

The Programme

Building your career with Customs

A structured induction and training programme, commencing early 2006, has been designed for the Trainee Customs Officer intake. This training will provide a sound grounding on being a Customs Officer and will provide you with exposure to different parts of the Customs Service, developing key competency areas as you progress on the programme. The initial three week induction training, involves day and evening activities, and will introduce you to:

- the role, history, mission, vision and values of Customs
- the conditions and standards of service
- the powers of Customs
- the legislation that you will need to be familiar with
- Customs processes and operating procedures
- business support tools and technology
- working effectively as a team
- effective communication, questioning, listening, report writing, and conflict resolution techniques and skills
- occupational health and safety requirements, including dangerous goods handling
- customer service skills and standards
- self defence
- risk identification and management

To ensure effective learning, regular assessments of your understanding and skills are conducted throughout the programme.

Please see an overview of the programme below

