

Session 4.5.3 :

“Ensuring sustainability of water infrastructures by investing in Water Training Centers: it pays back!”

Wednesday 15 April, 14h40-16h40

Daegu EXCO, DEC_307, DAEGU - EXCO, 3F Room 321

Professional training needs and evolutions in water utilities
Well trained staff – cost or benefit for water company ?

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Ensuring sustainability of water infrastructure by investing in Water
Training Centers – it pays back
Session I. Professional training needs and evolution in water utilities

„Well trained staff – cost or benefit
for water company?”

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Taking under consideration responsibilities of municipality in the field of water supply and sanitation:

- ▶ Policy development (co-operation, contractors, supply areas)
- ▶ Financial planning and management (budget, tariff)
- ▶ Infrastructure development planning (maintenance and enhancement of the infrastructure)
- ▶ Performance management and regulatory capacity (capacity building, benchmarking projects = monitoring)
- ▶ Quality issues: Health and hygiene standards, approved treatment thresholds
- ▶ Asset management and legal matters (registers, manuals, maps, permits, licenses, approvals)

It is obvious, that following questions will appear :

- Is the community capable of providing secure services?
- How to provide knowledge and assistance for the local staff, covering all range of responsibilities?

Additionally we have to remember, that:

- Operation and maintenance of sophisticated and expensive facilities requires high qualified personnel
- The operational personnel is frequently involved in decision-making regarding modernization of treatments plants, as member of teams developing design specifications, tender documents and supervising subsequent construction (continuous re-investment of utility assets)

Being aware of tasks which are the responsibility of operational staff, we need to answer these questions:

- What is the key to high standards in water utilities ?
(personnel assets – YES!)
- Do we have a system that describes required staff qualifications ?
Yes or no?
Under preparation?
Nobody thinks about it!

In water utilities one of the most important questions is:

„Does it pay to develop the personnel and increase their qualifications?”

Theses claims:

„A well trained worker is the best investment for the company”

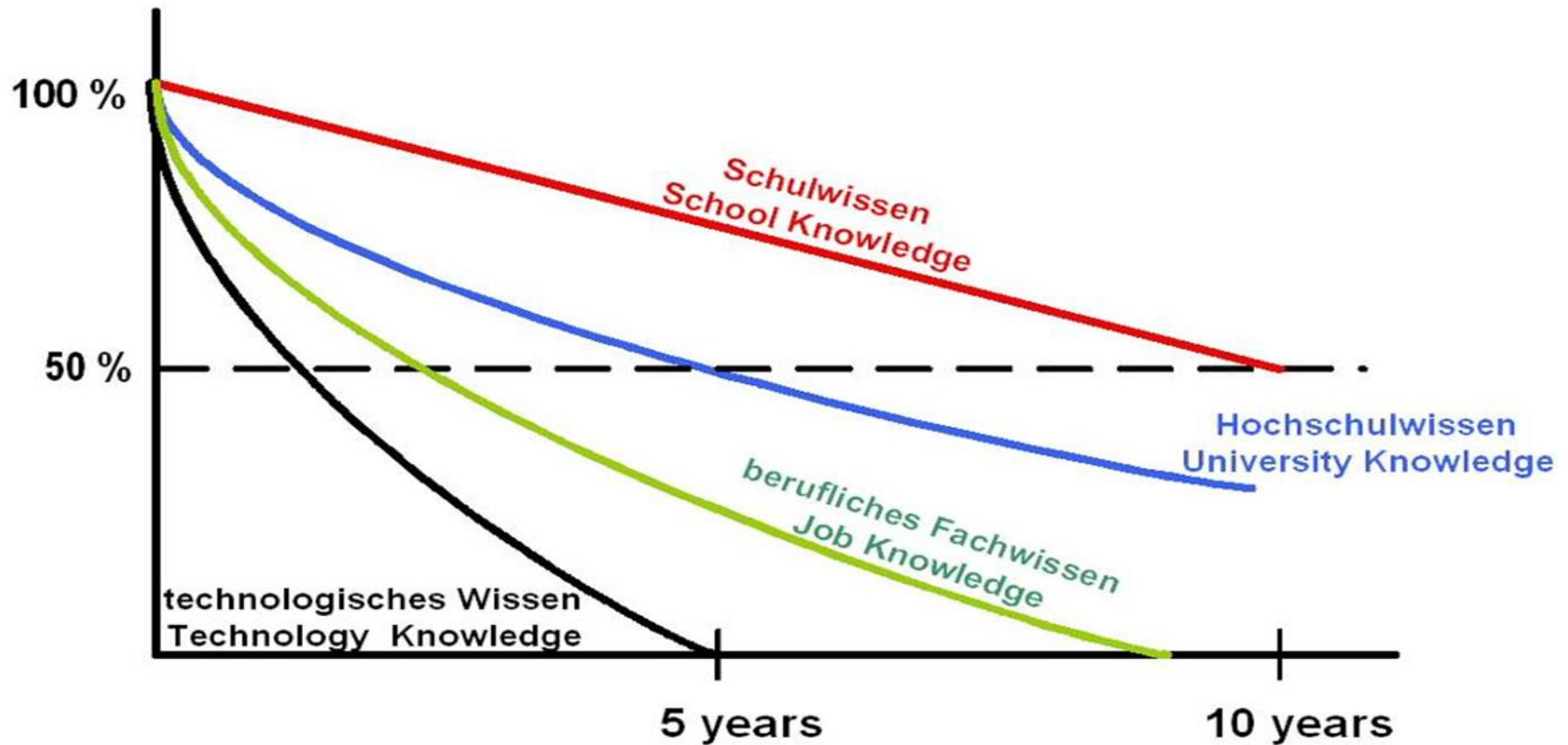
What is the installation value in water companies (WWTP, water treatment plant, specialized equipment...)?

Company management has to answer the question:

„Could we allow ourselves to make savings that would influence staff qualifications, the potential increase in their education and competences remembering that they „take care” of the installation worth millions of Euro?”

Why we ought to train our staff?

(nach Schüppel)



Experience from running water training center and close cooperation with management of water companies says:

„Motivated worker minimizes the operating cost – but he needs to be well trained in the field of work (pure knowledge + practical experience).“

Thank you for your attention

Zbigniew Sobociński

GFW Managing director

