



World Customs Organization

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WCO PRE-ACCREDITATION GLOBAL WORKSHOP FOR DIAGNOSTIC FACILITATORS (DF) ON PERFORMANCE MEASUREMENT MECHANISM (PMM)

Brussels, Belgium

From 8 June to 12 June 2026

1. Candidate profile: Qualifications and Competences

Accredited Experts in the [WCO Performance Measurement Mechanism \(PMM\)](#) have full proficiency on implementing monitoring and evidence-based performance mechanisms across the four PMM dimensions and its corresponding expected outcomes and key performance indicators (KPIs). This includes assisting WCO Members in establishing/improving national performance measurement systems in line with the PMM; assisting Members in familiarizing with the PMM deliverables thus ensuring successful completion of the self-assessment phase of the PMM (data submission and reporting through the [PMM platform](#)) and conducting the peer review phases, upon Members request.

In order to be accredited as WCO **Diagnostic Facilitators (DF's)** on **Performance Measurement Mechanism (PMM)** candidates need to demonstrate most of the following requirements:

Personal Skills

- Excellent interpersonal and communication skills.
- Personal suitability and the aptitude required for international development work (open-mindedness, patience, self-awareness, cultural awareness, empathy, etc.). A high level of self-motivation, flexibility and commitment to task completion. A high level of time management.
- Social and communication skills (patient, approachable character; good communicator; respectful of other people; team spirit); methodological skills; high level of personal motivation, flexibility and commitment to completing tasks; ability to prioritize tasks in diagnostic situations and make informed decisions under pressure.

Academic Background

- University-level education or equivalent professional experience of 5 years in public administration.
- A post-graduate university degree would be considered an advantage.



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Professional Career Expertise

- Ongoing experience within Customs administration (at least 5 years);
- Knowledge of customs regulations and procedures in line with the four dimensions of the PMM
- Experience as facilitator of capacity building interventions
- Experience in performance measurement and reporting
- Experience in drafting strategies, plans, roadmaps, project or initiative proposals would be considered an advantage;
- Knowledge on change management would be considered an advantage.
- Experience as a strategic advisor would be considered an advantage

Knowledge of WCO Standards and Instruments

- Deep and comprehensive understanding and up-to-date knowledge of the PMM and its deliverables:
 - [PMM dimensions](#)
 - [PMM expected outcomes](#)
 - [PMM KPIs](#)
 - [PMM KPI selection criteria](#)
 - [PMM KPI template](#)
 - [KPI typologies](#)
 - PMM Maintenance Mechanism (selected candidates can consult the Secretariat)
 - Guidance for the PMM Voluntary Self-assessment and Peer Review Phases (selected candidates can consult the Secretariat)
 - [PMM Platform Reporting](#) (statistical analysis)
- Thorough understanding and knowledge of the **WCO Handbook on Performance Measurement** Strong understanding and knowledge of the outcomes of the self-assessment phase of the 1st cycle of the PMM reflected in the **Report on the Self-assessment Phase of the First Cycle of the WCO Performance Measurement Mechanism (PMM)**
- Understanding of the trends across the WCO Membership while consulting the latest [WCO annual reports](#)
- General knowledge of WCO diagnostic tools to further complement the tailored interview sheet for the in-country assessment during peer review phase (ref. to Guidance for the PMM Voluntary Self-assessment and Peer Review Phases)
- Understanding of the WCO strategic plan and WCO Capacity Building Paradigm (selected candidates can consult the Secretariat for the latest documents)

International Experience

- Experience working across different cultures.

Vocational Skills



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- Ability to communicate effectively and engage with senior Customs officials and stakeholders.
- Ability to facilitate group discussions.
- Ability to work effectively in a team by contributing to common objectives.
- Ability to communicate clearly in writing, demonstrating the competence to think and analyze logically and comprehensively.
- Proven analytical abilities and reporting skills.
- IT skills – Word, Excel, PowerPoint;
- Familiarity with online meeting and training platforms (MS teams, Zoom) etc.

Language Skills

- Proficient English is required. Additional languages are an advantage.

2. Assessment methods

a. Stage 1: selection on the basis of qualifications

- Candidates will be selected on the basis of their application forms, including their CVs.
- The number of participants in the accreditation workshop will be limited to a maximum of 12
- The Secretariat will select the candidates after examining their applications on the basis of the aforementioned criteria.

b. Stage 2: pre-accreditation workshop

- The candidates will take part in a five-day workshop, where they will demonstrate their skills and knowledge. The workshop will require a high level of participation in the discussions, group activities and presentations.
- The Secretariat will ensure that the candidates have the necessary attributes according to the established criteria.
- A detailed programme will be sent out in due course.
- In order to guarantee the transparency of selection, all candidates will be informed of the result of the assessment by the Secretariat. The selected candidates will be able to proceed to following stage.

c. Stage 3: activities on the ground and/or online

- Selected candidates who have successfully completed the workshop will be invited to take part in WCO capacity building activities, including the workshop/seminars/technical assistance in supporting Members in familiarizing with the PMM and aligning the national performance measurement systems with the PMM standards; and in conducting the peer review phases on the request of the Members concerned
- During these activities, the candidate is assessed to determine whether or not his or her accreditation process can be completed.



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3. Availability

Participation in the workshop is subject to the prior condition that any participant successfully completing it and subsequently obtaining full accreditation as an WCO Expert must make him- or herself available to the WCO and set aside a maximum period of 12 (non-consecutive) weeks during the three years following the date of accreditation to provide training or conduct technical assistance activities.