





Why do we need TCC?

- Adoption of European standards in the environmental sector (deadline 2023, EU accession in 2013)
- Lifelong learning and continued learning as key issue for knowledge and service based societies
- Harmonisation of quality standards in the national water sector
- Preparation for future challenges in a changing environment (e.g. climate change)
- Cost control by effective and efficient operation of water infrastructure
- Personal responsibility/liability for operation

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Expected results

- preservation of natural resources
- assurance of quality standards in environmental sector (=life quality for citizens)
- integration of the Croatian water sector into EU framework (standards and benchmarks)
- social integration of (waste) water sector professionals
- creation of individual opportunities for professional career planning
- cost efficient operation and thus tariff control

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Potential areas of conflict

- (1) large number of stakeholders**
- (2) undefined financing structure for long-term operation of TCC**
- (3) selection and qualification of trainers**
- (4) quality assurance of training courses**
- (5) language barriers**
- (6) political commitment and accreditation**
- (7) water sector dominated mainly by public institutions**

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Mitigation measures (1)

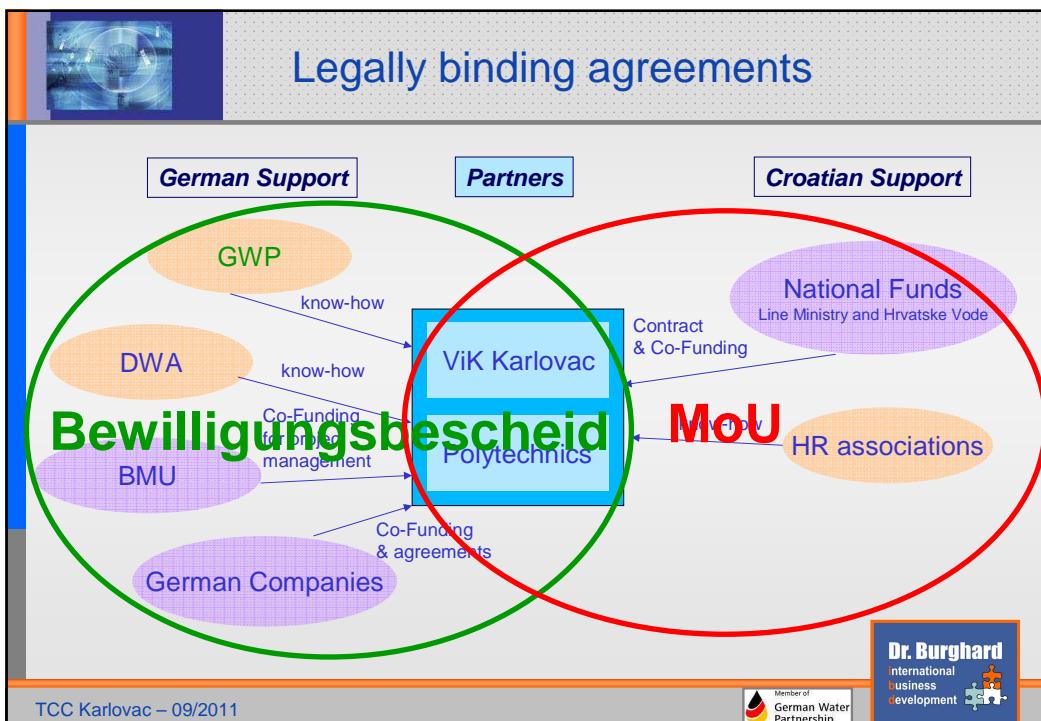
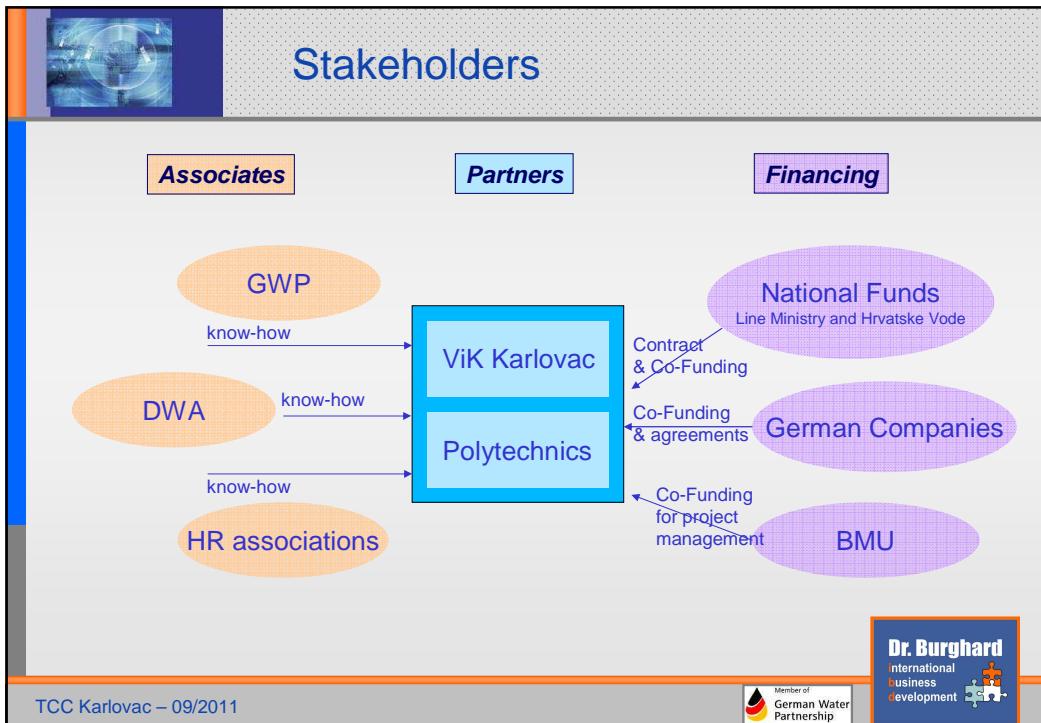
large number of stakeholders

