electronic messages between the customs office of departure and the customs offices of transit and destination, in particular the messages (IE006 and IE018) ensuring the transit procedure is written off;
- e) Ensure that legal requirements are met to receive and maintain the relevant authorizations;
 - f) Execute the process steps for the transit and/or movement procedures (standard/simplified);
 - g) Collect the relevant data elements to create and lodge the transit declaration by using the relevant electronic system;
 - h) Ensure the acceptance of the transit declaration with customs administrations and/or other relevant parties. Interpret and act upon the notifications received from the Customs administrations;
 - i) Calculate potential customs debt and other charges and monitor the relevant guarantee case by case;
 - j) Ensure the timely discharge of the transit procedure;
 - k) Ensure that all stakeholders are well informed of their respective roles;
 - l) Follow up on the transit process with customs at offices of transit and destination (arrival notification, unloading remarks, information about non-arrived movement, etc.). Monitor and act upon the non-discharged transit declarations;
 - m) Know and use the appropriate fall back procedures in case of a failure of the system;
 - n) Understand the division of the roles and responsibilities related to moving goods using the transit procedure through the Union;
 - o) Collect the relevant data elements for the relevant process compared against the audit trail of the previous transit;
 - p) Calculate the reference amount for the transit guarantee;
 - q) Monitor the guarantee;
 - r) Monitor the closing of transit process and keep appropriate records and archives.

4.4.18 Export and exit process

This section deals with the export and exit process of goods out of the Union territory.

NOTE The export and exit of goods is defined by the UCC under Title VIII: GOODS TAKEN OUT OF THE CUSTOMS TERRITORY OF THE UNION

It includes the following chapters:

- Formalities prior to the exit of goods
- Formalities on exit of goods
- Export and re-export
- Exit summary declaration
- Re-export notification
- Relief from export duty

A customs representative shall possess the knowledge and skills needed to:

- a) Demonstrate in-depth knowledge and understanding of the steps and tasks associated with successfully exporting and exiting goods out of the Union. This covers all export procedures and exceptions such as exporting goods using an exit summary declaration or a re-export advice (including agricultural agreements);
- b) Ensure that legal requirements are met to receive and maintain the relevant authorizations;
- c) Collect the correct data elements to create and lodge the export declaration in the right place (competent customs office) by using the relevant IT system;

Example given:

- 1) Authorizations related to the export:
 - i) Centralized clearance;
 - ii) Simplified declarations;
 - iii) Authorized transport operator;
 - iv) Authorized exporter;
- d) Ensure the acceptance of the declaration taking into account the applicable rules and exit procedure (ECS);

Examples given:

- 1) Among the tasks that should be mentioned are:
 - i) VAT rules when exempting the commercial invoice from VAT;
 - ii) Notifications received from the customs administration (physical or documentary control, exit confirmation, etc.);

- 2) Control procedures:
 - i) Fiscal checks;
 - ii) Safety and security checks;
- e) Interpret and act upon the notifications received from the customs administrations that can follow the different control procedures;
- f) Perform every step in the different procedures (normal procedure, simplified procedures, EIDR, SASP);
- g) Communicate suggestions and potential process improvements to his or her manager and/or team leader to increase operational efficiency and help to implement the improvements;
- h) Ensure efficiency by providing advice based on his or her knowledge as regards to specific cases;
- i) Know and use the appropriate fall back procedures in case of a failure of the system. Applies the fallback procedures whenever necessary;
- j) Understand the division of the roles and responsibilities related to exporting and exiting goods out of the Union;

Examples given:

- 1) Among the tasks that should be mentioned are:
 - i) VAT rules when exempting the commercial invoice from VAT;
 - ii) Notifications received from the Customs administration (physical or documentary control, exit confirmation, etc.);
- 2) Control procedures:
 - i) Fiscal checks;
 - ii) Safety and security checks;
- k) Follow up to ensure that each declaration has the required exit confirmed Customs clearance and if not will act accordingly and seek alternative proofs of exit.

4.4.19 Temporary storage process

This section deals with the storage of goods when they enter in the customs territory of the Union.

