



Customs Eastern and South-Eastern Land Border Expert Team (CEL BET)

Training Team

Team Leader: **Ieva Vizgirdiene**

Subtask No 4.3.1

CEL BET Training Catalogue



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Executive summary

The CELBET Training Catalogue is created in order to provide the information on available and existing training programmes at international level for the EU Eastern and South-Eastern land border member states. The intention of this training catalogue is to assist the CELBET member states in improving the performance level of the customs officers working at the EU external border and contribute to the harmonisation of the customs control process by offering training programmes with profitable content.

The Training Catalogue consists of 20 training topics and the following information on each of them:

- the goals and objectives of the course
 - why the particular course is needed and how it will help the customs officers at the EU external border to better perform their duties
- content of the course
 - topics that will be covered
- learning outcomes
 - which particular skills will be improved during the course
- description of the competencies that will be developed during the course
 - competences are based on the EU Customs Competency Framework (the EU CFW)
- target audience
 - profile of trainees: the aim is to nominate participants with similar level of expertise and professional background
- number of participants
- course duration
- delivery and methodology of the training
 - methods that are used (on-the-job training, classroom training, self-paced training, e-learning, b-learning, etc.)
- assessment of the participants
 - what forms of assessment are used in the course: pre assessment, assessment during/at the end/ after training
 - how the assessment is carried out: pre-evaluation questionnaire, written/oral with grades or without grades, happy sheets, exams, post evaluation questionnaire
- contact information of trainers.

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Car search



Goal and objective

- To identify, develop, share and apply best working practices and administrative procedures.
- To reinforce the skills and competences of customs officials.
- To improve administrative capacity of the customs authority.
- To increase safety and security, protect citizens and the environment.

Content

- The training relates to the main types of cars and vans. The exercises in this course are organized in a real working environment. The customs officers participating in the training will be acquainted to the safe and proper use of the tools and special features stemming from the different build and power of the vehicles.
- The training provides comprehensive basic knowledge for searching cars. The training focuses specifically on the structures of personal cars and vans and on safe methods to perform controls. The training includes also other aspects of vehicle technique.
- The content of the training takes into account the customs controls handbook.

Learning outcomes

- In this course the following subjects are discussed:
 - improved skills and knowledge on car search
 - harmonization of working methods and car searching techniques
 - knowledge of the use of tools and technology used in car search
 - work safety rules
 - searching techniques
 - searching equipment and tools
 - structure of a vehicle
 - possible hiding places, access to cavities, detection of secret compartments
 - ability to dismantle a vehicle
 - recognising of the situations, which require investigative procedures
 - securing the evidence

Competences to be developed	<ul style="list-style-type: none"> • Professional competencies <ul style="list-style-type: none"> • dealing with operational risk • drive for results • teamwork • coping with stress • problem solving • processing information • technological ability Operational competencies <ul style="list-style-type: none"> - customs legislation - enforcement - risk analysis
Target group	<ul style="list-style-type: none"> • Customs officers working at the EU’s external land border, with a sound knowledge and practical expertise on car search. Customs officials working in the field of car search.
Recommended number of participants	<ul style="list-style-type: none"> • 8
Duration	<ul style="list-style-type: none"> • 3 days contact teaching + eLearning
Delivery and methodology	<ul style="list-style-type: none"> • There is an eLearning material that will be provided to the selected participants before each training course. The participants will have to study the material and answer to the questions at the end of the eLearning. Besides e-learning there will be contact teaching and practical exercises in real working environment.
Assessment	<ul style="list-style-type: none"> • Exam after e-learning material. Assessment during practical exercises.
Contact information	<ul style="list-style-type: none"> • Country: Finland • Name: Lasse Ryyttäri • E-mail: lasse.ryyttari@tulli.fi • Phone:

Truck search



Goal and objective

- To increase understanding, knowledge and practical skills on how to properly control and dismantle different types of trucks and trailers.
- To reinforce the skills and competences of customs officials.
- To provide practical examples and share experience and best practises on different searching techniques, methods and equipment used for searching.
- To increase safety and security, protect citizens and the environment.

Content

- This course focuses specifically on the different structures of trucks and trailers. The training covers the main types of trucks and trailers and it is organized in a real working environment.
- The customs officers participating in this training will be acquainted to the safe and proper use of the tools and to the different special features stemming from the different build and power of the vehicles.
- This training covers several subtopics such as work safety procedures, overall information on trucks and trailers, structure of vehicles, searching methods and techniques. Information of possible hiding places and concealments will also be shared. During the course there will be exercises on how to dismantle a vehicle in order to get access to a concealment.
- Information of possible changes in structure elements of trailers will be shared.
- The course also includes training on how to interview the driver while performing the control.

