Thematic Process Session

Concluding session 4.5: Enhancing Education and Capacity Building
Friday 17, 11h20-13h20
Daegu EXCO, room DEC_310

Reporting of session 4.5.2.

Mrs. Josiane MONGELLAZ
INWTC Secretariat
Reporting of session 4.5.2.

WHY THIS SESSION : KEY ISSUES

- Staff cost of Water and Wastewater utilities is very high
- Many operational problems come from lack of competencies at all levels: managers, technicians and also the large number of workers in the field
- Human capital is an asset, which has to be developed and maintained
- Funds assigned for training by governments, water utilities and funding institutions are insufficient
- Often donors finance only short term training programmes which do not enable long term capacity building of utilities staff
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SOME ANSWERS

• Promote (through standards, certifications, requirements of tenders and call for proposals) sustainable self-financing strategy for staff training of water and sanitation utilities.

• Promote, through standards

• All private operators have self financed training strategy, from largest to smallest operators, which is a good approach of benefits of training.

• Examples of indicators for evaluation of benefits have been proposed.

• Many solutions exist for staff capacity building: on the job training, master for top executives, specialised training centers (with technical platforms dedicated to technicians and workers), mechanisms peer to peer, mentoring, e-learning ...

• Necessity for a compendium of best practices including definition of competencies for each position in water utilities.

• Examples of legal requirements for % turnover dedicated to training -strong incentive.
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Key Message to WWF7

• Objectives within thematic process 4.5: by 2030, promote adequate financing for the training of water supply and wastewater professionals

• Generalise the use performance indicators to assess the impact of training and return on investment

• Promote the inclusion of staff training in water operators budgets at a minimum of 2% of the total wage bill

• International donors dedicate 5% of their water and wastewater investments to training