



European
Commission



EU training and staff
development in
Customs & Taxation

Seven-Year Scorecard

Taxation and
Customs Union

Seven years ago, the European Commission's Directorate-General for Taxation and Customs Union (DG TAXUD) embarked on a mission to support administrations by optimising the education and learning capacity of their staff.

In close cooperation with national Customs/Tax administrations, a series of ambitious initiatives and activities were developed on these three pillars:

1. Training development (Customs & Tax EU Learning Portal, eLearning modules, nano-learnings, task-based learnings, eBooks).
2. Support initiatives (Common Learning Events Programme (CLEP), webinars, Authoring Tool, Multimedia Library, TAXEDU).
3. Standardisation (TaxComp^{eu}, CustComp^{eu}, EU Recognition).

Each pillar contributes to the overall aim of boosting education and training of a growing community of national customs and tax administrators, as well as economic operators, traders and experts throughout the EU.

Realised under the Customs 2020 and Fiscalis 2020 programmes, the 2014-2020 EU training initiatives aimed to enhance the administrative capacity of customs and tax administrations across the EU. In turn, this contributes to a more efficient functioning of the tax system and the Customs Union in the internal market.



Seven years of impact

Over the past seven years...

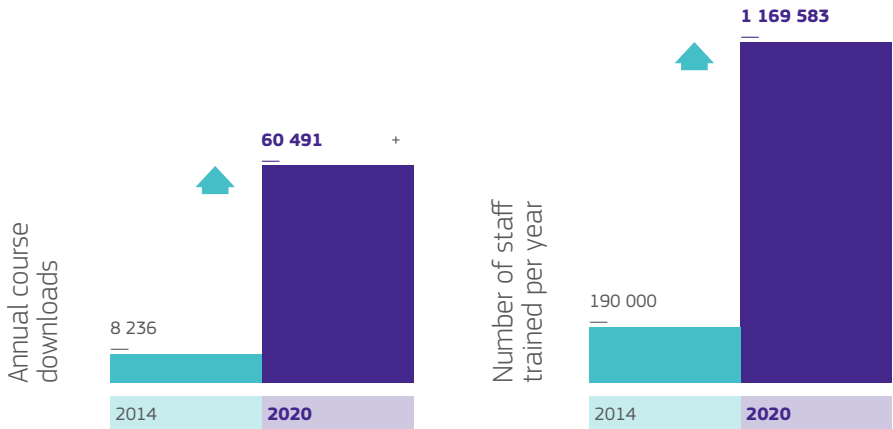
The EU training was delivered to

- more than **3 million** customs and taxation professionals
- over a **quarter of a million (275 500)** officials from customs and tax administrations

Nearly every national administration in the EU has started to implement one or more tools of the EU Competency Frameworks for Customs and Taxation.

From the start, DG TAXUD has been working closely with experts from national administrations to create eLearning courses. Annual surveys confirm high levels of interest amongst professionals. This positive trend is especially noticeable in the participation rates of training and staff development offers, with eLearning courses taking the lead.

In today's fast-paced, technology-oriented world, it's no surprise that eLearning courses are becoming increasingly popular. They are easy to follow and provide relatable examples and real visualisations of EU customs and tax IT systems.



From 8 236 annual course downloads in 2014 to more than **60 491** in 2020.

From 190 000 trained in 2014 to **more than 1 million** in 2020.

The current global context demands a high-performing, connected, agile and future-oriented European community of customs and tax professionals.

