



Tackling Training Challenges in the Customs Profession



Vision

To be a global role model in protecting the Kingdom, managing Zakat, Taxes and Customs, promoting trade effectively, and providing seamless customer experience



Mission

Enable the economic sustainability and prosperity of our society effectively and efficiently through national security, trade facilitation and the strengthening of the Zakat, tax and customs systems



Strategic objectives

- Enforce national security
- Build an effective and efficient organization
- Maximize compliance
- Enhance and simplify customer experience
- Support economic growth and facilitate trade



Strategic enablers

- Integration and cooperation with partners
- People development
- Operational excellence and spending efficiency
- Data and analytics
- Digitization and innovation
- Zakat, tax, and duties simplicity, certainty and transparency
- Infrastructure and facilities development



The ZATCA Academy's Alignment With the Strategy



هيئة الزكاة والضريبة والجمارك
Zakat, Tax and Customs Authority



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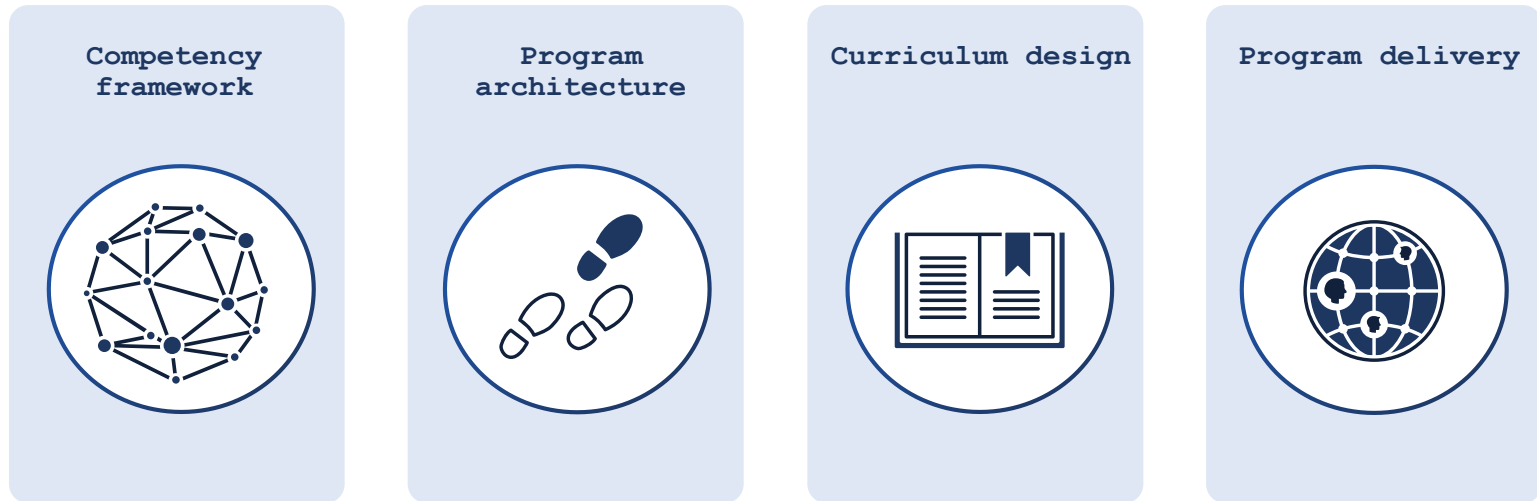
To deliver on ambitious L&D goal, a comprehensive Academy strategy project was launched



Academy's Mission

Build a hub of knowledge and skills that fuels the daring vision of pioneering the management and regulation of Zakat, Tax and Customs for KSA

Key pillars



Enablers





12 E-Learning Platforms Implemented

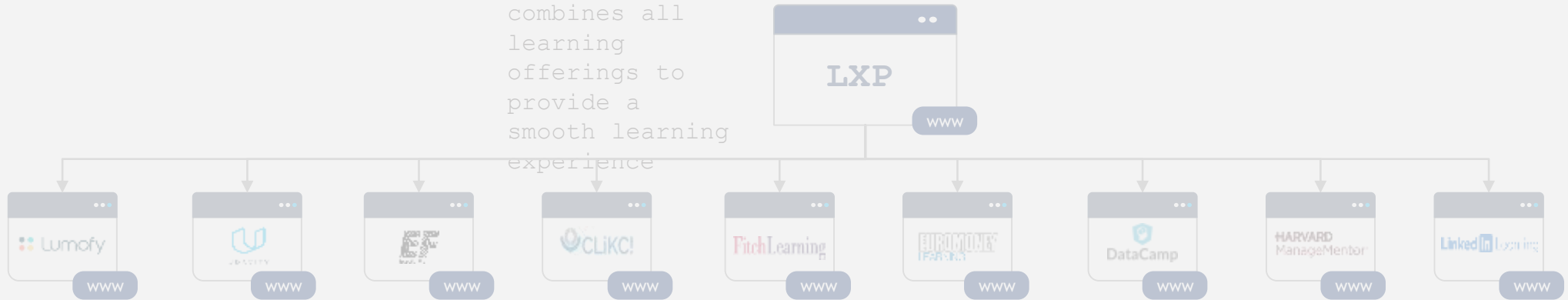


Learning Management Tools



Learning Experience Platform (LXP)