Learning outcomes

- good working knowledge of the Customs legislation
- work safety
- knowledge of different types of trucks and trailers
- structure of a vehicle
- control of the documents on the cargo
- control of goods
- searching techniques
- searching equipment and tools
- possible hiding places, access to cavities
- detection of secret compartments
- knowledge and ability to dismantle a vehicle
- loading and tying of cargo
- interviewing the driver
- recognising of the situations, which require investigative procedures
- securing the evidence

Competences to be developed

- Professional competencies
 - dealing with operational risk
 - drive for results
 - teamwork
 - coping with stress
 - problem solving
 - processing information
 - oral communication
 - reporting
 - technological ability
- Operational competencies
 - customs legislation
 - enforcement

Target group

• Customs officers working at the EU's Eastern and South-Eastern land border, with a sound knowledge and practical expertise on truck search.

Recommended number of participants

• 8

Duration

• Contact teaching 5 days + eLearning

Delivery and the methodology

• Pre-course material (eLearning). The course is organised in a real working environment equipped with necessary tools and facilities for practical exercises. Course consist of classroom teaching and practical exercises in the field.

Assessment

• Pre-course test based on eLearning material, practical exercises in contact teaching modules, exam in the end of course.

Contact information

- Country: Finland and Latvia
- Name: Lauris Krivans
- E-mail: lauris.krivans@vid.gov.lv
- Phone: +37128344848

Train search



Goal and objective

- To increase understanding, knowledge and practical skills on physical inspection and control of the trains.
- To give instructions for safety measures and procedures.
- To increase safety and security, protect citizens and the environment.

Content

- The course covers all important aspects on train control.
- Specific documents used in railway carriage, types of these documents. Train stations, safety measures in stations, types of stations, necessary equipment in stations. Permissible control actions in train stations.
- Typology of train wagons and locomotives, such as passenger, bulk cargo, liquid cargo, refrigerators etc.
- Equipment used in train control, control of different types of cargo in train carriage. Potential concealments and hiding places.
- Safety procedures of inspecting the railway wagons and cargo.

Learning outcomes

- good working knowledge of the customs legislation
- work safety rules
- knowledge of types and structures of locomotives and wagons
- searching techniques
- searching equipment and tools
- possible hiding places, access to cavities, detection of secret compartments
- knowledge and ability to dismantle locomotives and wagons
- recognising of the situations, which require investigative procedures
- securing the evidence

Competences to be developed	<ul style="list-style-type: none"> • Professional competencies <ul style="list-style-type: none"> • dealing with operational risk • drive for results • teamwork • coping with stress • problem solving • processing information • oral communication • reporting • technological abilit 	<p>Operational competencies</p> <ul style="list-style-type: none"> - customs legislation - control of goods - enforcement - risk analysis - control of vehicles - prohibitions and restrictions
Target group	<ul style="list-style-type: none"> • Customs officers working at the EU’s external land border, who perform control on goods, wagons and locomotives and have a basic knowledge on this kind of control. 	
Recommended number of participants	<ul style="list-style-type: none"> • 8-10 	
Duration	<ul style="list-style-type: none"> • 3 days 	
Delivery and the methodology	<ul style="list-style-type: none"> • Training course is organised in a real working environment and equipped with necessary tools and facilities for practical exercises. Course consist of classroom teaching and practical exercises in the field. 	
Assessment	<ul style="list-style-type: none"> • Written assessment during the training without grades. 	
Contact information	<ul style="list-style-type: none"> • Country: Latvia • Name: Lauris Krivans • E-mail: lauris.krivans@vid.gov.lv • Phone: +37128344848 	

Container search



Goal and objective

- To increase overall understanding, knowledge and practical skills on container search.
- To improve understanding and applying of proper, safe and effective control methods in performing container search.
- To increase safety and security, protect citizens and the environment.

Content

- The course covers main topics on container search:
 - general approach to container control
 - health and safety: during this part of training trainees will gain knowledge on different aspects of safety measures, risk assessment, safe forms/ procedures of performing a control. Information about dangerous goods will also be shared
 - container specification: in this part trainees will gain knowledge about dimension and weight of containers. Types and purpose of different containers such as high cube, hardtop containers, open top containers, flat and platform and ventilated containers, refrigerator, bulk and tank containers
 - coding, identification and marking of containers: this part covers general identification system, determination of check digits, country code, size and type code, operational marks, safety approval plates etc.
 - types of frauds and trends
 - system and different methods of examination: this part covers general health and safety procedures, examination of containers and their content, examination of exterior of the container, examination of the goods, examination of internal side of containers (floor, roof and walls, bulkheads)
 - concealment methods: this part of training covers different types of concealments: concealments made to the normal construction of the container, concealment made using false bulkheads, roof and floor, concealments within the cargo in the container and rip-off

