



SLOVENSKI STANDARD SIST EN 16992:2017

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Usposobljenost carinskih zastopnikov

Competency for Customs Representatives

Kompetenzanforderungen für Zollvertreter

Compétences des représentants en douane

Ta slovenski standard je istoveten z: **EN 16992:2017**

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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 COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

CEN-CENELEC Management Centre: Avenue Marnix 17, B-1000 Brussels

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EN 16992:2017 (E)**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of an identical text or by endorsement, at the latest by July 2017, and conflicting national standards shall be withdrawn at the latest by July 2017.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.

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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.

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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.

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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]

EN 16992:2017 (E)**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.

EN 16992:2017 (E)**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.