NOTE Temporary storage process is covered under UCC Title IV: GOODS BROUGHT INTO THE CUSTOMS TERRITORY OF THE UNION

— Chapter 2 – Arrival of goods

— Section 3 – Temporary storage of goods

A Customs representative shall possess the knowledge and skills needed to:

- a) Demonstrate in-depth knowledge and understanding of the steps and tasks associated with temporary storage of goods in the Union;

- b) Ensure that all legal requirements are met to receive and maintain the relevant authorizations. Ensure the correct use of the authorization for the operation of storage facilities for the temporary storage;

Example given:

- 1) Authorization of temporary storage;

- c) Monitor on a daily basis the status of the goods under temporary storage (discharge) with Customs administrations and other relevant parties. Act proactively before temporary storage time expires. Interpret and act upon the notifications received from the Customs administrations;

Example given:

- 1) Declaration for temporary storage:

- i) Electronic freight list;
- ii) Cargo manifest;
- iii) Transit document;

- d) Link the temporary storage process to the regimes and procedures that can follow after discharging the temporary storage;

- e) In cases of transportation of goods between one temporary storage facility and another, make sure to transport goods under the correct transit regulation;

- f) Provide the correct documents (Presentation Notification, Cargo Manifest, Declaration for Temporary Storage (DTS), etc.) at the Customs office where goods are presented or, in case of disposal, at the Customs office indicated in the authorization;

- g) Know and use the appropriate fall back procedures in case of a failure of the system;

- h) Understand the division of the roles and responsibilities related to the temporary storage of goods in the Union;

Example given:

- 1) Link the temporary storage process to the regimes and procedures:

- i) Release for free circulation;
- ii) Special procedures;
- iii) Re-export;

- i) Submit the temporary storage declaration including classification of the goods whenever required and/or appropriate;

- j) Complete and register the presentation notification, manifest or transport document, or share this information with the relevant partners in the supply chain;

- k) Monitor time limits to hold goods in the temporary storage process;

l) Monitor and update the piece count and amend the records when cargo is received.

4.4.20 Special procedure process (excluding transit)

This section deals with the following special procedures:

- Customs warehousing;
- Free zone;
- End-use;
- Inward processing;
- Outward processing;
- Temporary admission.

NOTE The special procedures are the following and are defined by the UCC under Title VII: SPECIAL PROCEDURES

Chapter 1 General Provisions and chapters 3 to 5:

- Chapter 3: Storage:
 - Common provisions;
 - Customs warehousing;
 - Free zones;
- Chapter 4: Specific use:
 - Temporary admission;
 - End-use;
- Chapter 5: Processing:
 - General provisions;
 - Inward processing;
 - Outward processing.

A Customs representative shall possess the following knowledge and skills needed to:

- a) Demonstrate in-depth knowledge and understanding of the steps and tasks associated to successfully place goods under a special procedure;
- b) Understand the division of the roles and responsibilities related to placing goods under a special procedure;

Example given:

- 1) Roles and responsibilities:
 - i) Inward processing:

- Authorization establishing the rates of yield, the delay for re-export etc.;
 - Declaration for placing the goods under the procedure;
 - Monitoring of re-export or other declarations;
 - Discharge of the procedure;
- ii) Outward processing:
- Authorization establishing the rates of yield, the delay for re-import etc.;
 - Declaration for temporary export;
 - Monitoring of re-import;
 - Discharge of the procedure;
- iii) Customs warehouse:
- Authorization of the premises as public or private warehouse;
 - Declaration for placing goods under the procedure;
 - Usual handling;
 - Accounts;
- c) Is able to correctly apply the codifications relating to special procedures;
- d) Ensure that legal requirements are met to receive and maintain the relevant authorizations;
- Examples given:
- 1) Requirements to receive and maintain authorizations;
 - 2) Economic conditions for the procedure of inward processing and outward processing;
 - 3) Identification of imported goods into the processed products;
- e) Collect in due time the correct data elements to create and lodge the declaration for the different special procedures by using the relevant IT system;
- f) Ensure the acceptance of the declaration with Customs administrations and other relevant parties;
- g) Interpret and act upon the notifications received from the Customs administrations;
- Example given:
- 1) Notifications received from the Customs administrations: request for additional information;
- h) Know and use the appropriate fall back procedures in case of a failure of the system;
- i) Have an in-depth knowledge and understanding of the steps and tasks associated with the successful release of goods for free circulation in the European Union (including the specific rules for the end-use procedure, quotas and agricultural agreements);

- j) Track and trace goods taking into account the procedures applied.
- k) Take the necessary steps and perform the required tasks associated with placing goods under a special procedure;
- l) Keep appropriate records and provide and monitor the guarantee.