Learning outcomes	<ul style="list-style-type: none"> • good working knowledge of the customs legislation • work safety rules • knowledge of types and structures of containers • searching techniques • searching equipment and tools • possible hiding places, access to cavities, detection of secret compartments • recognising of the situations, which require investigative procedures • securing the evidence • understanding the difference between legal and illegal import/export/ transit 		
Competences to be developed	<table border="0"> <tr> <td data-bbox="555 712 981 1093"> <ul style="list-style-type: none"> • Professional competencies • dealing with operational risk • drive for results • teamwork • coping with stress • problem solving • processing information • oral communication • reporting • technological ability </td> <td data-bbox="1007 712 1406 936"> <ul style="list-style-type: none"> Operational competencies - customs legislation - control of goods - prohibitions and restrictions - enforcement - risk analysis </td> </tr> </table>	<ul style="list-style-type: none"> • Professional competencies • dealing with operational risk • drive for results • teamwork • coping with stress • problem solving • processing information • oral communication • reporting • technological ability 	<ul style="list-style-type: none"> Operational competencies - customs legislation - control of goods - prohibitions and restrictions - enforcement - risk analysis
<ul style="list-style-type: none"> • Professional competencies • dealing with operational risk • drive for results • teamwork • coping with stress • problem solving • processing information • oral communication • reporting • technological ability 	<ul style="list-style-type: none"> Operational competencies - customs legislation - control of goods - prohibitions and restrictions - enforcement - risk analysis 		
Target group	<ul style="list-style-type: none"> • Customs officers working at the EU's external land border, who perform control on goods and trucks and who have a basic knowledge on this kind of control. 		
Recommended number of participants	<ul style="list-style-type: none"> • 8-10 		
Duration	<ul style="list-style-type: none"> • 8 hours 		
Delivery and the methodology	<ul style="list-style-type: none"> • Training course is organised in a real working environment and equipped with necessary tools and facilities for practical exercises. Course consist of classroom teaching and practical exercises in the field. 		
Assessment	<ul style="list-style-type: none"> • Written assessment during the training without grades. 		
Contact information	<ul style="list-style-type: none"> • Country: Latvia • Name: Lauris Krivans • E-mail: lauris.krivans@vid.gov.lv • Phone: +37128344848 		

Equipment used for customs control



Goal and objective

- The main objective of this training is to spread common approach in using equipment and tools when performing customs control at the EU external border by sharing working examples, best practises and methods.

Content

- Introduction
- Health and safety issues
- Types and grouping of equipment:
 - search tools
 - equipment for analysis
 - detection and using of radiation for scanning
- How to use equipment in customs control:
 - using of personal hand tools
 - using of devices

Learning outcomes

- participants will have better knowledge on the customs control equipment used in their daily work at BCP level
- participants will improve their technical knowledge and skills in physical customs control the land border
- during the training the best practises and methods in performing physical control will be learned and shared
- participants will get knowledges on new equipment that supporting control activities
- participants will aware safety rules for using customs detection technology

Competences to be developed

- Professional competencies
 - dealing with operational risk
 - drive for results
 - teamwork
 - coping with stress
 - problem solving
 - processing information
 - oral communication
 - technological ability
- Operational competencies
 - customs legislation
 - enforcement
 - risk analysis
 - control of goods

Target group

- Customs officers working at BCPs or trainers of the subject who will be able to spread the knowledge, skills and best practises in their national administrations.

Recommended number of participants

- 11

Duration

- 3 days practical training

Delivery and the methodology

- Practical training including some theory, practical exercises in real working environment, case studies and simulation.

Assessment

- During practical exercises and simulation.

Contact information

- Country:
- Name:
- E-mail:
- Phone:

Duration

- 4 hours

Delivery and the methodology

- Training course is organised in a real working environment. Course consist of classroom teaching and practical exercises in the field. Course can be delivered and combined with Container search course.

Assessment

- Assessment of practical exercises and involvement during training.

Contact information

- Country: Latvia
- Name: Lauris Krivans
- E-mail: lauris.krivans@vid.gov.lv
- Phone: +37128344848

Profiling and interviewing



Goal and objective

- To identify, develop, share and apply best working practices and administrative procedures in the field of people profiling.
- To reinforce the skills and competences of customs officials.
- To increase safety and security, protect citizens and the environment.

Content

- In this course the following subjects will be discussed:
 - the effect of human factor and selection of people for customs control
 - observation techniques
 - nervous, lying or aggressive people: recognize the symptoms behaviour
 - different forms of non-verbal communication
 - emotions and communication: involuntary body language as indicator of lies

Learning outcomes

- improved knowledge and skills of participants in reading nonverbal communication
- increased awareness among the participants on the importance of interpreting involuntary behaviour as a source of risk assessment and selection for customs control
- increased knowledge on how to apply psychological approach conscientiously to enrich personal risk assessment skills
- trained officials who can pass on the gained information to colleagues

Competences to be developed

- | | |
|---------------------------------|--------------------------|
| • Professional competencies | Operational competencies |
| • dealing with operational risk | - customs legislation |
| • drive for results | - risk analysis |
| • teamwork | |
| • coping with stress | |
| • problem solving | |
| • processing information | |
| • oral communication | |

Target group

- Customs officers working at the EU’s external land border, who perform customs control.

Recommended number of participants

- 12

Duration

- 3 days practical training

Delivery and the methodology

- Practical training including some theory, practical exercises in real working environment, case studies and simulation.

