Compliance Behaviour & Taxpayer Services Training Course

Professional Development Training Course Outline

Category	Taxation and Revenue	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Compliance Behaviour & Taxpayer Services course explores how taxpayer behaviour influences compliance and how authorities and organizations can enhance voluntary adherence to tax laws. Participants will learn about the psychological, social, and economic factors that drive compliance, as well as effective strategies for taxpayer engagement, education, and support.

The course emphasizes the design and delivery of taxpayer services that encourage timely and accurate filing, reduce disputes, and improve overall compliance. Through case studies, simulations, and practical exercises, participants will gain skills to implement strategies that foster trust, transparency, and a culture of voluntary compliance.

Programme Curriculum

Compliance Behaviour & Taxpayer Services Training Course

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Course Objectives

By the end of this course, participants will be able to:

1. Understand the principles of taxpayer compliance behaviour.
2. Identify factors influencing voluntary compliance and non-compliance.
3. Design effective taxpayer service initiatives.
4. Apply behavioural insights to improve compliance strategies.
5. Implement communication strategies to engage taxpayers effectively.
6. Monitor and evaluate the effectiveness of taxpayer services.
7. Integrate technology and digital platforms to enhance service delivery.
8. Promote transparency, trust, and ethical behaviour among taxpayers.
9. Respond to taxpayer inquiries, disputes, and complaints professionally.
10. Use data analytics to identify trends and improve compliance outcomes.
11. Align compliance strategies with organizational policies and governance frameworks.
12. Encourage a culture of voluntary compliance across different taxpayer segments.
13. Apply lessons from case studies to develop practical taxpayer service solutions.

Target Audience

- Revenue Authority Officers and Managers
- Tax Compliance and Audit Officers
- Tax Advisors and Consultants
- Accountants and Auditors
- Finance Directors and CFOs
- Customer Service Managers in tax administration
- Policy Makers and Regulators
- Professionals involved in taxpayer education and engagement

Course Duration: 5 days

Course Modules

Module 1: Fundamentals of Compliance Behaviour

- Understanding taxpayer compliance psychology
- Voluntary vs enforced compliance
- Social, economic, and cultural influences
- Ethical and legal considerations
- Case Study: Behavioural insights in compliance improvement

Module 2: Taxpayer Segmentation & Behaviour Analysis

- Identifying taxpayer categories and risk profiles
- Compliance patterns and behavioural drivers
- Data-driven insights for targeted interventions
- Risk-based compliance strategies
- Case Study: Segmenting taxpayers for effective compliance programs

Module 3: Taxpayer Services & Engagement

- Designing accessible and effective services
- Education and awareness programs
- Customer support and inquiry handling

- Feedback mechanisms and dispute resolution
- Case Study: Improving voluntary compliance through taxpayer services

Module 4: Communication Strategies for Compliance

- Messaging techniques and behavioural nudges
- Digital communication platforms and e-services
- Transparency and trust-building initiatives
- Public awareness campaigns
- Case Study: Behavioural communication improving filing rates

Module 5: Technology & Digital Taxpayer Services

- E-filing systems and self-service portals
- Mobile apps and digital payment solutions
- Analytics for service optimization
- Monitoring user engagement and satisfaction
- Case Study: Leveraging technology to enhance taxpayer experience

Module 6: Monitoring & Evaluation

- Key performance indicators for taxpayer services
- Compliance measurement and reporting
- Feedback loops and continuous improvement
- Benchmarking and best practices
- Case Study: Evaluating the impact of service interventions on compliance

Module 7: Ethical & Professional Conduct

- Upholding ethics in taxpayer engagement
- Managing conflicts of interest and confidentiality
- Professional behaviour standards for service officers
- Promoting integrity and accountability
- Case Study: Ethical dilemmas in taxpayer services

Module 8: Emerging Trends & Best Practices

- Behavioural insights and nudging techniques
- Digital transformation in taxpayer engagement
- Global examples of effective compliance behaviour programs
- Continuous improvement and innovation
- Case Study: Successful international taxpayer service initiatives

Training Methodology

- Instructor-led interactive sessions
- Case studies and scenario-based exercises
- Group discussions and peer learning
- Role-playing exercises in taxpayer engagement
- Practical exercises in compliance monitoring and service delivery
- Access to templates, dashboards, and service design tools

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com