4.4.21 Release for free circulation process

This section deals with non-Union goods intended to be put on the Union market or intended for private use or consumption within the Customs territory of the Union that shall be released for free circulation.

NOTE The release for free circulation process are defined by the UCC under Title VI: RELEASE FOR FREE CIRCULATION AND RELIEF FROM IMPORT DUTY

- Chapter 1: Release for free circulation;
- Chapter 2: Relief from import duty:
 - Returned goods;
 - Sea-fishing and products taken from the sea.

A Customs representative shall possess the knowledge and skills needed to:

- a) Demonstrate in-depth knowledge and understanding of the steps and tasks associated with successful release of goods for free circulation in the European Union (including the specific rules for the end-use procedure, quotas and agricultural agreements);
- b) Understand the division of the roles and responsibilities related to release goods for free circulation;

Examples given:

- 1) Roles and responsibilities;
 - 2) Complete and lodge the declaration;
 - 3) Tariff instruments (combined nomenclature, value, origin);
 - 4) Payment of Customs duties and taxes;
 - 5) Relief from import and/or taxes (returned goods, sea-fishing products, tariff suspensions, etc.);
- c) Correctly apply the codifications related to free circulation process;
 - d) Apply for the relevant authorizations related to release for free circulation and to make a proper follow up;
 - e) Complete the declaration for free circulation (standard or simplified and supplementary declaration), including calculating the Customs value and Customs duties and all applicable taxes;
 - f) Register the declaration for free circulation at the competent Customs office and provide additional documents or information, if requested by the competent Customs office. This includes calculating Customs duties and other applicable taxes;

- g) Complete the activities above to release goods subject to excise duties;
- h) Complete the required steps in the context of EIDR, simplified declaration, and designated or approved place;
- i) Collect and check the consistency of the data elements prior to lodgement of the Customs declaration (standard and simplified) for free circulation;
- j) Ensure the acceptance of the declaration;
- k) Interpret and act upon the notifications received from the Customs administrations and follow the different control procedures;
- l) Perform all the necessary steps in the different procedures.

5 Recommendations and guidelines for evaluation and assessment of competence requirements

5.1 General

Any person, defined in part 3 “Terms and definitions” clause 3.2 can apply to the Standard.

Where the Standard applies to a legal person, this legal person should ensure that it has at least one natural person meeting all 21 domains of competency defined in this Standard, in order to fulfil the requirement in clause 4.1 “the activity carried out by a Customs representative is to offer Customs representation services for all the domains of Customs legislation”. The main role of this natural person should be to permanently observe, monitor and coordinate its human resources. She/he should permanently observe, monitor, coordinate and ensure respect of the procedures related to the Customs activities carried out which should be analysed during the examination.

This natural person is defined as **the Customs responsible person** who is recognized internally and externally as professional in Customs fields. The economic operator’s top management should mandate the “Customs responsible person”.

Both a legal and a natural person should respect the core values mentioned in the introduction.

When delivering a certification of compliance with this European Standard, the certification shall be delivered for a period of 5 years.

After the certification of compliance has been delivered, it is strongly recommended that the certified person follows a training program.

5.2 Customs operational competencies to be evaluated and assessed

Competency areas derive from the content of Customs competencies listed in part 4: “Competency for Customs representative” point 4.2.

Each competency area is named “domain” and runs from domain 1 to domain 21.

5.3 Recommendations and guidelines for evaluation and assessment process

5.3.1 Organization

The assessment should include tools created and validated by experts nominated by Customs authorities and/or Trade Organizations of Customs representatives.

