



Collaboration of:



A learning partnership

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Fiscal Affairs Department (FAD)

International Monetary Fund (IMF)

The partners



IMF

I  **TA**



OECD



What is VITARA?

Online learning about how modern tax and revenue administrations work. It brings together short, practical modules that cover the full taxpayer and revenue administration lifecycle, including governance, compliance, performance management, and the use of data and technology.

IN ONE SENTENCE:

VITARA helps people understand how to run a modern tax administration well.



Our learners

The VITARA suite is mainly designed for people working in tax and revenue administrations, especially:

- Senior leaders and executives in tax or revenue authorities
- Mid-level managers preparing for senior leadership roles
- Headquarters staff involved in policy, risk management, and performance planning

...BUT WAIT, IT IS ALSO USEFUL FOR...

- Other staff in tax or customs authorities
- Development partners and public finance professionals
- People supporting or delivering capacity-building and training programs



Our Resource Suite



VITARA - Performance Management (VITARA-PMG)

Primary Language: English

May 1, 2024 - April 15, 2025
(50 weeks)

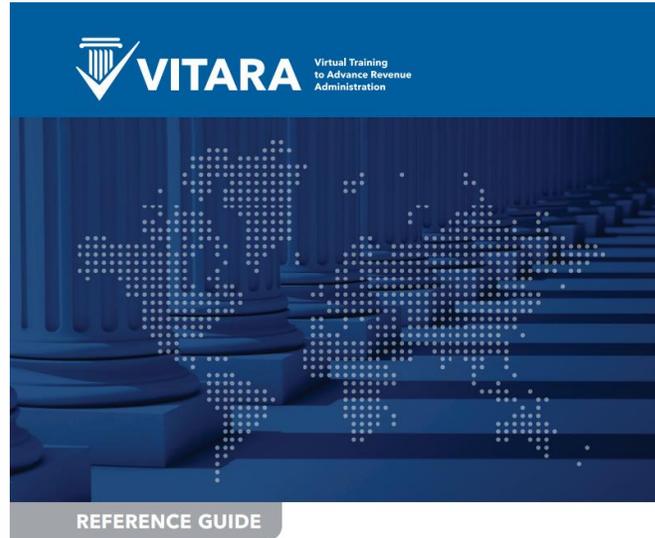
Delivery Method: Online Training

Apply online by April 1, 2025

Course conducted online

Executives and senior managers responsible for monitoring, measuring and improving the performance of their tax administration. The course is also useful for staff involved in strategic planning, program design and evaluation, performance management implementation or any other related fields.

[learn more](#)



HUMAN RESOURCE MANAGEMENT

Inter-American Center of Tax Administrations
International Monetary Fund
Intra-European Organisation of Tax Administrations
Organisation for Economic Co-operation and Development



**Short videos
(Micro-learning)**
YouTube

eLearning modules
Enroll/complete online

Reference Guides
Downloadable PDFs

From July 2021 to December 2025

18,584 learners have used our online VITARA modules

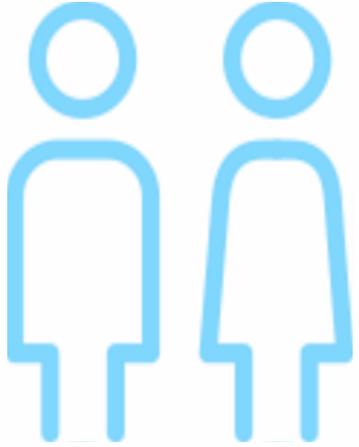
Among government officials, the average learning gain **13.5%**