Assessment

- During practical exercises and simulation.

Contact information

- Country:
- Name:
- E-mail:
- Phone:

Goods control



Goal and objective

- To identify, develop, share and apply best working practices and administrative procedures.
- To reinforce the skills and competences of customs officials.
- To improve administrative capacity of the customs authority.
- To increase safety and security, protect citizens and the environment.

Content

- In this course the following subjects are discussed:
 - the legal basis for performing goods control
 - how to confirm the validity or incorrectness of the information declared by the customer
 - the process of performing goods control
 - how to prepare for performing the control
 - how to perform the control and what to control: the amount, tariff, description of the goods and possible non-declared items, possible other violations (IPR, restrictions)
 - taking samples, photographing
 - controlling the wooden packages
 - possible special circumstances (place, package, content)
 - process after the goods are controlled: reporting, possible sanctions, investigation

Learning outcomes

- good working knowledge of the customs legislation
- work safety
- knowledge of the difference between legal and illegal import/export/ transit
- knowledge of the nomenclature
- recognising of the situations, which require investigative procedures
- ability and knowledge to take samples
- securing the evidence

Competences to be developed	<ul style="list-style-type: none"> • Professional competencies <ul style="list-style-type: none"> • dealing with operational risk • drive for results • teamwork • problem solving • processing information • oral communication • written communication • reporting • technological ability <p>Operational competencies</p> <ul style="list-style-type: none"> - customs legislation - customs procedures: entry of goods/export/storage/transit - customs declaration processing - origin of goods - tariff and classification - valuation - origin of goods - control of goods - prohibitions and restrictions - enforcement - risk analysis
Target group	<ul style="list-style-type: none"> • Customs officers, who perform goods control in their work at the EU's external land border.
Recommended number of participants	<ul style="list-style-type: none"> • 15
Duration	<ul style="list-style-type: none"> • 3 days + eLearning
Delivery and the methodology	<ul style="list-style-type: none"> • Pre course eLearning material, lectures, practical examples and exercises.
Assessment	<ul style="list-style-type: none"> • Test on eLearning material.
Contact information	<ul style="list-style-type: none"> • Country: • Name: • E-mail: • Phone:

Detection/ Recognition of drugs/illegal medication



Goal and objective

- To spread common approach in detection and/or recognition of drugs and/or illegal medications at the EU external border by sharing working examples, best practises and methods.
- To reinforce the skills and competences of customs officials.
- To increase safety and security, protect citizens and the environment.

Content

- After this course the participant will be:
 - aware of the importance of preventing the smuggling of drugs/illegal medication
 - able to use the knowledge of legal requirements to control drugs/illegal medication
 - aware of health and safety issues while controlling
 - able to react appropriately when confronted with drugs/illegal medication diversion
- During this course the following subjects will be discussed:
 - drugs and illegal medication in general
 - legal framework
 - targeting and documentation control:
 - methods used by criminals
 - risk analysis, suspicious signs
 - physical control and outcome:
 - preparing for control
 - how to perform the physical control
 - making a decision

Learning outcomes	<ul style="list-style-type: none"> • participant of this course will have knowledge on what substances that can be used as drug precursor and is able to recognise them • he/she is able to perform documentary checks to verify the destination and/or the intended use of the substance • participants will have better knowledge on selection process which is based on the local risk assessment in their daily work at BCP level • participants will improve their knowledge and skills in interviewing the people crossing the land border • during the training the best practises and methods in performing physical control (including the use of customs control equipment) will be learned and shared 		
Competences to be developed	<table border="0"> <tr> <td data-bbox="560 658 986 938"> <ul style="list-style-type: none"> • Professional competencies • dealing with operational risk • drive for results • teamwork • problem solving • processing information • oral communication </td> <td data-bbox="1010 658 1348 938"> <ul style="list-style-type: none"> Operational competencies - customs legislation - enforcement - risk analysis - control of goods </td> </tr> </table>	<ul style="list-style-type: none"> • Professional competencies • dealing with operational risk • drive for results • teamwork • problem solving • processing information • oral communication 	<ul style="list-style-type: none"> Operational competencies - customs legislation - enforcement - risk analysis - control of goods
<ul style="list-style-type: none"> • Professional competencies • dealing with operational risk • drive for results • teamwork • problem solving • processing information • oral communication 	<ul style="list-style-type: none"> Operational competencies - customs legislation - enforcement - risk analysis - control of goods 		
Target group	<ul style="list-style-type: none"> • Customs officers working at the EU’s external land border or trainers of the subject who will be able to spread the knowledge, skills and best practises in their national administrations. 		
Recommended number of participants	<ul style="list-style-type: none"> • 11 		
Duration	<ul style="list-style-type: none"> • 1 day eLearning, 3 days practical training 		
Delivery and the methodology	<ul style="list-style-type: none"> • The training could be a blended learning course. The theoretical part could be based on the EU DG TAXUD e-learning course about Drugs precursors for Customs (eDPC-C). The practical training includes practical exercises in a real working environment, case studies and simulation. 		
Assessment	<ul style="list-style-type: none"> • During practical exercises and simulation. 		
Contact information	<ul style="list-style-type: none"> • Country: • Name: • E-mail: • Phone: 		

Strategic and Dual Use goods



Goal and objective

- To provide knowledge of strategic and dual use goods, risk analysis and control methods.
- To increase safety and security, protect citizens and the environment.

