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## Section 4. Language and Literacy Learning

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### **THE MAIN PRINCIPLES OF DEVELOPMENT OF PROFESSIONAL COMMUNICATION COMPETENCES OF FUTURE CUSTOMS OFFICIALS**

**Abstract:** The article is devoted to the methods of formation and development of professional communication competencies in customs authority's personnel training. It proposes a model of teaching the state language on the basis of which students form the skills of practical application of theoretical knowledge.

**Keywords:** professional communication, competences, terminology of specialty, the branch documents, oral communication skills.

The globalization of the world economy poses increasingly high requirements in labor resources. The modern labor market is based on fierce competition, which determines the process of career choice and is influenced by economic demand. The employer evaluates not only the qualification levels of specialists but also the ability of applying their accumulated experience in the process of self-development to acquire new competencies, thereby increasing the value of the competence approach to training specialists.

In modern vocational education, each specialty is provided with a set of necessary knowledge, and the students form skills and abilities related to the practical application of knowledge in the professional field. This refers to the formation of future professionals' key competencies, directly related to the profession<sup>1</sup>. The sphere of international customs, one of the sectors of the economy, is no exception.

To work at the customs office in many countries of the world, selected individuals with higher education, are trained in special courses and conduct practical activities in the customs. Uzbekistan, since 1998, has operated a secondary special institution for training of customs officers: Customs College. Furthermore, in 2003 Uzbekistan established the Higher Military Customs Institute, which trains specialists with higher education. The students study for 4 years and gain the knowledge necessary for practical work in customs. Along with theoretical knowledge, they acquire practical skills in customs divisions and at customs posts.

Upon graduation, they are sent to work in different regions of the country: to the border customs checkpoints located at airports, railway stations, road crossings, and at inland posts, engaged in foreign economic activity. Every 3 years, customs officials are trained at training courses to familiarize them with new regulations and new information technologies for further application in practice. In addition, when

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<sup>1</sup> Зимняя И. А. Ключевые компетенции – новая парадигма результата образования // Высшее образование сегодня. 2003. № 5.

staff members transfer from one activity to another, for example, a promotion to a higher position, they undergo short-term training courses.

Today customs officers demonstrate their professional competence not only with professional appearance, organized actions, psychological state, but with depth of knowledge, and the ability to communicate with others on a high professional level. First impressions of the country from persons; who visited it at first time; are created through customs officials. The professionalism of customs manifests itself in a number of skills. In particular, in the framework of the law; the ability to explain customs regulations to persons far removed from the customs sphere; knowledge of international standards relating to the economy and customs; to exchange experience with specialists from other countries, etc.

What are the necessary professional competences of customs officers? According A. Bogomolova: "Under the basic competence of the customs officers' understood a set of knowledge, skills and abilities required to perform various functions in the customs system. The presence of the base and the professional competence of an absolute guarantee of achieving good results, as the employees of customs bodies and customs services as a whole"<sup>1</sup>.

Undoubtedly, these requirements impose greater responsibility on customs officers. In order to achieve career growth and success in the profession, it is necessary to systematically work on oneself, learn new regulations, to be able to use new technologies in the required work. All these elements point to a responsible attitude towards customs work. This is confirmed by scientific research. In particular: "Research the literature and practice of customs authorities has shown that the quality education of professional liability can only be achieved in the implementation of their direct duties. This gives an opportunity to highlight the factors contributing to the improvement of vocational-oriented liability: the loyalty of the customs officer to carry out their functions and improve the performance orientation of their own goals and skills to achieve a common result, possessing the skills of self-organization and self-control"<sup>2</sup>.

In fact, in the formation of professional competence of the future employee, employers need to consider what functional responsibilities will be assigned to the employee's workplace. However, we cannot deny the important role of business documents in the work of customs officers. On this basis, we believe that higher educational institutions should pay special attention to the study and the compilation of normative and official documents relating to customs, in the national language.

The training of personnel of customs plays an important role in the formation and development of competence for professional communication. In this situation it is necessary to organize training on the basis of the following models:

1. The study of economic and customs terms, the formation of skills of competent use of oral and written speech.
2. The development of the oral skills of professional communication, skills of communication with colleagues and participants of foreign economic activity within the framework of professional activity.
3. Drafting business documents used in the economic sphere, and particularly in customs; properly filled out sample business documents, acquisition of skills of work with professional documentation.

In order to effectively use such model, it is advisable to pay attention to the following important points:

- the curriculum, contributing to the formation of the necessary professional competencies for customs officials;

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<sup>1</sup> Богомолова А. А. Управление развитием социально-трудовых отношений в системе таможенных органов Российской Федерации: Дис. ... канд. эк. наук. – Саратов, 2006.

<sup>2</sup> Масленникова Н. В., Ковтун Е. Н., Хрипкова Л. Н. Формирование профессиональной ответственности личности сотрудников таможенных органов/Управление экономическими системами//Электронный научный журнал ВАК РФ, Северо-Кавказский федеральный университет, 23.03.2013.

- creation and implementation in the learning process of textbooks and electronic resources aimed at the practical application of theoretical knowledge in professional communication of future specialists of customs;
- creation of distance learning programs, hands-on training through an online model;
- motivation of students for self-learning through assignments, and coaching practical application of their theoretical knowledge;
- professional orientation of students through extracurricular activities and events, developing the competence communication.

In conclusion, we can note that the proper organization of the learning process and the achievement of effective results is the main condition for producing competent professionals. Additionally, competence of specialists has a positive impact on the development of the professional sphere.

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