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Customs Broker Qualification Program

25 – 29 July 2027
Amman (Jordan)

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Ref: 3255946_356728 **Date:** 25 – 29 July 2027 **Location:** Amman (Jordan) **Fees:** 4900 GBP

Introduction

Customs brokers play a central role in facilitating the movement of goods across borders and ensuring that customs procedures are completed in accordance with applicable laws, regulations, and official requirements. Their responsibilities extend beyond submitting documents to customs authorities. They include reviewing commercial data, classifying goods, determining customs value, verifying country of origin, calculating duties and taxes, coordinating inspections, and following shipments through to final release.

The Customs Broker Qualification Program provides a comprehensive professional framework for understanding the customs clearance process from the receipt of shipment documents to the final release of goods. The program focuses on the practical skills required to prepare customs declarations, review commercial invoices, packing lists, certificates of origin, and transportation documents, and address missing, inconsistent, or conflicting information.

The program covers the principles of goods classification, customs valuation methods, rules of origin, customs exemptions, restrictions applied to certain products, and procedures related to import, export, transit, and re-export activities. It also explains the responsibilities of importers, exporters, customs brokers, carriers, and regulatory authorities, as well as the impact each party has on transaction accuracy and clearance speed.

The program is designed for customs brokers, import and export officers, shipping and logistics professionals, personnel working at seaports, airports, and land borders, procurement and supply chain employees, compliance officers, contract administrators, and finance professionals. It is also suitable for team leaders and managers who supervise customs operations or make decisions related to cross-border movement of goods.

Participants will develop a structured approach to reducing declaration errors, improving document quality, calculating customs charges more accurately, addressing the causes of clearance delays, establishing effective monitoring procedures, and strengthening coordination between the organization, customs broker, carrier, and relevant authorities.

Course Objectives

The Customs Broker Qualification Program aims to develop participants' ability to execute, review, and monitor customs clearance procedures through a clear and organized methodology. By the end of the program, participants will be able to:



- Understand the role of customs authorities in regulating trade and protecting the economy.
- Identify the responsibilities of customs brokers, importers, exporters, and carriers.
- Explain the stages of customs clearance from document receipt to final release.
- Review commercial and transportation documents before submitting a customs transaction.
- Prepare accurate and consistent customs declarations.
- Differentiate between import, export, transit, and re-export procedures.
- Apply the fundamental principles of goods classification.
- Use clear and accurate goods descriptions in customs documentation.
- Identify the elements of customs value and related cost components.
- Understand rules of origin and their impact on duties and preferential treatment.
- Verify certificates of origin and the accuracy of the information they contain.
- Calculate customs duties, taxes, and shipment-related charges.
- Understand customs exemptions and the conditions for benefiting from them.
- Identify prohibited and restricted goods and their permit requirements.
- Organize inspection, examination, and sampling procedures.
- Manage discrepancies involving quantities, weights, or declared values.
- Correct documentation errors and missing information before declaration submission.
- Understand customs violations and their legal and financial consequences.
- Prepare complete files to support objections, reviews, and appeals.
- Develop indicators to measure clearance time, declaration accuracy, and transaction costs.
- Improve coordination between customs authorities, suppliers, carriers, and internal departments.
- Prepare a practical plan for completing a full customs clearance transaction.

Course Outlines

Day One: Customs Framework and Responsibilities of Transaction Parties

- The concept of customs operations and their role in international trade.
- The import and export cycle and shipment flow.
- Responsibilities of customs brokers, importers, exporters, and carriers.
- Types of customs procedures and customs regimes.
- Basic requirements for opening a customs transaction file.
- Initial review of shipment documentation.
- Practical exercise on identifying responsibilities in a real-world scenario.

Day Two: Goods Classification and Customs Description Preparation

- Principles of goods classification.
- Structure of customs tariff schedules.
- Rules for identifying the correct tariff heading.
- Impact of product composition and use on classification.
- Classification of composite goods, parts, and accessories.
- Preparation of accurate customs descriptions.
- Practical classification exercise involving different types of goods.



