



**KESRA**

A group of diverse professionals are seated around a large conference table in a modern meeting room. They are all smiling and appear to be in the middle of a productive discussion. The room has large windows and a clean, professional aesthetic.

## **CUSTOMS AND TAX PROGRAMMES**

# About us



As a professional, we recognize that your time is valuable. When looking for training, time and quality is critical. For your convenience, we take these elements into consideration in offering our programs to enable you achieve your personal and professional goals.

## Premier Tax and Customs School

The Kenya School of Revenue Administration (KESRA) is Kenya Revenue Authority's premier training school specializing in Tax Administration and Fiscal Policy. For the past two decades, the school has produced over 1,000 competent and high-cadre Tax and Customs Practitioners for Kenya Revenue Authority and the industry at large.

### Vision

To be a world-class training institution in public finance management for human capital development.

### Mission

To provide globally competitive training, research and consultancy in public finance management by leveraging on skilled and experienced faculty and technology.

### Why Train with Us?

We provide globally competitive training, research and consultancy in public finance management by leveraging on skilled and experienced faculty and technology.

### Accredited World Customs Organization (Wco) Regional Training Centre

KESRA is one of the only four accredited World Customs Organization (WCO) accredited Regional Training Centres (RTCs) in Eastern and Southern Africa; others include Mauritius, South Africa and Zimbabwe; Trusted to build capacity for Customs Officials in the region.

### Our Values



**Innovation**



**Leadership**



**Integrity**



**Collaboration**



# CUSTOMS PROGRAMS



Course	Objective	Target Group	Duration	Qualification/level
1. Transfer Pricing & International Treaties	Capacity building/ Enhance skills in combating transnational crime including: terrorism, contraband smuggling on aircraft and persons, arms trafficking, money laundering, as well as cyber, financial, and organized crime/Equip officers with knowledge on International trade instruments.	Post Clearance Audit Office / Valuation and Tariff Offices/ Rules of Origin Office/ Policy & Legal Units	5 days	Commissioners CMs, Managers, Supervisors, Officers
2. Foundational courses in Customs Administration	Develop basic foundational knowledge in Tax Laws, and Tax Administration	All staff	10 days	Officers, Supervisors

## CUSTOMS PROGRAMS

Course	Objective	Target Group	Duration	Qualification/level	
3.	Technical Certificate in Customs	'This course aims at building thorough understanding of customs operations, procedures and practice to equip officers with the necessary skills and knowledge to help them carry out their work efficiently.	Customs officers	1 year	Entry Level Officers
4.	Customs Valuation, Tariff classification. Rules of Origin	Equip officers with knowledge on correct tariff classification. Enable officers do proper valuation to avoid revenue loss	All Customs areas	5 days	Managers, Supervisors, Officers, Support I&II
5.	Risk Management	To be able to identify, monitor, and maintain records of risks/ equip officers with profiling skills to ensure efficient use of the available scarce resources/To gain knowledge on Intellectual Property Rights and Custom's role in their enforcement.	All areas - Tailored to suit required needs	5 days	Managers, Supervisors, Officers,
6.	iCMS Modules Course	To enable staff, understand and comprehend the key functionalities and operations of the KRA iCMS system to facilitate customs clearance	All officers	5 days	Officers, Supervisors, Managers



# TAX PROGRAMS

Course	Objective	Target Group	Duration	Qualification/level
1. Technical Certificate in Tax	'This course aims at building thorough understanding of Tax laws, operations, procedures and practice to equip officers with the necessary skills and knowledge to help them carry out their work efficiently.	Tax Officers	1 year	Entry Level Officers
2. Revenue Acts Refresher Courses	For technical officers to understand application of tax laws on all operation areas, Interpret Laws correctly	All Technical Staff	5 days	Managers, Supervisors, Officers, Support I&II

## CUSTOMS PROGRAMS

Course	Objective	Target Group	Duration	Qualification/level
3. Reviewed Compliance Management Training	To address issues arising from conventional risk profiling methods to information driven compliance activities through utilization of iTax and 3rd party data sources/changes brought about by new framework and transformation of work procedures	All Compliance Staff	5 Days	Managers, Supervisors, Officers, Support I&II
4. Account Management & Refunds	Equip officers with requisite skills and knowledge on all ledger related process; causes of good and bad debt; enforcement measures and techniques; negotiation skills; identifying legitimate refund claims	All Debt & Refunds Staff	5 days	Managers, Supervisors, Officers, Support I&II
5. Transfer Pricing Training	Expand Staff Knowledge, enhance skills and work efficiently	Transfer Pricing Officers	5 days	Managers, Supervisors, Officers
6. Foundational courses in Tax Administration	Develop basic foundational knowledge in Tax Laws, and Tax Administration	All staff	10 days	Officers, Supervisors
7. iTax Modules Course	To enable staff, understand and comprehend the key functionalities and operations of the KRA iTax system to facilitate Tax Filing	All staff	5 days	Officers, Supervisors, Managers



