Financing Water Training – More than a Strategy: a MUST

Jack Moss – Executive Director - AquaFed

AquaFed
THE INTERNATIONAL FEDERATION OF PRIVATE WATER OPERATORS

7WWF Session T4.5.2 - Financing water professional training to develop competencies: A fruitful economic strategy for water utilities
Human Capital – a Vital Asset for Business

- Human Capital is one of the most important “assets” of a business
- Like financial & technical capital it has to be developed and maintained
- Human capital is different from other forms of capital but linked to them
- A good business can only be run with good people
- A virtuous circle – good knowledge and habits persist
Professional Training a Common Factor in Private Sector Participation

- The majority of cases in AquaFed’s Brochure “Private operators delivering performance” mention training
- Key to change management & operational turnaround
- Common factor from largest to smallest members
- Between 1 – 5% of budget
Who is trained & how

Who –

- Operational staff & Management
- Client & Public Authorities
- Consumers and other stakeholders

How –

- On the job training - Essential skills, Health & safety, Attitudes – Training trainers
- Central company training centres
- Local training academies (National accreditation)
- Higher education
- Exchange, mentoring & staff rotation
- Collective training e.g. National Associations
Examples & Lessons

• Training a basic tool for performance – *Santa Ana*
• Training needs evolve over time – *Cartagena*
• Training policy & indicators – *Pudong*
• Training beyond “vocational” – *Armenia*
• Collective sector training – *AFEB Benin*
• Hygiene Ambassadors – *Niger*
• Training of community leaders & NGOs – *Guayaquil*