Content

- In this course the following subjects will be discussed:
 - knowledge of equipment and materials necessary for the production of weapons of mass destruction
 - dual-use and military lists
 - risk analysis at the border and inland to prevent smuggling of strategic goods
 - terrorism prevention
 - co-operation and information exchange with other organizations

Learning outcomes

- good working knowledge of the customs legislation
- work safety
- knowledge of the difference between legal and illegal import/export/ transit
- recognising of the situations, which require investigative procedures
- cooperation with competent authority
- securing the evidence

Competences to be developed

- | | |
|--|--|
| <ul style="list-style-type: none"> • Professional competencies <ul style="list-style-type: none"> • dealing with operational risk • drive for results • problem solving • processing information • analytical thinking • reporting • written communication • technological ability | <p>Operational competencies</p> <ul style="list-style-type: none"> - customs legislation - customs declaration processing - tariff and classification - origin of goods - control of goods - prohibitions and restrictions - enforcement - risk analysis |
|--|--|

Target group	<ul style="list-style-type: none"> • Customs officers working at the EU's external land border and performing customs control in mobile groups, dealing with customs clearance and intelligence.
Recommended number of participants	<ul style="list-style-type: none"> • 20
Duration	<ul style="list-style-type: none"> • 3 days
Delivery and the methodology	<ul style="list-style-type: none"> • Lectures, group works, special games.
Assessment	<ul style="list-style-type: none"> • Knowledge test.
Contact information	<ul style="list-style-type: none"> • Country: Estonia • Name: Piret Tinkus • E-mail: piret.tinkus@emta.ee • Phone: +372 6763251

Cash control



Goal and objective

- To raise awareness of the importance of cash controls.
- To increase effectiveness of controls.
- To reinforce the skills and competences of customs officials.
- To increase safety and security, protect citizens and the environment.

Content

- The role of cash controls in fighting against money laundering and terrorism financing, FATF recommendations, cash control legislation at the EU level, data registration, information exchange, risk indicators, cases, modus operandi.

Learning outcomes

- good working knowledge of the customs legislation
- basic knowledge of financial instruments
- recognising of the situations, which require investigative procedures
- securing the evidence

Competences to be developed

- | | |
|---------------------------------|---------------------------------|
| • Professional competencies | Operational competencies |
| • dealing with operational risk | - customs legislation |
| • drive for results | - control of goods |
| • problem solving | - prohibitions and restrictions |
| • processing information | - enforcement |
| • analytical thinking | - risk analysis |
| • reporting | |

Target group

- Customs officers working at the EU Eastern and South-Eastern land border.

Recommended number of participants	<ul style="list-style-type: none">• 15
Duration	<ul style="list-style-type: none">• 8 hours
Delivery and the methodology	<ul style="list-style-type: none">• The course includes classroom teaching with Powerpoint presentations, and a practical part (workshops and case studies).
Assessment	<ul style="list-style-type: none">• Written quiz at the end of the training without grades.
Contact information	<ul style="list-style-type: none">• Country: Latvia• Name: Olga Gržibovska• E-mail: olga.grzibovska@vid.gov.lv• Phone: +37167120916

Verification/Identification of (travel) documents



Goal and objective

- The purpose of the curriculum is to provide customs officials working at border inspection posts open to international traffic with the knowledge and skills required to perform border control with respect to persons and means of transport.

Content

- **Module on general Border Guard knowledge**
 - Integrated border management
 - European Union and the principles of the free movement of persons (directive 2004/38/EC)
 - Schengen legal area (including Schengen Borders Code)
 - Schengen Handbook
 - MS national legislation regulating the work of the Border Guard:
 - State Borders Act
 - Border regime regulations
 - Identity Documents Act
 - EU Citizen Act
 - Aliens Act
 - Road Transport Act
 - Traffic Act
 - Fundamental rights
 - Trafficking in human beings
 - Various cultures and customs
- **Module on the use of the border control stamp**
 - Use the border control stamp to record crossings of the border by persons
- **Module on the profiling and interviewing of persons**
 - Describe risk groups based on risk analysis
 - Conduct an interview with a person to check whether the conditions for entry have been met
 - Name the approaches to (principles of) identifying a person and assess whether a person matches their documents

