

## **Report Oman**

### *Benchmark of Training Centre Haya Water in Oman*

World Water Academy finalised the benchmark of Haya Water Training Centre last month. In three shifts, the staff members and the management (in total five persons) came over to the Netherlands to learn about the philosophy and the procedures of Wateropleidingen. More than ten colleagues of World Water Academy in The Netherlands were involved in the programme as trainer or presenter. Field trips were arranged to KWR Water Cycle Research Institute, Aquon (water laboratory in Tiel), Dommel Aquademie, Dunea College, Brabant Water and Rijnland Aquademie.

Haya Water Company is responsible for the operation of the wastewater treatment and water reuse system of the Muscat Governorate. The Training Centre requested World Water Academy to host a benchmark in The Netherlands. Main aim was to learn about the organisation to develop and deliver courses on a sustainable and self-supportive manner. In total five members of the Haya Water Training Centre came over to the Netherlands for a week training with the topics:

- Fundamentals of training centre management
- The development cycle of a training (from Training Needs Analysis to evaluation)
- The experience on E-learning solutions
- The link between training and talent management
- E-systems utilized to run training activities
- Training Budget control and reporting.

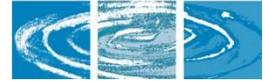
## **Program**

In September and October a delegation of two staff members came over to The Netherlands. This phase of the benchmark was more focussed on the working procedures of Wateropleidingen, including e-learning and quality assurance system. The Omani participants of the second session visited Dunea College and Rijnland Aquademie to discuss the way of working of a corporate academy in the Netherlands.

## **Visit management Haya Water**

The managing director of Haya Water training Centre (Mrs. Hanan El Balushi) came over to the Netherlands in November. She followed the condensed programme, which has been executed for the staff members. The focus was more at the management of a training institute. More in-depth discussions about capacity development within the sector as well as ways of further cooperation has been discussed. The programme contained also site visits: KWR Water Cycle Research Institute, Dommel Aquademie, Aquon (water laboratory in Tiel), Brabant Water and Rijnland Aquademie.

The Omani looked back on an interesting benchmark and training week in the Netherlands. The performance, topics and programme was evaluated well. Wateropleidingen as institute was new for them. They learned more about intensive evaluation, steps in design, development and delivery, use of teaching methods, e-learning, budget estimations, marketing and quality assurance. With this new insights they can improve the way of working at their own Training Centre in Oman. Based on the evaluation sheets, they plan to implement parts of the training.



**Final note**

As World Water Academy, we were happy to execute this program. It was interesting and fruitful to show the way of working of our own institute, to answer the questions and to exchange ideas. It sharpens us as organisation as well. We were happy that we could visit many Dutch organisations and training institutes with their enthusiastic presentations and field trips. This project is a good start for further cooperation with Haya water Training Centre.