The LXP combines all learning offerings to provide a smooth learning experience





Job Duties, Tasks, and Steps Distribution

Annual Training Plan

Conducting all courses via the Learning Management System to ensure a smooth employee learning journey

662



Training Programs

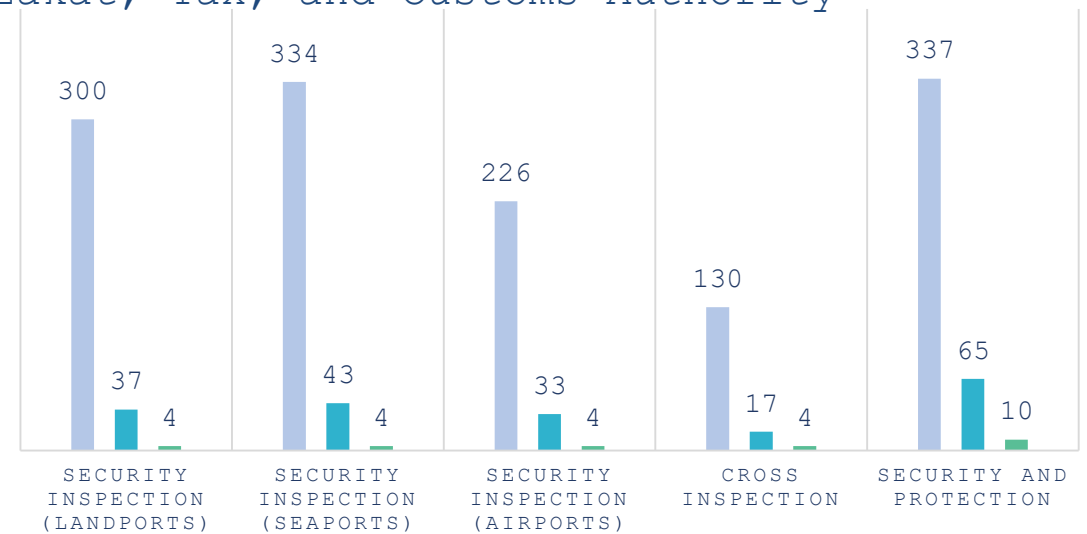
15,725



Learning Opportunities

Job Certification Program (ITQAN)