90% of our learners hold a bachelor's degree or higher

90% of our learners are from emerging market and low-income countries



Some demographics



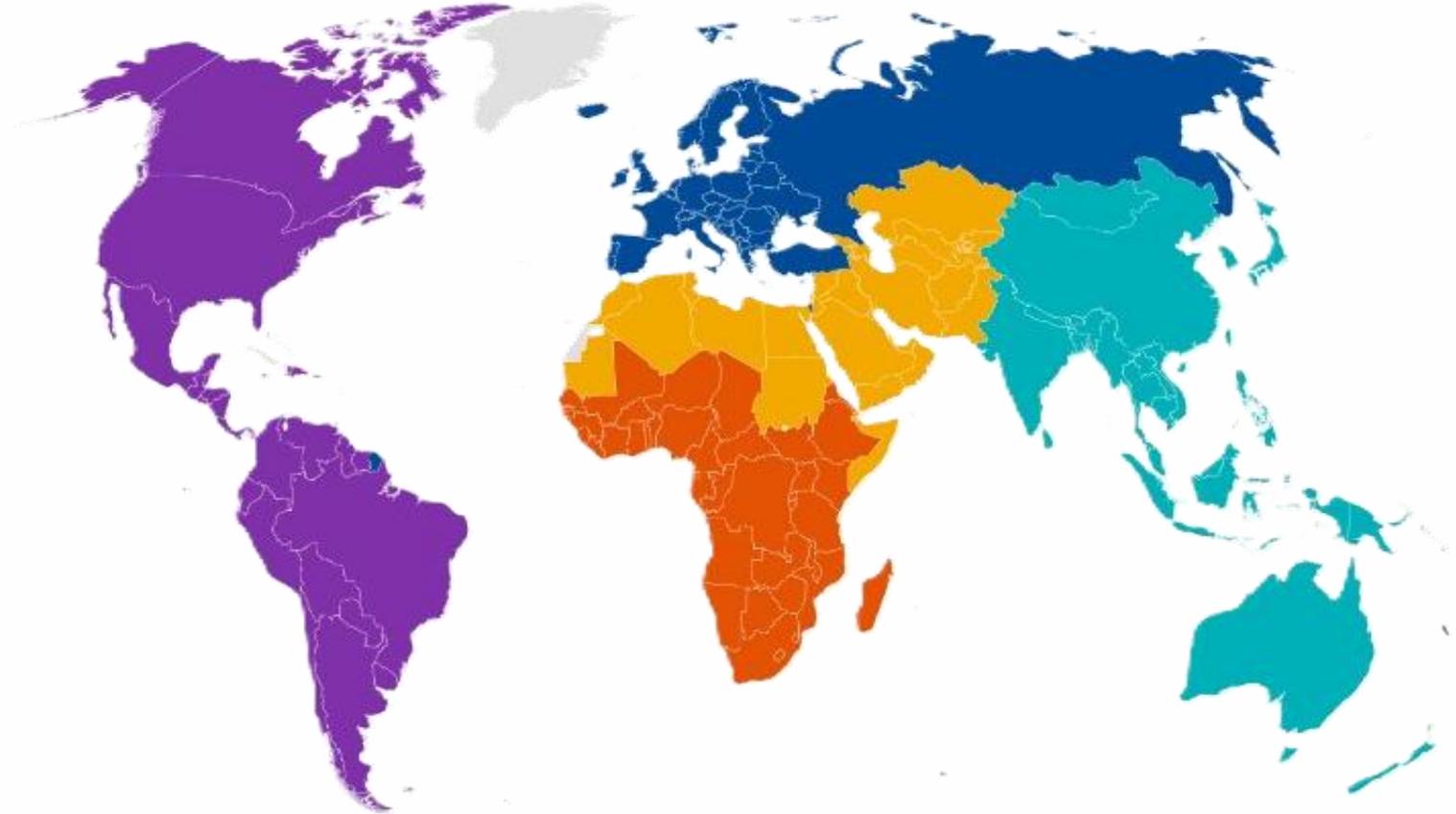
- 55% Male
- 45% Female



- 85% Emerging and Low-Income Developing Countries (LIDC)
- 15% Advanced Economies



Our global coverage (in order)



Africa



Western Hemisphere



Europe



Asia Pacific



**Middle East,
Central Asia**



Country

1 Kenya

2 Namibia

3 Argentina

4 Cameroon

5 Zambia

6 Malawi

7 Italy

8 Brazil/Nigeria

9 Turkey

10 Indonesia

2025 The Top Ten



Modules – ‘the originals’

- Strategic Management* (SPA,FRE)
- Reform Management Fundamentals* (SPA,FRE)
- Reform Management – Specific Topics* (SPA,FRE)
- Institutional Governance*
- Organization* (ARA)
- Human Resource Management*
- Compliance Risk Management (SPA,FRE)
- Performance Management
- Audit Program*
- Enterprise Risk Management
- Information Technology and Data Management
- Taxpayer Registration
- Payment and Debt Management

VITARA - Human Resource Management (VITARA-HRM)

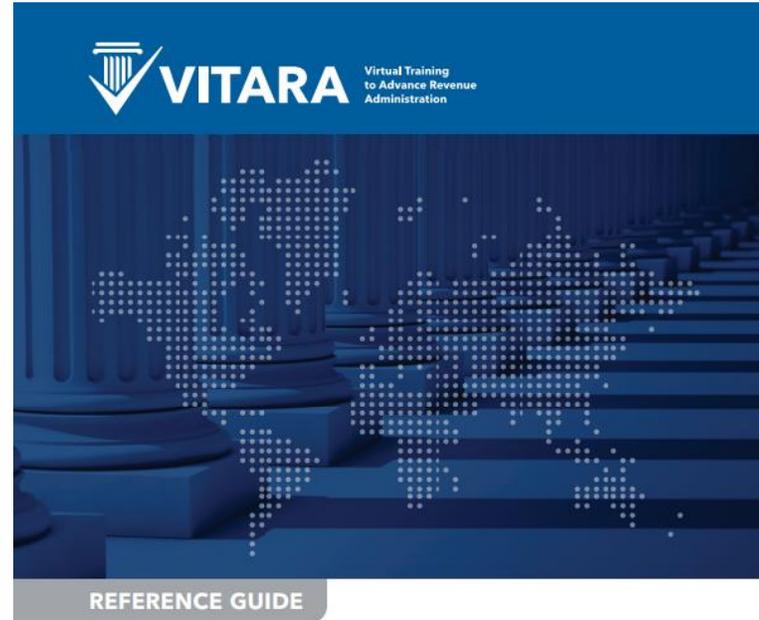
This module provides fundamental knowledge on Human Resource Management matters within a tax administration including among others HRM strategy and its implementation, HRM organizational models, HRM functions and the key areas of an effective HRM system.

