



The 7th World Water Forum

12-17 April 2015, Daegu-Gyeongbuk, KOREA



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



Reporting of session 4.5.2.



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



Reporting of session 4.5.2.

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