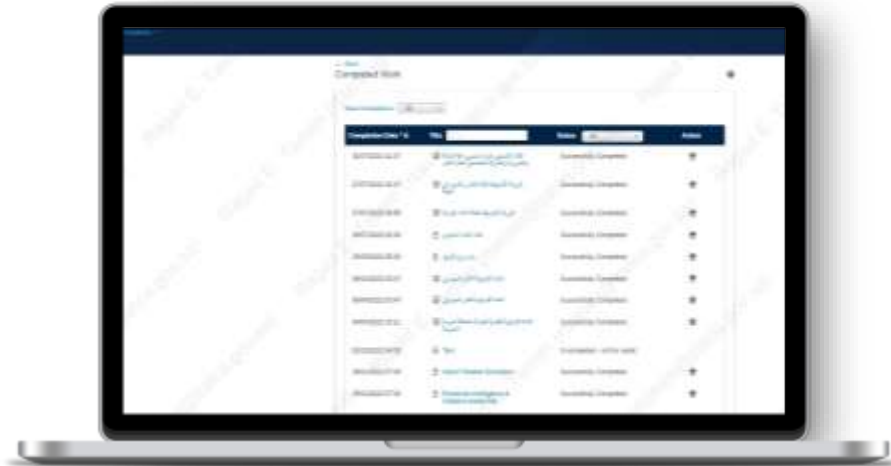
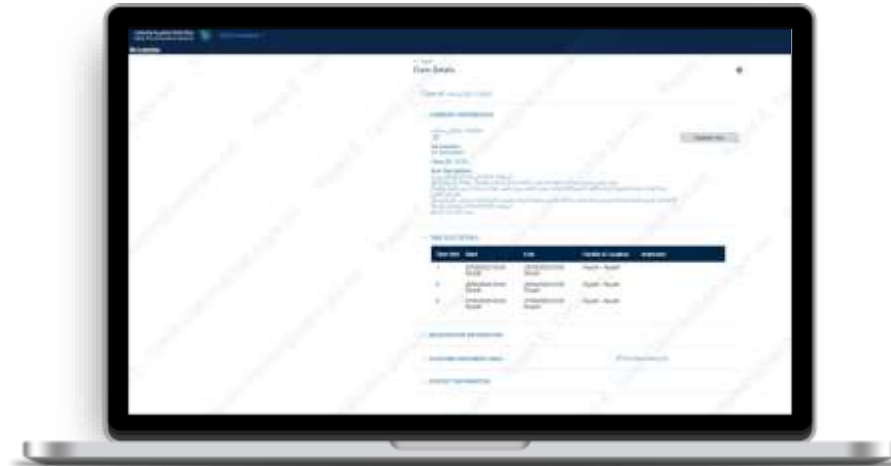
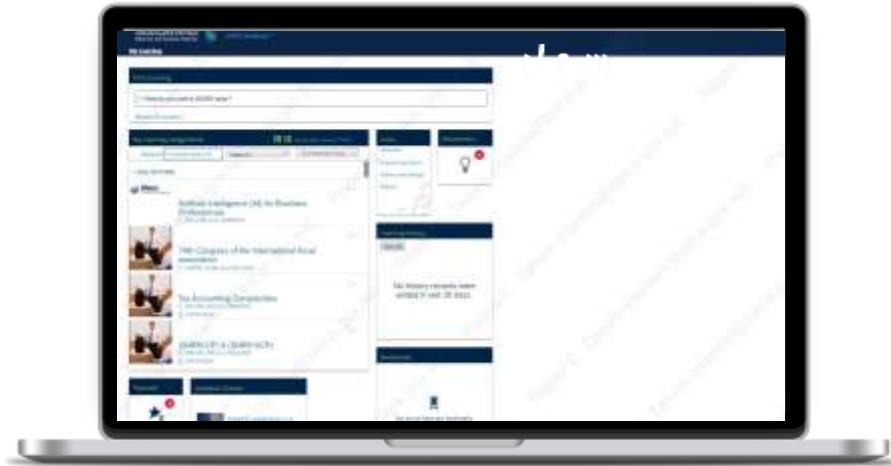
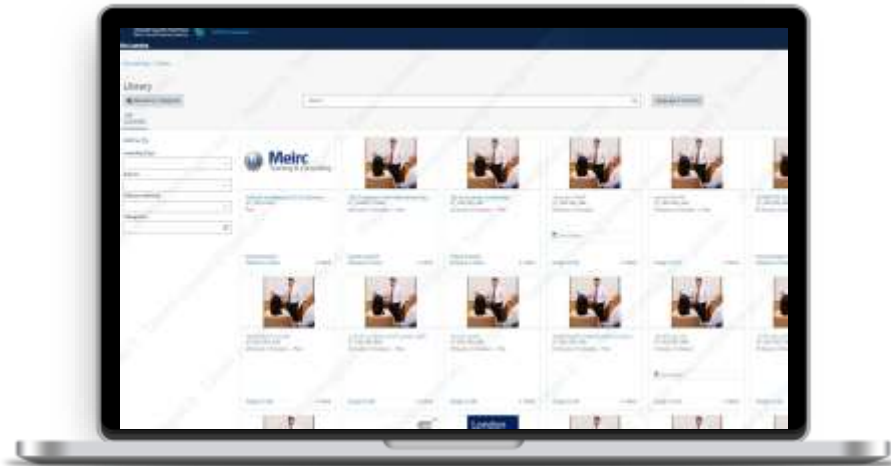
Unification and organization of functional tasks for customs positions, standardizing their performance method, and verifying employees' ability to carry out their responsibilities and job tasks 'efficiently' and 'effectively' to the extent that meets the standards and procedures applied by the Zakat, Tax, and Customs Authority



■ Job Duties ■ Job Duty Tasks



Comprehensive LMS (SAP SuccessFactors)

