In this interactive course participants learnt about risk management principles that many tax administrations have started to apply in order to better allocate scarce resources and to achieve an optimum tax compliance strategy. The course outlined what is required to introduce a sound and effective compliance risk management in a tax administration context and provided insight into each of the 5 consecutive steps of the compliance risk management cycle: from identification of a potential risk list, risk assessment and prioritization, to possible treatment forms and evaluation of the compliance activity. The unique feature of this course was that it combined traditional training methods with the participatory approach to learning.

**Topics covered:**
- Principles of compliance risk management – new types of supervision
- Risk analysis and segmentation
- Range of possible treatment strategies
- Use of rules-based computer risk model and its effect on audit selection and field operations
- Factors underlying taxpayer’s compliance behaviour

**Lecturer:**
- Norman Gillanders
- Lisette van der Hel, Dutch Tax and Customs Administration

**Participants:**
There were 18 participants from Albania, Armenia, Bulgaria, Georgia, Kosovo, Macedonia, Moldova, Slovenia, and Ukraine.
Evaluation:

**Overall satisfaction with the course**

- **No. of all responses:** 18, **Average mark:** 4.77

**The workshop addressed issues that are important to my work.**

- **No. of all responses:** 18, **Average mark:** 4.83

**Selected Participants' Comments:**

- I have improved my knowledge in matters related to identifying and analyzing risks in a particular business sector.
- I have learned about possible treatment strategies when pursuing compliance risk management.
- Very interesting discussions! A lot of new ideas for me!
- I am very happy to attend this workshop because the topic is very interesting and directly related to the field where I work.