TOPIC : FISCAL ISSUES



Reference guides (built from modules)

- Strategic Management
- Institutional Governance
- Organization
- Human Resource Management
- The Audit Program
- Reform Management Fundamentals – Setting Up a Reform Program
- Reform Management Specific Topics – Managing a Reform Program



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Micro-learning (to reinforce key concepts)



The Strategic Plan and the Reform Program

VITARA
Virtual Training in Advanced Tax Administration
IMF IATA OECD

VITARA - Reform Management ...

IMF by IMF Institute Learning Channel · Playlist · 5 videos · 406 views

For tax administrations, reform is a fact of life since they operate in a com...more

▶ Play all



Issue Management

VITARA
Virtual Training in Advanced Tax Administration
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VITARA - Reform Management Specific ...

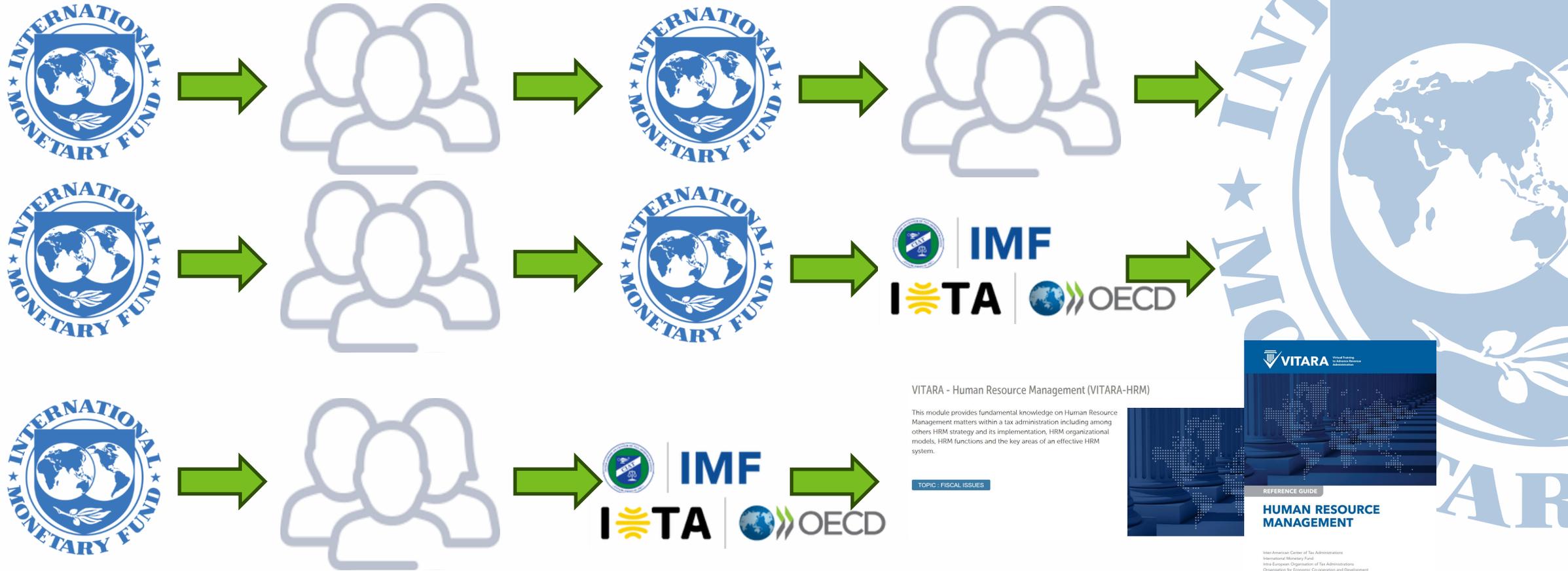
IMF by IMF Institute Learning Channel · Playlist · 5 videos · 271 views

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The development process



What do learners tell us?

ONLINE FORMAT IS GREAT

Can you deliver in person?

(AVAILABLE 24/7)

Great range of topics

But we'd like more (topics)

Really useful as part of our annual training plans

Being able to download the reference guides is really helpful (especially where the internet connection is not good)

More languages

Specific regional case studies is always really helpful



