

VITARA

FY24 Progress

Component: Revenue

Module: RM III Training and Peer Learning

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Key Progress in FY24:

The Virtual Training to Advance Revenue Administration (VITARA) project released three new English online courses and a translated online module in FY24 comprising: the Performance Management, Audit, and Enterprise Risk Management modules (all English) and the Organization module (Arabic). By the end of FY24, the VITARA portfolio has grown to 17 modules, ten English and 7 translated courses. The content development of the Taxpayer Registration and the Information Technology and Data Management modules has progressed significantly. They are expected to be released by H1FY25. The development of the next three modules, Taxpayer Services, Filing and Payment, and Debt Management, has begun.

In FY24, VITARA trained 3815 course participants (70 percent of whom were government officials). This is a 13 percent increase compared to the last FY. The average pass rate (across all courses) was 75 percent, while the average learning gain reached 14 percent. The average course satisfaction ratio has remained very high (4.58/5). Most participants joined from Africa (40 percent), followed by enrollments from Europe (20 percent), Western Hemisphere (16 percent), Middle East (14 percent), and Asia (10 percent). Roughly 83 percent of the participants were from Emerging Market Economies and Low-Income Countries. Around 42 percent of participants were female (45 percent for government officials) and 85 percent have bachelors or higher university degree (93 percent in the case of government participants).

The 3815 active participants represent roughly 70 percent of all participants enrolled in online modules provided by the IMF Fiscal Affairs Department (FAD) and 13.6 percent of all participants of IMF online modules.

Since the release of the first module in FY22, the program has welcomed more than 11000 participants.

FAD has also continued to incorporate VITARA content and online modules into its in-person and blended CD activities. IMF Regional Capacity Development Centers (RCDC) and Long-term experts (LTX) lead the way in disseminating and using VITARA as part of their CD activities. For example, the Caucasus, Central Asia, and Mongolia Regional Capacity Development Center (CCAMTAC) held several regional workshops in FY24 to support countries with the implementation of core tax administration processes such as compliance risk management (CRM). Prior to the face-to-face events, officials undertook the VITARA CRM and Reform Management modules. Blending various modalities enhances the effectiveness of CD. Online training gives traction and supports more advanced and tailored technical assistance.

(See RMTF FY24 Annual Report Progress Report for FY24 Statistics)

Cross-cutting Priority Activity:

GovTech: Supporting the GovTech agenda, VITARA has advanced with the development of a new online module on Information Technology and Data Management for tax administrations.

Coordination/Cooperation:

VITARA benefits from strong cooperation between the IMF and the other participating international organizations (Inter-American Center of Tax Administrations, Intra-European Organisation of Tax Administrations, and Organisation for Economic Co-operation and Development). In FY24, the partners signed a new framework agreement for the development of VITARA Reference Guides. This will enable the project partners to publish the content of online modules in downloadable/printable pdf format. The partners intend to publish two new Reference Guides on reform management in the coming weeks.