Use of Technology in Revenue Collection 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

Use of Technology in Revenue Collection Training Course provides participants with a comprehensive understanding of how digital innovation can transform tax administration and enhance efficiency in revenue collection. It explores the application of automation, data analytics, artificial intelligence, and digital platforms to strengthen compliance monitoring, improve taxpayer services, and reduce administrative costs. Participants will learn how to integrate technology into organizational workflows to enhance data accuracy, streamline reporting, and minimize human error.

The course emphasizes the importance of adopting modern digital systems, such as e-filing, e-invoicing, and electronic payment solutions, to promote transparency and accountability in revenue administration. It also highlights best practices in cybersecurity, data management, and system interoperability to ensure secure and reliable tax operations. Through case studies, simulations, and practical exercises, participants will gain hands-on experience in implementing, managing, and evaluating technological innovations that drive modernization, improve performance, and support sustainable digital transformation in revenue collection.

Programme Curriculum

Use of Technology in Revenue Collection Training Course

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Course Objectives

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

1. Understand the role of technology in modern revenue collection.
2. Identify appropriate digital tools and systems for tax administration.
3. Implement e-filing, electronic payments, and digital reporting systems.
4. Use data analytics to detect compliance risks and optimize collections.
5. Improve operational efficiency through automation and workflow optimization.
6. Enhance taxpayer services through online portals and self-service platforms.
7. Integrate technology with existing financial and accounting systems.
8. Monitor and evaluate the performance of technological systems.
9. Apply cybersecurity measures to protect taxpayer and organizational data.
10. Manage change and train staff on technology adoption.
11. Align technology initiatives with organizational strategy and compliance objectives.
12. Benchmark technological adoption against international best practices.
13. Apply lessons from case studies to real-world technology implementation projects.

Target Audience

- Revenue Authority IT and Technology Officers
- Tax Managers and Compliance Officers
- Finance Directors and CFOs
- Tax Advisors and Consultants
- Internal Auditors and Risk Management Professionals
- System Developers and Data Analysts in tax administration
- Policy Makers and Regulators
- Multinational Corporations managing digital tax compliance

Course Duration: 5 days

Course Modules

Module 1: Fundamentals of Technology in Revenue Collection

- Importance of technology in modern tax administration
- Core functions enhanced by technology (assessment, collection, compliance)
- Benefits and challenges of digital transformation
- Legal and regulatory considerations
- Case Study: Digital transformation in a national revenue authority

Module 2: E-Filing & Electronic Payments

- Online filing platforms and workflow integration
- Electronic payment systems and reconciliation
- Security protocols and user authentication
- Improving taxpayer convenience and compliance rates
- Case Study: Implementing e-filing for VAT and income tax

Module 3: Data Analytics & Risk Management

- Using analytics to identify compliance risks and anomalies
- Predictive modeling for audit selection
- Real-time monitoring dashboards
- Reporting and decision-making support
- Case Study: Data-driven compliance monitoring

Module 4: Automation & Process Optimization

- Automating repetitive and high-volume tasks
- Workflow optimization through digital solutions
- Reducing errors and improving accuracy
- Integrating technology into standard operating procedures
- Case Study: Automation in payroll and withholding tax collection

Module 5: Digital Taxpayer Services

- Online portals, mobile apps, and self-service platforms
- Enhancing taxpayer education and support
- Feedback collection and complaint handling
- Promoting voluntary compliance through digital engagement
- Case Study: Digital service delivery in a national tax authority

Module 6: Cybersecurity & Data Protection

- Protecting taxpayer data and organizational systems
- Cyber risk assessment and mitigation
- Legal and regulatory requirements for data security
- Best practices in IT governance and access controls
- Case Study: Preventing data breaches in tax administration

Module 7: Change Management & Staff Training

- Managing organizational change during technology adoption
- Training programs and capacity building
- Stakeholder engagement and user support
- Monitoring adoption and addressing resistance
- Case Study: Successful change management in a digital transformation project

Module 8: Emerging Trends & Best Practices

- AI, machine learning, and predictive analytics in tax administration
- Blockchain and secure digital transactions
- Benchmarking against international technological adoption
- Future-proofing revenue collection systems

- Case Study: Global best practices in technology-enabled tax administration

Training Methodology

- Instructor-led interactive sessions
- Hands-on exercises in digital systems and analytics
- Case studies and scenario-based simulations
- Group discussions and peer learning
- Role-playing exercises in digital service delivery
- Access to templates, dashboards, and IT implementation 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

Start Date	End Date	Location	Price
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

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