

# **Commercial Customs Operations Advisory Committee (COAC)**

## **Government Issue Paper: Rapid Response Subcommittee/Broker Exam Modernization Work Group**

June 2021



**U.S. Customs and  
Border Protection**

Office of Trade, Trade Policy and Programs/CORE Division

Broker Exam Modernization Work Group

June 2021

**Action Required:** Informational

**Background:**

- U.S. Customs and Border Protection (CBP) initiated the working group to bring in knowledgeable brokers, trade members and educators to advise and work with CBP on the exam administration process.
- The working group was created to address all aspects of the Customs Broker License Exam (CBLE) and receive advice to make the exam process more efficient and attainable.
- CBP meets regularly with the Broker Exam Modernization Work Group (BEMWG) on the identification of short and long-term goals intended to improve overall exam registrant experience and streamline the process for CBP's administration of the CBLE.
- CBP successfully piloted a remote proctored broker exam to a limited number of registrants during the April 2021 CBLE.

**Issue:**

- CBP in collaboration with BEMWG have identified ways to address registrant issues and streamline the exam process.
- CBP is working with the BEMWG members on the remote-proctored CBLE option, offered as an effort to modernize the exam and broaden the opportunity of applicants who are not able to travel to a CBLE testing site. This option allows examinees the ability to take the exam in their home, office, or another enclosed testing environment on their personal computer, with a virtual proctor.

**Current Status:**

- The April 2021 in-person exam hosted 942 examinees and the remote proctored exam was provided to 185 examinees.
- The in-person CBLE ran smoothly at the 114 nationwide testing centers for all examinees who arrived on time and with the required documentation.
- CBP offered approximately 170 individuals a free in-person broker exam in April 2021 due to system downtime issues during the October 2020 CBLE. CBP addressed the system issues examinees experienced during the October 2020 exam with improvement of the electronic reference material search functionality.
- BEMWG provided valuable input for the remote proctored exam communications and assisted with testing the exam delivery method.
- Despite efforts to test as thoroughly as possible in advance of the exam, CBP's pilot remote offering on exam day did have some technical challenges, largely stemming from examinees being disconnected during the exam.
- CBP published the April 2021 CBLE pass rate of 18% on CBP.gov.

**Next Steps:**

- Issue the April 2021 exam results to all examinees and provide a refund to those examinees who experienced significant remote exam technical or system connectivity issues.
- Analyze lessons learned from the initial offering to build on future remote options. CBP is committed to modernizing this exam in a way that works well for our Customs broker license applicants and for CBP.
- Plan for October 2021 CBLE, with in-person option as well as remote-proctored option for limited number of examinees.
- Continue to discuss and work through exam COVID-19 contingency plans as needed.
- Continue to work with BEMWG to modernize the exam options and approach.