Content

- **Module on the checking of vehicles**
 - Vehicle documents (including cargo documents)
 - Profiling of vehicles and procedures for the checking of vehicles
 - Checking of vehicles (practical training at border checkpoint)
- **Module on the checking of documents**
 - Document types
 - Common security features and checking thereof
 - Types of and options for detecting forgeries
 - Referral for the second line
- **Module on border control information systems**
 - Use of the border control information systems
 - Use of databases for checking vehicles
- **Procedures at a border checkpoint**
 - Visa procedures
 - Refusal of entry
 - Performance of traffic supervision
 - Practice at a border checkpoint
 - Specialist English
 - Use specialist terminology for performing border control operations

Learning outcomes

- good working knowledge of the Schengen legislation
- knowledge of travel documents and signs of counterfeiting
- cooperation with border guards/police
- recognising of the situations, which require investigative procedures
- safety of work

Competences to be developed

- Professional competencies
 - dealing with operational risk
 - drive for results
 - problem solving
 - processing information
- analytical thinking
- reporting
- Operational competencies
 - Schengen legislation
 - enforcement
 - risk analysis
 - integrated border management

Target group

- Customs officers performing their duties on EU Eastern and south-eastern land border BCPs.

Recommended number of participants

- 15-20

Duration

- 20 days

Delivery and the methodology

- Classroom teaching and practical exercises on BCP.

Assessment

- Final examination at BCP:
 - Theory
 - Solving a practical case

Contact information

- Country: Estonia
- Name: Tiina Maripuu
- E-mail: tiina.maripuu@emta.ee
- Phone: +3726762314

Risk analysis



Goal and objective

- To improve overall knowledge of exploited database repositories which can be used to data exchange within customs administrations of MS and risk assessment process as well.
- To increase safety and security, protect citizens and the environment.

Content

- Presentation of data sources and review of some tools to extract required data scope.

Learning outcomes

- ability to work with data sources
- ability to analyse and process information

Competences to be developed

- | | |
|---|---|
| <ul style="list-style-type: none">• Professional competencies<ul style="list-style-type: none">• dealing with operational risk• drive for results• problem solving• processing information• analytical thinking• reporting | <ul style="list-style-type: none">Operational competencies<ul style="list-style-type: none">- customs business understanding- customs declaration processing- control of goods- prohibitions and restrictions- enforcement- risk analysis- integrated border management |
|---|---|

Target group

- Customs officers working at the EU's external land border and dealing with data procession, reporting and analysis of risk related data. Officers should have basic knowledge of risk assessment process, data extracting and processing. Some experience with relational database will be beneficial.

Recommended number of participants	<ul style="list-style-type: none">• 25
Duration	<ul style="list-style-type: none">• 2 lessons (2x45 min)
Delivery and the methodology	<ul style="list-style-type: none">• Presentation
Assessment	
Contact information	<ul style="list-style-type: none">• Country: Poland• Name: Jakimiec Mariusz• E-mail: mariusz.jakimiec@prz.mofnet.gov.pl• Phone: +48 16 676 42 85, mobile +48 668 699 522

X-ray image analysing



Goal and objective

- To increase understanding, knowledge and practical skills on how to properly read and evaluate x-ray images presenting different means of transportation (empty as well as loaded with different cargo: containers, trucks, trailers, cars, buses, railway wagons).
- To provide practical examples of x-ray images.
- To share experience among participants of the course about existing anomalies visible on the x-ray image and real cases of x-ray seizures.
- To increase safety and security, protect citizens and the environment.

Content

- The training covers the examples of x-ray images presenting main types of means of transportation and different cargo. The training is organized in a real working environment by using the same x-ray software as on the x-ray devices. Training covers several subtopics such as overall information of the cases of x-ray seizures in relation to the construction of means of transportation, smuggling methods and techniques. The customs officers participating in the training will be acquainted to the effective use of x-ray software tools. Information of possible hiding places and concealments will be shared.

Learning outcomes

- ability to read and evaluate x-ray images and their content
- ability to distinguish between proper x-ray images and suspicious x-ray images
- ability to make a decision about next steps in the field of customs control based on x-ray image analysis

Competences to be developed

- | | |
|---|---|
| <ul style="list-style-type: none">• Professional competencies<ul style="list-style-type: none">• dealing with operational risk• drive for results• problem solving• processing information• analytical thinking• reporting | <ul style="list-style-type: none">Operational competencies<ul style="list-style-type: none">- customs legislation- customs business understanding- control of goods- prohibitions and restrictions- enforcement- risk analysis |
|---|---|

Target group	<ul style="list-style-type: none"> • Customs officers working in the field of cargo and vehicle x-ray scanners at the EU Eastern and South eastern land border.
Recommended number of participants	<ul style="list-style-type: none"> • 8
Duration	<ul style="list-style-type: none"> • 5 days
Delivery and the methodology	<ul style="list-style-type: none"> • Training course is organised in a real working environment equipped with necessary tools and facilities for practical exercises. Course consist of theoretical part and practical exercises based on real x-ray images.
Assessment	<ul style="list-style-type: none"> • X-ray recognition practical test, session assessment during the training without grades. Test database consists of x-ray images with smuggling and without smuggling.
Contact information	<ul style="list-style-type: none"> • Country: Poland. X-ray Centre in Gdańsk, Revenue Administration Regional Office in Gdańsk, National Revenue Administration, Trzy Lipy 3 Str. 80-173 Gdańsk. • Name: Wojciech Gęsikowski • E-mail: wojciech.gesikowski@gdy.mofnet.gov.pl • Phone: +48 58 774-97-16

Professional foreign language training



Goal and objective

- To reinforce the skills and competences of customs officials.
- To improve administrative capacity of the customs authority.
- To help the customs officers to communicate with clients in different situations.