Many modules to choose from

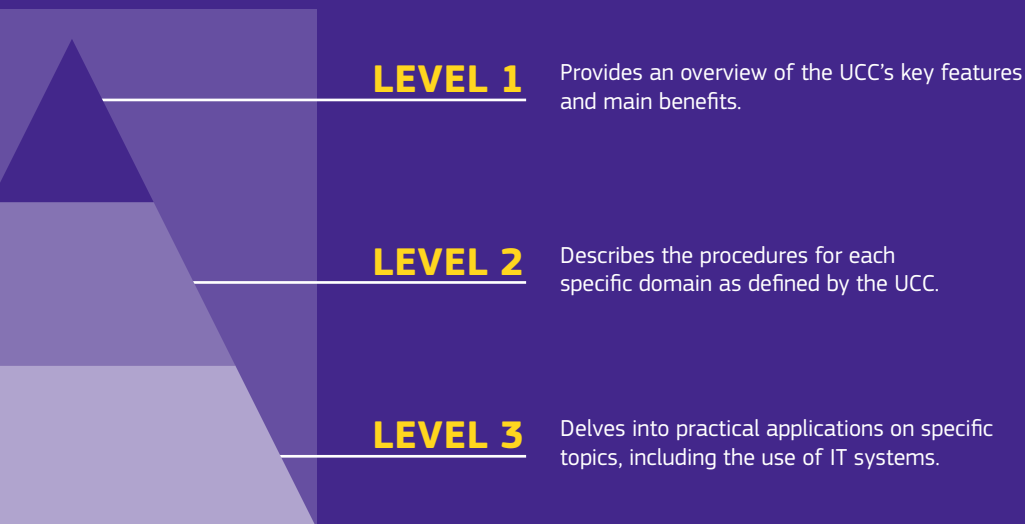
The eLearning portfolio is packed with 59 Customs & Taxation modules in English, also available in several EU and non-EU languages.

More than 1 200 hours of instruction is available on a wide range of topics – from a beginner's guide to business process modelling (BPM) to a programme advising customs officers how to conduct a container inspection or perform a car search in a structured and safe way.

There were 16 new eLearning courses added in 2019-2020. These range from CLASS, INF and Car Search programme to Radiation and Nuclear detection, and Drug-Precursor controls.

By far the most popular eLearning programme available to customs officers and economic operators is the Union Customs Code (UCC), with more than 20 modules available. It also features an interactive EU Authorised Economic Operators (AEO) eBook with guidelines enriched with interactive multimedia learning activities and functionalities.

The UCC counts 21 modules and three levels of expertise:



Language is key

The 59 Customs & Taxation modules are currently available in 604 language versions. Based on the total number of downloads, German, Italian, Dutch, Portuguese and Polish are the most popular languages after English.

All new courses added to the portfolio since 2016 have been translated into several languages.

Customs & Tax EU Learning Portal

With the aim of integrating multiple aspects of all trainee journeys, the **new portal offers opportunities for customs and tax professionals to upscale or share profession-relevant knowledge and expertise** through initiatives ranging from eLearning to the organisation and hosting of multiple learning events. As a virtual learning space with tools, such as the Authoring Tool and Multimedia Library, the portal facilitates collaboration amongst national administrations across all the Member States. By streamlining the implementation and organisation of courses, webinars and CLEP events, the portal facilitates communication and exchanges.

Capitalising on the opportunities inherent in online learning, it aims to build common expertise and improve professional skills amongst tax and customs professionals across the EU.

National administrations drive success

More than half of all national administrations reported disseminating the eLearning courses through their learning management systems. About a third also followed via national intranet (27%). All in all, they reported to be ‘largely’ (76%) or ‘completely’ (23%) satisfied with the quality and the practical value and relevance of the content and technology of the EU eLearning courses.



CLEP events...

The Common Learning Events Programme (CLEP) **provides continuous and sustainable** progress through country-specific training and cross-country expertise-building initiatives.

The majority (81%) of the national administrations participated in at least one CLEP event during 2020. **Since 2014, around 50 CLEP events have been organised, training more than 760 customs and tax professionals.**

...and webinars

Around 250 officials from national administrations have participated in EU Training Webinars and 65% of administrations intend to participate or organise one in 2021-2022.