# TECHNOLOGY / SYSTEM / ICT PROGRAMS

Course	Objective	Target Group	Duration	Qualification/level
1. ISO ERM/QMS Training	Effective Implementation of Audit, QMS/Risk & ISO Recommendations	Audit	5 days	Officers, Supervisors, Managers
2. iSupport Training	System support to Administrative Duties	iSap System & Administrative Mgt	5 days	Officers, Support I&II
3. Cyber Forensics Training	Equip officers with skills on how to conduct dark web investigations The dark web can also serve as a source of intelligence	IMD, IAD, ICT	5 days	Managers, Supervisors, Officers
4. Jasper soft Analysis	Improve system knowledge, risk profiling and detection of fraud. Enhance skills in system navigation and use.	Technical Staff	5 days	CMs, Managers, Supervisors, Officers

## TECHNOLOGY / SYSTEM / ICT PROGRAMS

	Course	Objective	Target Group	Duration	Qualification/level
5.	IFMIS training	Improve officer's knowledge and appreciation of the provisions of the PPADA 2015	IMD, IIU, IAD, SCM & CAO	5 days	Managers, Supervisors, Officers
6.	Systems Audit	Enhance skills in conducting system reviews	customs officers	5 days	Managers, Supervisors, officers



Learn, Grow and Excel in your career with experts.



# LEADERSHIP & MANAGEMENT PROGRAMS

Course	Objective	Target Group	Duration	Qualification/level
1. Ethics & Leadership Course for National Security	Inculcate ethical conduct and build leadership skills for national and organizational development	All Senior Leaders	10 days	CMs, DCs, Commissioners
2. Senior Management Development Programme	Enhance participant's knowledge and leadership skills with proven management techniques for immediate application	All Senior Leaders	4 weeks (20 days)	CMs, DCs, Commissioners
3. Middle Level Management Development	Enhance participant's knowledge with proven management techniques for immediate application	AMs & Managers	15 days	AMs & Managers

## LEADERSHIP & MANAGEMENT PROGRAMS

Course	Objective	Target Group	Duration	Qualification/level
4. Supervisory Skills Development	Enhance participant's knowledge with proven supervisory techniques for immediate application. Improve supervisors' leadership skill	Supervisors	10 days	Managers, Supervisors
5. Transformative leadership Course	Ability to handle all employees and hone their skills and improve strategic management skills	All management staff	5 days	Commissioner, CMs, Managers
6. Executive Operations Management Programme	Effective executive office management skills to improve efficiency of Department operations	Operations Managers	5 days	Supervisors, Am's, Managers, CMs
7. Performance Management & Improvement	Improve performance monitoring for results	All leaders	3 days	Commissioners, CMs, Managers, Supervisors, Officers, Support I&II
8. Strategic Leadership & Corporate Governance	Build capacity for exemplary and ethical leadership	All Senior Leaders	5 days	CMs, DCs, Commissioners



# DATA ANALYTICS

	Course	Objective	Target Group	Duration	Qualification/level
1.	Data Analysis Techniques - SPSS, R	To enable officers conduct data mining for analysis purposes	All data staff	5 days	Managers, Supervisors, Officers
2.	Advanced MS Excel	Build data analytics techniques	All Staff with data analysis roles	5 days	Commissioners, CMs, Managers, Supervisors, Officers
3.	Advanced Data Analytics Course	Equip staff with current skills on data analysis, predictive analysis, scenario planning, Artificial Intelligence & machine Learning	Key Staff with data analysis roles	3 months	Managers, Supervisors, Officers,
4.	Data Governance & Literacy	Develop skills for implementing frameworks, policies and strategies for a data driven organization	Staff with data analysis and leadership roles	5 days	Managers, Supervisors, Officers,



# SOFT SKILLS PROGRAMS

Course	Objective	Target Group	Duration	Qualification/level
1. Excellence in Customer Service	To improve customer satisfaction levels across the organization	Customer Service Staff	3 days	Managers, Supervisors, Officers, Support I&II
2. Effective report & Minute writing	To improve the report and minutes writing skills	Staff with meeting management and report writing roles	3 days	Supervisors, Officers, Support I&II
3. Training on Virtual communication	Improved virtual meetings	All areas		Commissioners, CMs, Managers, Supervisors, Officers, Support I&II
4. Effective Communication & Presentation Skills	Enable staff be professional and efficient in communication and presentation	All Staff	3 days	Commissioners, CMs, Managers, Supervisors, Officers, Support I & II

## SOFT SKILLS PROGRAMS

Course	Objective	Target Group	Duration	Qualification/level	
5.	Digital Records Management	Need for and effective and efficient management of records management system.	Files & Record Management	3 days	Supervisors, Officers, Support I&II
6.	Effective Negotiation, Mediation & Arbitration	Build capacity for Effective negotiations and engagements	Staff with stakeholder and customer engagement roles	3 days	Managers, Supervisors, Officers
7.	Defensive/VIP driving	To facilitate better execution of the role	Drivers	3 days	Managers, Supervisors, Officers, Support I&II
8.	Technical Report Writing Skills, minute taking and policy development	High quality reports	Technical Staff with report writing responsibilities	5 days	Managers, Supervisors, Officers
9.	Training of Trainers	Develop skills necessary to transfer knowledge to audience to change group behavior to be ethical	Staff with capacity building roles	3 days	Managers, Supervisors, Officers
10.	Emotional Intelligence & Personal Effectiveness	Ability to understand oneself and work with others effectively	All staff	3 days	CMs, Managers, Supervisors, Officers
11.	Project Management Course	Improved operational efficiency and business transformation	OPS and Project Managers	5 days	Managers, Supervisors, Officers




## Contact us

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