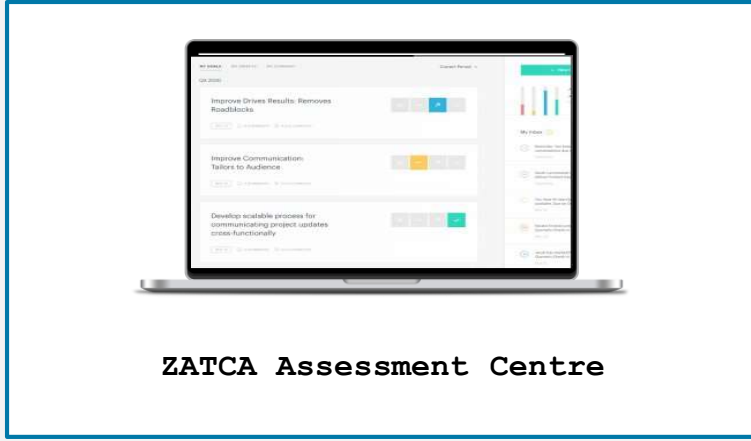




12 E-Learning Platforms Implemented

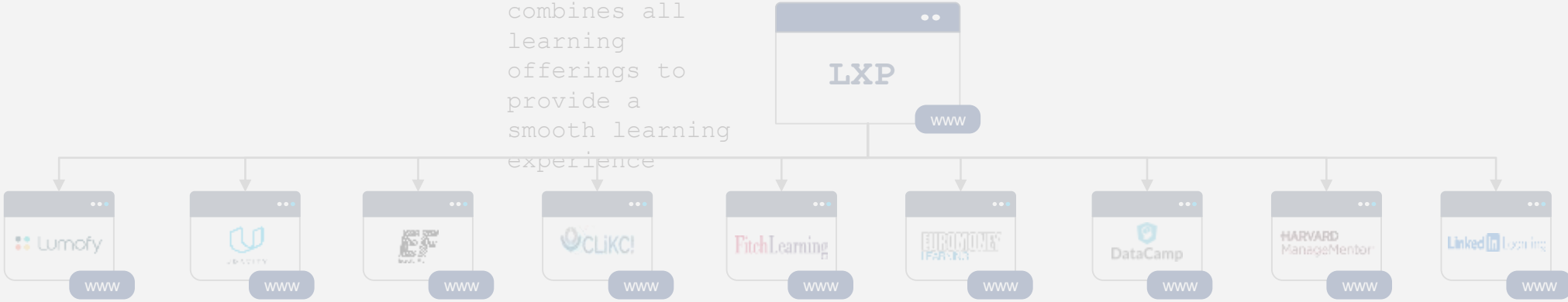


Learning Management Tools




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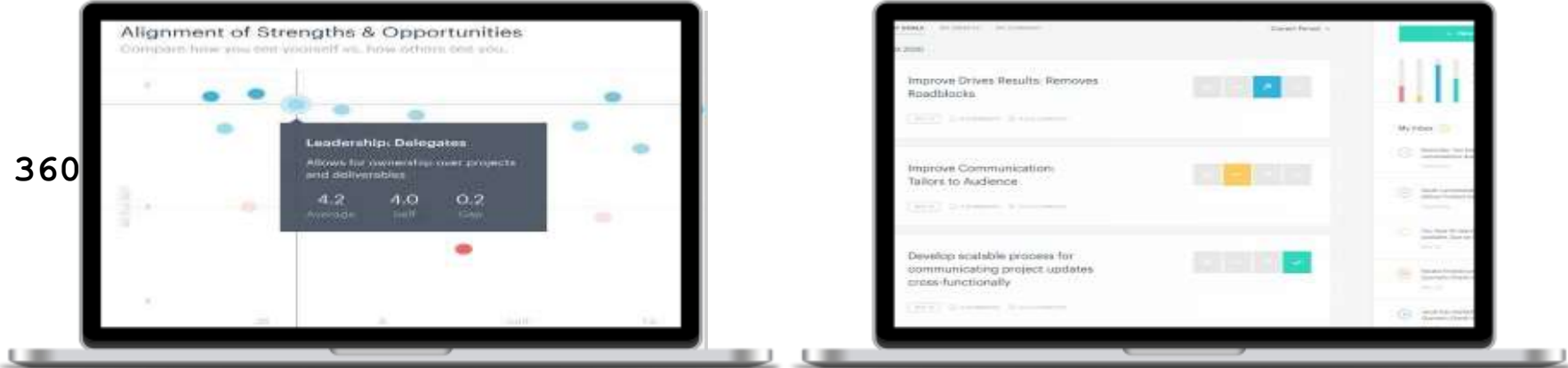
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Assessment Centre and 360 Assessment

Caption of 360
Assessment



Assessment
Results





Modules

Documentation & Risk Assessment



- Document Review and Risk Indicators for Cargo
- Cargo Documents
- Personal Documents
- Risk Assessment of Airports
- Air Cargo Risk Indicators
- Land Cargo Risk Indicators
- Tax Documentation and Declarations

Material Handling



- Overview of Response and Assessment Process on Chemical Seizure
- Assessment and Safety Procedures on Handling Chemicals
- Personal Protective Equipment for Safe Handling of Chemicals

Soft Skills



- Integrity Within The Guidelines Of The World Customs Organization
- The Code Of Professional Ethics And Rules Of Professional Conduct
- Effective Communication Skills in the Customs Working Environment

Search



- Performing Container Search
- Performing Aircraft Search
- Selection of Aircraft
- Internal Aircraft Search
- External Aircraft Search
- Performing Vehicle Search
- Performing Search of a Person



Person Scan

- Cargo X-Ray Scan
- Luggage X-Ray Scan
- Person X-Ray Scan, Body Carry





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Thank you

بكم نرتقي