Day Three: Customs Valuation, Origin, and Duties

- The concept and components of customs value.
- Review of the commercial transaction value.
- Treatment of transportation, insurance, and additional costs.
- Rules of origin and certificates of origin.
- Customs exemptions and preferential treatment.
- Calculation of customs duties and applicable taxes.
- Case study on calculating the total customs cost of a shipment.

Day Four: Documentation, Inspection, and Customs Violations

- Review of commercial invoices and packing lists.
- Verification of transportation documents and certificates of origin.
- Organization of inspection and examination procedures.
- Management of discrepancies in data and quantities.
- Identification of restricted goods and permit requirements.
- Understanding customs violations, penalties, and claims.
- Exercise on identifying errors within a customs file.

Day Five: Transaction Management and Practical Assessment

- Preparation of a complete customs declaration.
- Monitoring the transaction through to final release.
- Management of delays, storage costs, and additional charges.
- Organization of customs records and document retention.
- Measurement of customs clearance performance.
- Development of an operational customs checklist.
- Completion of a final practical case and assessment of results.

Why Attend this Course: Wins & Losses!

- Develop a comprehensive understanding of the customs clearance cycle.
- Improve the ability to prepare customs declarations.
- Reduce errors in commercial and transportation documents.
- Strengthen goods classification skills.
- Improve the accuracy of customs valuation and duty calculations.
- Understand rules of origin and customs exemptions.
- Improve the ability to manage inspection and examination procedures.
- Develop the ability to identify inconsistencies between documents.
- Improve the management of restricted goods and permit requirements.
- Reduce the risk of clearance delays and additional storage charges.
- Strengthen coordination with importers, carriers, and relevant authorities.
- Develop practical indicators for measuring customs clearance performance.



Conclusion

The Customs Broker Qualification Program provides a practical methodology for understanding the procedures that goods must undergo when entering or leaving a country. These procedures include document review, goods classification, customs valuation, origin determination, duty calculation, declaration submission, inspection completion, and final release follow-up.

An accurate customs transaction begins before the goods reach the border. Shipment documents must be collected and reviewed in advance to confirm the accuracy of the product description, quantity, weight, value, and country of origin. Early preparation allows missing documents to be identified and required permits to be obtained before inspection and clearance procedures begin.

The program gives particular attention to goods classification because it is one of the most important elements of a customs transaction. Selecting the correct tariff heading directly affects duty rates, import requirements, exemptions, and restrictions. Classification decisions must therefore be based on clear technical information regarding the product's composition, function, and intended use.

The program also addresses customs valuation and the elements included in its calculation. Excluding a required cost or declaring an incorrect value may result in transaction adjustments, reassessment, or additional charges. Understanding valuation methods enables participants to prepare transparent calculations supported by invoices, contracts, freight records, insurance documents, and related evidence.

Rules of origin are also examined in detail because they determine the customs treatment applicable to goods. A certificate of origin alone may not always be sufficient. Its information must align with the commercial invoice, product description, production process, and all supporting documentation.

Document management represents another central component of customs clearance. Commercial invoices, packing lists, transportation documents, and certificates of origin must be consistent in terms of names, descriptions, weights, quantities, and values. Any discrepancy may result in transaction suspension, correction requests, additional inspection, or delayed release.

The program further explains how to manage inspections, examinations, and customs violations. This includes organizing documents, recording inspection results, addressing discrepancies, providing additional information, and maintaining records for future review. Proper documentation helps protect the organization and supports responses to subsequent inquiries, claims, or appeals.

The program also connects customs clearance with cost management. Transaction costs may include not only customs duties, but also transportation, handling, storage, delays, inspection fees, and permit charges. Customs brokers therefore need to monitor every stage of the process and identify the factors responsible for increases in both cost and clearance time.

By the end of the program, participants will have a structured framework for reviewing documents, classifying goods, determining customs value and origin, preparing declarations, managing inspections, and monitoring final release. Applying this framework helps organizations reduce errors, accelerate transaction processing, improve compliance quality, and strengthen control over customs operations.

