

Commercial Customs Operations Advisory Committee (COAC) Government Issue Paper: Broker Exam Modernization Working Group

March 2021



U.S. Customs and
Border Protection



Trade Policy and Programs/Office of Trade
Broker Exam Modernization Working Group

March 2, 2021

Action Required: Informational

Background:

- U.S. Customs and Border Protection (CBP) initiated the working group to bring in knowledgeable brokers, importers and educators to advise and work with CBP on the exam 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 is working to improve overall exam registrant experience and reduce CBPs administrative burden by identifying short and long term goals.
- For the April 2021 the Customs Broker License Exam (CBLE), CBP is working to implement a remotely proctored exam for a limited number of examinees.

Issue:

- Trade community members continue to request modifications to address CBLE testing processes and procedures.
- Identify long term priorities for the broker exam to allow more flexibility in exam administration, reduce CBP burden to create a new exam twice yearly, and streamline the exam registration process.
- CBP is working with the COAC Broker Exam Modernization Work Group (BEMWG) members on the remote-proctored CBLE option, which will allow the examinee to take the CBLE in a space of his/her choosing which meets established rules and requirements.

Current Status:

- The CBLE is scheduled for April 21, 2021. Registration opened on February 22, 2021 and will close on March 22, 2021.
- CBP will provide exams at 114 physical locations across the nation and a limited remote proctored delivery. Brick and mortar operations will adhere to COVID-19 restrictions in accordance with Centers for Disease Control and Prevention (CDC) recommendations and local authority requirements.
- Approximately 170 individuals are eligible to receive a free broker exam in 2021 due to system downtime issues during the October 2020 CBLE. CBP will automatically enroll those individuals for brick and mortar site selection.
- CBP has addressed lessons learned from the prior exam regarding improvement of the electronic reference material search functionality and enhancement of COVID cleaning protocols in the exam room and common areas
- CBP published the October 2020 exam results on cbp.gov – pass rate 37%.
- The BEMWG is making progress on short-term and long-term goals for modernizing the CBLE.
- The BEMWG provided five CBLE questions for use in the October 2021 exam development.
- Since late January the working group has focused primarily on the delivery of a successful remotely proctored April 2021 exam to a limited number of examinees.
- BEMWG has provided valuable input in the remotely proctored exam communications and has assisted with testing the exam delivery method.

Next Steps:

- Continue assessing the remotely proctor exam through the April 2021 exam delivery and results to assess future improvements and ongoing implementation.
- Review and update CBLE content development and appeal process, and further enhance exam automation.
- Continue to discuss and work through exam COVID-19 contingency plans as needed.
- Continue to improve exam registrant experience and reduce the administrative burden on CBP.

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