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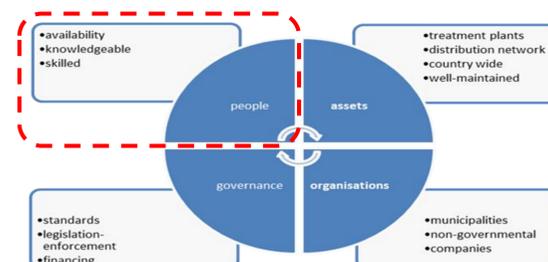
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A life-long learning as integral part of asset management

The water sector is getting aware of the importance of asset management to increase the lifespan of investments in the water sector. Human capital at all levels is an important asset. The global water sector is a relatively small sector, so especially the initial education, as the first part of life-long learning (from primary school to universities) on vocational level is too general for the specific water issues. To improve the capacity on these levels, we need a mind-shift. Working at the executive level demands: **experiences** (experienced-oriented sector). It is about sharing and transferring practical knowledge and skills for the daily tasks.

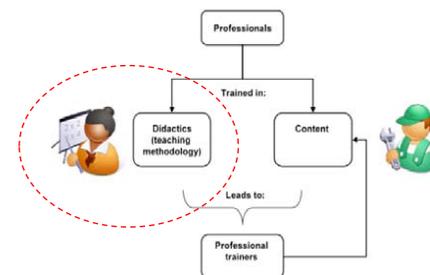
Asset management is regarded to focus on the assets, on the lifetime of the installation and the total costs for investment and maintenance. The success of asset management depends on four interconnected elements: assets, organisations, governance and people (figure 1). A good connection between these elements is necessary, if one element lacks, the whole system will fail.



The Challenge in South Africa: structured training delivery

The quality and availability of workers is more and more seen as a necessary condition to sustain economic growth of South Africa (Whitebook EU, 2012). The honourable Ms Edna Molewa, the Minister of Water and Environmental Affairs in South Africa, addresses the urgency of training in the water sector regularly.

The concept "Training for water professionals by water professionals" is commonly used in the Netherlands. Water professionals from the workfield itself deliver training. Besides the expertise, the professional needs didactical knowledge and skills to provide training adequately.



Results

A pilot case is carried out in eThekweni Water and Sanitation (Municipality of Durban, South Africa). A pilot group of ten operators is trained in "Basics of Wastewater Treatment" by local trainers who were trained by internal water professionals. This concept is common in the Netherlands, but now implemented for the first time in South Africa.

The pilot case consisted of the following steps:

1. Training Need Analysis
2. Design and development of the course curricula, the programme, teaching methods, assignments and the course materials
3. Training of trainers, a dedicated didactical training of the local professionals to become professional trainers
4. Course development as co-production between Dutch and South African trainers to tailor the course for the South African context
5. Pilot delivery of the course by the local professional trainers, who were coached during this delivery
6. Adaptation of the course.
7. Further roll out of the course in South Africa

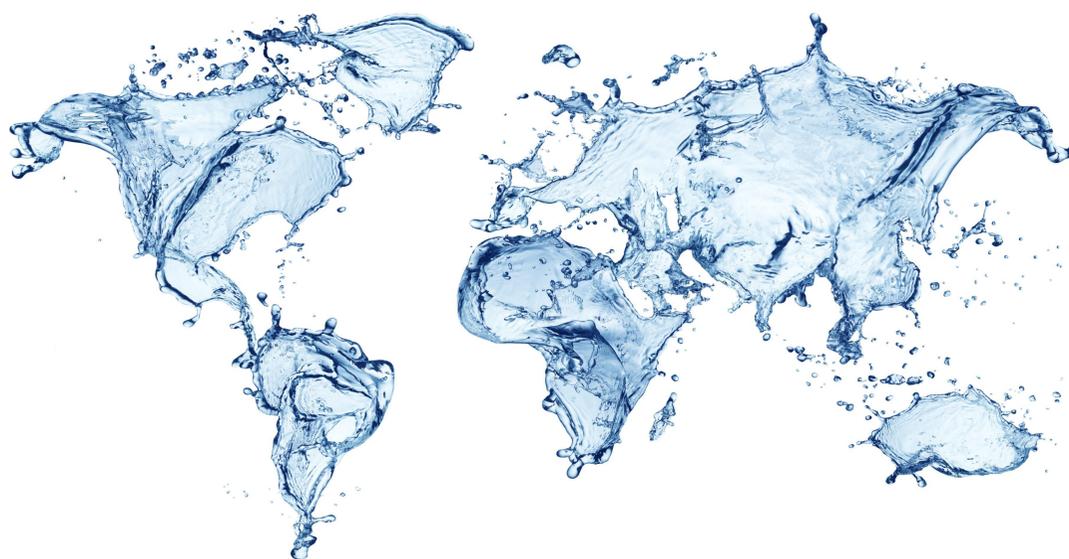


Conclusions

- The concept: *for water professionals by water professionals* has shown to be successful in South Africa: as well participants as trainers expressed to be inspired and have learned a lot
- The trainers with practical experience are of main importance in exchanging the knowledge and "being on the same page" as the participants
- A didactical approach of learning by doing, by interaction, and by construction, as well as Training of trainers and coaching is inevitable to get good results
- Quality assurance is a key: an inspiring schedule and teaching methods, together with a high-quality course book summarizing the lessons and good trainers are the main success factors!



EVALUATION PILOT BWWT EWS 9+10 October 2012		
11. What is your opinion on the course as a whole?		
excellent	7	88%
good	1	13%
could be better	-	0%
bad	-	0%
very bad	-	0%
total	8	100%



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