The assessors should be composed of experts nominated by Customs authorities and/or Trade Organizations of Customs representatives.

The person should be assessed on the 21 operational domains.

5.3.2 Minimum Level

It is recommended that each competency be assigned four proficiency levels defined in the assessment scheme (more details on the four levels are given in Figure A.1):

- “Awareness level” (level 1),
- “Trained level” (level 2),
- “Advanced level” (level 3),
- “Expert level” (level 4).

Definition of minimum level:

For some domains, the minimum level should correspond to the proficiency **level 2 “Trained level”** - Standard requirement when a task requires this competency (to actually perform the task).

For some other domains, the minimum level should correspond to the proficiency **level 3 “Advanced level”** - Increased levels of knowledge and skills because of experience.

To comply with the Standard, the person should master the minimum level for all 21 domains.

Table 1 shows recommendations on where the competence minimum level should be on proficiency level 2 and where the competence minimum level should be on proficiency level 3.

Table 1 — Minimum Level Table

		<u>MINIMUM LEVEL</u>	<u>GLOBAL EXAMINATION</u>	
4.4.1	Customs business understanding	2	1 MCQ	20 min
4.4.2	Customs legislation and regulation	3	1 Case study	45 min
4.4.3	Tariff and classification	3	1 Case study	45 min
4.4.4	VAT related to import and export	3	1 Case study	45 min
4.4.5	Excise related to import and export	2	1 MCQ	20 min
4.4.6	Valuation	3	1 Case study	45 min
4.4.7	Origin of goods	2	1 MCQ	20 min
4.4.8	Prohibitions and restrictions	3	1 Case study	45 min
4.4.9	Risk analysis	2	1 MCQ	20 min
4.4.10	Supply chain operations	2	1 MCQ	20 min
4.4.11	Customs compliance assurance	2	1 MCQ	20 min
4.4.12	Customs IT Systems and Applications	2	1 MCQ	20 min
4.4.13	Financial Customs payment procedures	2	1 MCQ	20 min
4.4.14	Authorization management	2	1 MCQ	20 min
4.4.15	Global Environment and Trends	2	1 MCQ	20 min
4.4.16	Entry of goods process	2	1 MCQ	20 min
4.4.17	Transit process	2	1 MCQ	20 min
4.4.18	Export and exit process	2	1 MCQ	20 min
4.4.19	Temporary storage process	3	1 Case study	45 min
4.4.20	Special procedure process (excluding transit)	3	1 Case study	45 min
4.4.21	Release for free circulation process	2	1 MCQ	20 min

5.3.3 Assessment Scheme

5.3.3.1 Pre-assessment

A “self-assessment” should be made by the candidate before the assessment examination. The candidate should describe and provide evidence of their work, knowledge and skills to the certifying body.

An applicant (natural person) should provide a self-assessment of his / her level from a choice of level 1, level 2, level 3 or level 4 for each domain (21 domains).

This self-assessment should be presented to the certification body at the preliminary interview.

After this self-assessment, the certifying officer should propose an examination or some vocational training to take an exam in order to achieve the Standard.

5.3.3.2 Assessment

A global examination should then assess the proficiency level of the person for all 21 operational competencies.

The assessment should be made on all 7 domains tagged level 3 in Table 1 and on at least 7 domains tagged level 2 in Table 1 chosen at random.

This examination should include a final oral examination by assessors after the assessment on all 21 competencies.

“TRAINED LEVEL” – LEVEL 2

PROPOSED EXAMINATION PROCESS

Multiple Choice Questionnaires:

20 questions.

Marking: /20. Minimum required marks: 12/20

MCQ Topics: on 14 domains – level 2.

We propose 20 questions for each domain, organized in three areas:

MCQ about knowledge in Customs representatives field –12 questions with four potential responses

MCQ about situations - 4 situations with 4 potential responses for each of them

MCQ about documents - 4 documents with 4 comments to select

Assessment criteria:

- Capacity to understand the situation or the context;
- Capacity to define the expectations to be met;
- Capacity to identify the objectives and constraints
- Good use of techniques relating to a Customs representative

“ADVANCED LEVEL” LEVEL 3

PROPOSED EXAMINATION PROCESS

Case study: technical study and critical analysis on working situations based on the 7 domains- level 3. The way the applicant solves the situations shall prove her/ his competence for each domain.