Content

- In this course the customs officers will learn useful phrases which they can use in their daily work while performing customs control. The expressions and phrases are taken from the most common everyday communication situations with customers, for example, simple questions related to import restrictions etc. The ability to communicate in foreign language, even at the level of a beginner, makes working with foreign customers more fluent and reflects well on the work of customs authority.
- The main aspect in this course is to encourage the officers to use foreign language in their daily work and not to worry about possible mistakes in grammar, the most important thing is to be able to communicate with and show interest on customers.

Learning outcomes

- In this course the following subjects are discussed:
 - the culture of the neighbouring country, how it affects to the behaviour of people crossing the border
 - most common phrases and questions which help the communication with customers
 - lists of useful phrases in different areas of control work

Competences to be developed

- Professional competencies
 - drive for results
 - teamwork
 - coping with stress
 - problem solving
 - processing information
 - oral communication

Target group	<ul style="list-style-type: none"> • Customs officers, who perform customs control at the EU's external land border.
Recommended number of participants	<ul style="list-style-type: none"> • 10
Duration	<ul style="list-style-type: none"> • Contact teaching, eLearning.
Delivery and the methodology	<ul style="list-style-type: none"> • Pre-course material (eLearning), practical class room training using foreign language in exercises which simulate different aspects of communicating with customers. Exercises in pairs, groups and individually.
Assessment	<ul style="list-style-type: none"> • Pre-course test based on eLearning material, practical exercises in contact teaching module.
Contact information	<ul style="list-style-type: none"> • Country: • Name: • E-mail: • Phone:

Stress and conflictmanagement



Goal and objective

- To develop knowledge and skills of customs officials in the context of stress and conflict situations.
- To discuss the aspects of life and work that are severe, disturbing, annoying and tense.

Content

- In this course the following subjects are discussed:
 - concept of stress and complex situations
 - physiological changes in the body and stress hormones
 - connection between somatic and mental health
 - importance and attributes of mental health
 - appropriate and inappropriate ways to overcome stress
 - cognitive stress management strategies
 - concept of internal, interpersonal and inter-group conflicts
 - causes of interpersonal conflicts
 - conflict resolution strategies by Thomas-Kilmann model and determination of dominant strategy
 - modeling and analysis of difficult communication situations
- During the course there will be exercises on different stress management techniques and conflict resolution models.

Learning outcomes

- ability to cope with stressful situations in work (customers, working community)

Competences to be developed

- Professional competencies
 - drive for results
 - coping with stress
 - handling conflict
 - adaptability to change
 - interpersonal relations
 - problem solving

Target group	<ul style="list-style-type: none"> • Customs officers working at the EU's external land border
Recommended number of participants	<ul style="list-style-type: none"> • 12
Duration	<ul style="list-style-type: none"> • 2 days
Delivery and the methodology	<ul style="list-style-type: none"> • Theoretical and practical training, group discussions, independent analysis, discussion of specific situations, modeling of possible cases and simulation.
Assessment	<ul style="list-style-type: none"> • Self-evaluation
Contact information	<ul style="list-style-type: none"> • Country: Lithuania, Customs Training Centre, Jeruzales str. 25, LT-08420 Vilnius • Name: Ieva Merkevičienė • E-mail: ieva.merkeviciene@lrmuitine.lt • Phone: +370 52697453

Radiation detection



Goal and objective

- To improve the capabilities of radiation detection systems operators in disclosing illegal transport of radioactive and nuclear materials.
- To increase safety and security, protect citizens and the environment.

Content

- Theoretical and practical training focused on radiation protection and on correct use of different kinds of radiation detectors (stationary, mobile, handheld).

Learning outcomes

- good working knowledge of the customs legislation
- work safety
- radiation fundamentals
- nuclear security
- threats and risks
- types of material
- equipment and tools
- cooperation with competent authority
- securing the evidence

Competences to be developed

- | | |
|--|--|
| <ul style="list-style-type: none"> • Professional competencies <ul style="list-style-type: none"> • dealing with operational risk • drive for results • problem solving • processing information • analytical thinking • reporting | <ul style="list-style-type: none"> Operational competencies <ul style="list-style-type: none"> - customs legislation - control of goods - prohibitions and restrictions - enforcement - risk analysis - integrated border management |
|--|--|

Target group

- Radiation detection systems operators working at the EU's external border.