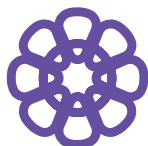




Strong network and availability

The joint Customs/Taxation EU Training Support Group (TSG) works towards the implementation of the commonly set objectives related to customs and taxation training. Each Member State and participating administration has at least one TSG representative per subject domain (Customs/Tax). Together, they respond proactively to the increasing challenges of today and the future to collectively identify and support the dissemination of innovative, high-quality and up-to-date training and staff development.

Competency building



The Customs and Taxation Competency Frameworks **define the knowledge, skills and attributes customs and taxation administrations need to increase efficiency and create win-win solutions.** Forming one common European language for people management practices, CustComp^{eu} and TaxComp^{eu} are different in content, but twin in structure, methodology and tools. Developed together with the administrations, for the administrations, and available in all EU official languages, these initiatives form the backbone of optimised and future-fit HR management for national customs and tax administrations.



EU Recognition for Customs academic programmes


High-quality and consistent customs academic programmes at the bachelor's and master's levels are instrumental in turning out customs professionals equipped with the optimal competencies. As of 2019, the EU Recognition Process based on EU Reference Training Programmes for Academic Customs Education has delivered an **EU label of excellence to 16 Customs academic programmes. The number of awardees with the EU Recognition certificate** will still grow in the coming years to include more programmes at EU universities providing 'state-of-the-art' customs education.



Tax Education Portal (TAXEDU)

Launched in 2017 as a cooperation project with the European Parliament, the TAXEDU portal is today led by DG TAXUD in close collaboration with national administrations. Since its launch, the portal has been **providing learning material and inspiration to make taxation education playful, challenging and imaginative for today's students and tomorrow's citizens.** Over the years, the portal has become a go-to resource for national administration representatives, teachers and students. Much of its success can be attributed to the hard work and commitment of the representatives from national taxation authorities and their uptake of the TAXEDU portal as part of national financial education initiatives.

Timeline of main initiatives

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- 2014**
 - First joint customs and tax EU Training coordination meeting.
 - Launch of Common Learning Events Programme (CLEP).
 - Introduction of multi-modulated eLearning development.
 - Finalisation of the EU Customs Competency Framework (CustComp^{eu}).
 - 2015**
 - EU training curricula and Reference Training Programmes for Academic Customs Education created on the basis of the EU Competency Framework for Customs.
 - 2016**
 - Release of Union Customs Code (UCC) multi-modulated eLearning programme.
 - 2017**
 - First EU training webinar for customs experts on the topic of passenger profiling.
 - Adoption of multi-annual strategic action plan 2017-2020.
 - Launch of TAXEDU portal.
 - 2018**
 - First eBook published. It includes the entire content of the EU Authorised Economic Operators (AEO) Guidelines in all EU languages.
 - Launch of eLearning portfolio and technical and content update of around 500 courses.
 - 2019**
 - Pilot of the EU Recognition of Customs academic programmes process completed and the first seven academic programmes awarded.
 - Tax Competency Framework (TaxComp^{eu}) training curricula published in 21 EU languages.
 - Support to Customs administrations to prepare for Brexit.
 - Update of eLearning portfolio for Brexit compliance.
 - Update of Reference Training Programmes for Academic Customs Education.
 - 2020**
 - TaxComp^{eu} Training Curricula published.
 - Competency Assessment Tool (CAT) available as a pilot.
 - Major update of existing operational eLearning courses and release of a new programme on radiation and nuclear detection.

... the success story continues in 2021!

- Launch of Customs & Tax EU Learning Portal.
- Production of nano-learning videos (short online customs modules).
- Release of first-ever task-based eLearning with 3D animation and “virtual reality” features.
- Publication of TaxComp^{eu} national adoption guide.

Want to find out more?

Learn more about EU customs and taxation training:
http://ec.europa.eu/taxation_customs/eu-training_en

Check out the Customs & Tax EU Learning Portal:
<https://customs-taxation.learning.europa.eu>

Learn more about TAXEDU:
<https://europa.eu/taxedu>

Contact your Training Support Group representative:
<https://webgate.ec.europa.eu/pics/group/655/members>