

Financing Water Training – More than a Strategy: a MUST

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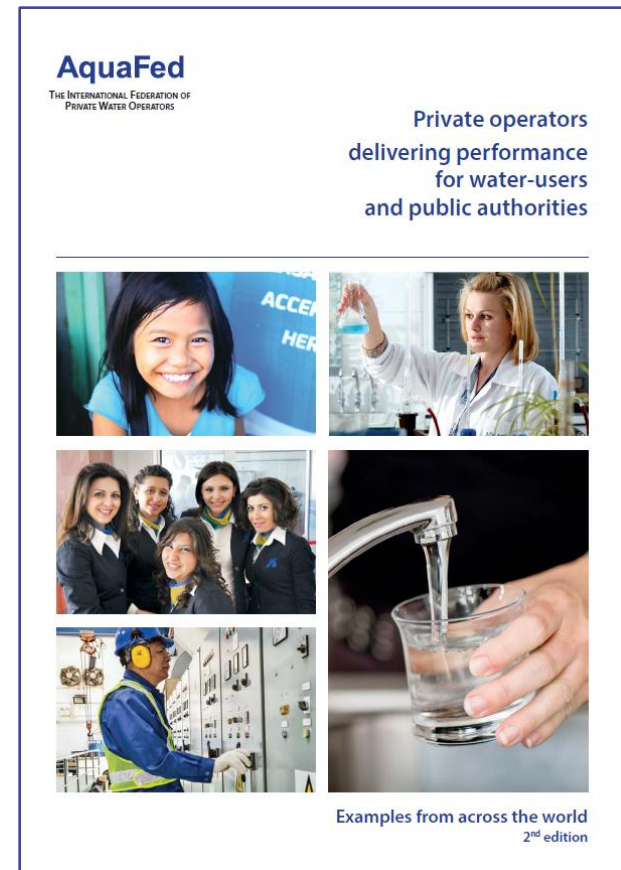
AquaFed
THE INTERNATIONAL
FEDERATION OF
PRIVATE WATER OPERATORS

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

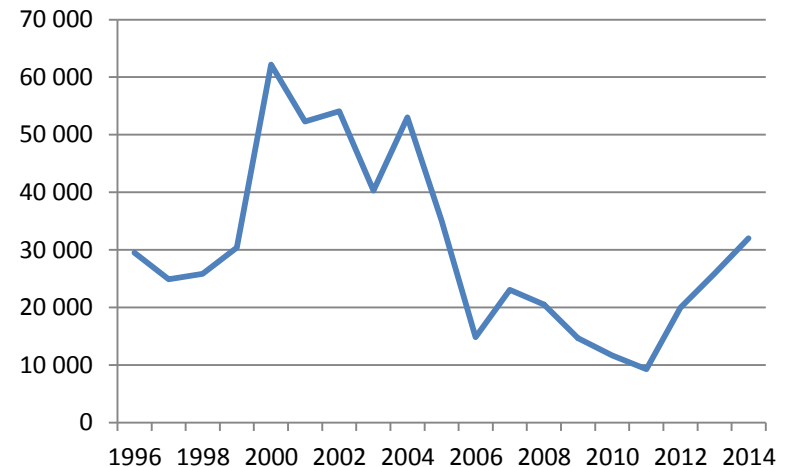
How –

- 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*

Cartagena - Training: Man/Hours





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