Recommended number of participants	<ul style="list-style-type: none">• 20
Duration	<ul style="list-style-type: none">• 3,5 days
Delivery and the methodology	<ul style="list-style-type: none">• Theoretical and practical training and field exercises.
Assessment	
Contact information	<ul style="list-style-type: none">• Country: Slovakia• Name: Radovan Spisak• E-mail: radovan.spisak@financnasprava.sk• Phone:

Protection of the intellectual property rights



Goal and objective

- To raise and increase awareness and knowledge of the importance of intellectual property rights.
- To increase effectiveness of controls.
- To reinforce the skills and competences of customs officers.

Content

- Overview of main intellectual property rights protected in the customs:
 - Trade marks: concept, trade mark basics, the EU trade mark system and legislative framework
 - Designs: concept, design basics, the Community design system and legislative framework
 - Patents: concept, patent basics, the unitary patent system and legislative framework
 - Utility models: concept, utility model basics and legislative framework
 - Semiconductor topography rights: concept, semiconductor topography right basics and legislative framework
 - Geographical indications: concept, geographical indications in the EU and legislative framework
- The protection of IPR's – the basics:
 - role of the risk analysis in the field of IPR
 - various infringements of IPR
 - how to enforce IPR's: Remedies & border measures
 - innovative and effective control (case studies)
- Effective control strategies:
 - what can hide behind a breach of intellectual property rights
 - what strategy to follow for enforcement officers
 - the tools for enforcement in the field of IPR

Learning outcomes

- good working knowledge of the customs legislation
- knowledge of protected intellectual property rights and counterfeiting features
- cooperation with right holders and representatives
- recognising of the situations, which require investigative procedures
- securing the evidence

Competences to be developed

- | | |
|--|---|
| <ul style="list-style-type: none"> • Professional competencies • dealing with operational risk • drive for results • problem solving • processing information | <ul style="list-style-type: none"> Operational competencies - customs legislation - control of goods - prohibitions and restrictions - enforcement and risk analysis |
| <ul style="list-style-type: none"> • analytical thinking • cooperation and information exchange | |

Target group

- Customs officers working at BCPs.

Recommended number of participants

- 20-25

Duration

- 1 day

Delivery and the methodology

- Pre course eLearning material, lectures with Powerpoint presentation, practical examples and case studies.

Assessment

- Test on eLearning material.

Contact information

- Country:
- Name:
- E-mail:
- Phone:

Sniffer dogs training



Goal and objective

- To enhance the sniffer dogs' training.
- To improve the vocational skills of the dog handlers.
- To exchange the practical experience and best practices.
- To increase safety and security, protect citizens and the environment.

Content

- This is an advanced course, where the dog handlers will improve the dog's performance and deepen their own theoretical and practical expertise.

Learning outcomes

- ability to read the gestures of the dog
- training methods for the training of dogs

Competences to be developed

- Professional competencies
 - problem solving
 - processing information

Target group

- Customs officers at the EU's external border working as dog handlers.

Recommended number of participants

- 2 – 5

Duration

- 10 days

Delivery and the methodology

- Face-to-face and field training, practical demonstrations.

Assessment

- Graduate certificate.

Contact information

- Country: Slovakia
- Name: Milan Dibala
- E-mail: Milan.dibala@financnasprava.sk
- Phone: +421918895822

Customs control process



Goal and objective

- To spread common approach in performing customs control at the EU external border by sharing working examples, best practises and methods.
- To increase safety and security, protect citizens and the environment.

Content

- In this course the following subjects will be discussed:
 - selection process based on local risk factors at the Eastern and South-eastern land border
 - interviewing and profiling
 - key principals of physical search:
 - Persons' check
 - Means of transport
 - The use of customs control equipment
 - Securing the evidence

Learning outcomes

- participants will have better knowledge on selection process which is based on the local risk assessment in their daily work at BCP level
- participants will improve their knowledge and skills in interviewing the people crossing the land border, how to read body language, face expression and gesture.
- during the training the best practises and methods in performing physical control (including the use of customs control equipment) will be learned and shared

Competences to be developed	<ul style="list-style-type: none"> • Professional competencies <ul style="list-style-type: none"> • dealing with operational risk • drive for results • teamwork • coping with stress • problem solving • processing information • oral communication • technological ability Operational competencies <ul style="list-style-type: none"> - customs legislation - enforcement - risk analysis - control of goods
Target group	<ul style="list-style-type: none"> • This is a train-the-trainers course for customs officers working at the EU's external border or trainers of the subject who will be able to spread the knowledge, skills and best practises in their national administrations.
Recommended number of participants	<ul style="list-style-type: none"> • 11
Duration	<ul style="list-style-type: none"> • 3 days practical training
Delivery and the methodology	<ul style="list-style-type: none"> • Practical training including some theory, practical exercises in real working environment, case studies and simulation.
Assessment	<ul style="list-style-type: none"> • During practical exercises and simulation.
Contact information	<ul style="list-style-type: none"> • Country: Latvia • Name: Lauris Krivans • E-mail: lauris.krivans@vid.gov.lv • Phone: +37128344848