Marking: /20. Average marks: 12/20

Assessed skills: on 12 domains

Assessment criteria:

- Choice of the implemented methodology: this will include the method used to answer as well as the tools used.
- Information collection and processing: This will include the choice of information source(s), the amount and quality of the gathered information, their relevance to the question to be dealt with and the chosen process to exploit them.
- Added value: The general quality of the work and recommendations produced, efficiency, relevance and solutions suggested will be assessed.

EXAMPLE OF FINAL ORAL EXAMINATION ASSESSORS

1 ASSESSED SKILLS AND CAPACITIES:

- Quality of oral communication,
- Observe, monitor, coordinate and ensure respect of internal procedures,
- Ability to drive for results,
- Ability to deal with operational risks,
- Ability to negotiate,
- Capability of decision making,
- Analytical thinking.

2 ROLE OF THE ASSESSORS:

Should be organized only after an analysis of the results of the written examination

Should review the results of the exams and conduct the oral examination.

Should analyse the internal procedures of the legal entity presented by the Customs responsible person

Marking: /20 Minimum required mark: 12/20

5.4 Evaluation / assessment frame

The certification body should ensure that the person assessed complies with the following recommendations when applicable:

- The legal person, already acting as a Customs representative or already known and registered by the national Customs administration should appoint a natural person of legal age to work according to the national legislation.

The natural person should fulfil all the 21 domains outlined in 4.4 taking into consideration the levels defined in clause 5.3.

When the applicant is a legal person, it should ensure that there is at least one natural person that fulfils the 21 domains provided in 4.4 taking into consideration the levels defined in clause 5.3.

- Take into consideration the duration and quality of the experience in Customs matters, legislation and procedures.
- Take into consideration the endorsement by the applicant of the Code of Conduct and the Quality Charter established on European level.
- Take into consideration the existing nationally or internationally recognized qualifications

Annex A
(informative)

Proficiency levels

Table A.1—Proficiency Levels [Source: European Qualification Framework]

	Level 1 – Awareness	Level 2 - Trained	Level 3 – Advanced	Level 4 - Expert
Definition	Applies for those who only need insight into the competency. This means that they do not need the competency to be able to engage in a task or to do their job. Awareness of a competency that is not required to do a job, but is required of people that you need to work with or manage will increase understanding and efficiency.	Standard requirement when a task requires this competency (to actually perform the task).	This proficiency level refers to the level of experience in certain competencies. Where people that are at 'Level 2 - Trained' for the competencies required to perform a task, can start to perform their function successfully, proficiency level 3 refers to increased levels of knowledge and skills because of experience.	Proficiency level 4 – 'Expert' requires additional competency specific experience and/or training to reach the status of 'Expert'.
Description	<ul style="list-style-type: none"> - Understands and applies general concepts and processes - Articulates key terminology in daily work - Understands basic operations specific to the competency and related tasks - Understands how principles and policies impact daily operations and the overall business 	<p>Level 1 plus:</p> <ul style="list-style-type: none"> - Applies relevant concepts and executes complex processes in daily work - Apart from being able to perform the job, is able to draft and maintain detailed documentation and use the appropriate IT systems for reporting and updating - Knows when and to whom to escalate operational issues - Assesses risks, identifies trends and opportunities and makes recommendations for improving processes, policies, and procedures - Explains and demonstrates the application of concepts to others 	<p>Level 2 plus:</p> <ul style="list-style-type: none"> - Applies advanced knowledge to manage daily work and processes - Has deep understanding of the competency at hand and how it is related to both own tasks and its impact on others - Able to monitor and lead staff in the application of the competency where required - Able to lead a team, supervise, or provide direction to junior staff while maintaining own functional responsibility 	<p>Level 3 plus:</p> <ul style="list-style-type: none"> - Recognized internally and/or externally as a functional expert - Deep expert knowledge of the competency contributes to decisions and policy making - Able to mentor and counsel others in the field of the competency

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