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Competency for Customs Representatives

Táto norma obsahuje anglickú verziu európskej normy.
This standard includes the English version of the European Standard.

Táto norma bola oznámená vo Vestníku ÚNMS SR č. 07/17

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Podľa zákona č. 264/1999 Z. z. o technických požiadavkách na výrobky a o posudzovaní zhody a o zmene a doplnení niektorých zákonov v znení neskorších predpisov sa slovenská technická norma a časti slovenskej technickej normy môžu rozmnožovať alebo rozširovať len so súhlasom slovenského národného normalizačného orgánu.

EUROPEAN STANDARD

EN 16992

NORME EUROPÉENNE

EUROPÄISCHE NORM

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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.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

CEN members are the national standards bodies of 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 United Kingdom.



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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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.

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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.

1 Scope

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

2 Normative references

Not applicable.

koniec náhľadu – text ďalej pokračuje v platenej verzii STN