- **decision making process in steering committee**
- **consulting for centralising the project management**
- **creation of working units with clear task division within the project structure**
- **transparent and regular information exchange between stakeholders (supported by PR measures)**
- **feedback loops for improvement and learning within the project (reporting, meetings)**

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Mitigation measures (2)

undefined financing structure for long-term operation of TCC

- first phase as pilot project phase
- diversified financing structure (scholarships, fees, sponsoring, subsidies, etc.)
- elaboration of indicative business plan

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Mitigation measures (3)

selection and qualification of trainers

- selection on experience background
- train-the-trainer courses for acquisition of additional skills (important: didactic knowledge for adult teaching)
- accreditation of trainer status (trainer certificate, regular audit of training courses, regular update of trainer knowledge with workshops)
- continued learning offers for trainers and expert exchange (competence forum)



Mitigation measures (4)

quality assurance of training courses

- courses are as good as trainers (see previous slide)
- professionalized training materials
- evaluation of training results and statistics
- continued need assessment (offer meets the needs)
- accreditation of training courses and TCC
- motivation for participants (credit system or similar)
- financing structure independent from potential lobby interest

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Mitigation measures (5)

language barriers

- professional translations of training material (involvement of experts with water sector experience)
- local trainers whenever possible (multiplier effect)
- adequate trainers for each professional group
- use of modern media technologies
- practical based trainings

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Mitigation measures (6)

political commitment and accreditation

- involvement of high ranking politicians (top-bottom approach)
- involvements of competent institutions and interest groups (bottom up approach)
- involvement of University of Applied Sciences for creation of educational standards and curriculum
- continuous PR and lobbying
- involvement of Beneficiaries (ownership!!)

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Mitigation measures (7)

water sector dominated mainly by public institutions

- Support creation of political awareness
- Involvement of professional interest groups
- Increase of motivation for individual/personal growth
- Support spirit of co-operation/networking and social cohesion

“progressing together”

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General Workplan in proposal

No.	Tasks Month	1	2	3	4	5	6	7	8	9	10	11	12
1.	Need assessment												
2.	Training content and training material												
3.	Train the trainer												
4.	Test training												
5.	Accreditation of training centre and courses												
6.	Business Plan												
7.	Marketing and visibility												
8.	Project management												

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Annual overview

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Task 1+2 Allocation

Nº	Responsible Institution	ViK	Univ. A.S.	Others
Nº	Tasks			
1.	Need assessment			
1.1.	Identification of potential target groups (ViK, engineering comp, etc)	x	x	Consultant
1.2.	Creation of questionnaire for different potential target groups	x		Consultant
1.3.	Delivery to ViKs etc. and telephone campaign	x		
1.4.	Establishment of contacts to universities for student courses		x	
1.5.	Analysis of required training in quality and quantity	x		Consultant
2.	Training content and training material			
2.1.	Translation and adaptation of DWA documents	x		translator
2.2.	Coordination of (German) companies for physical support	x		Consultant
2.3.	Create course programmes (packages)	x	x	Consultant
2.4.	Printing of material	x		
2.5.	Evaluation of training materials by DWA	x		Consultant DWA

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Task 3, 4 +5 Allocation

	Responsible Institution	ViK	Univ. A.S.	Others
3.	Train the trainer			
3.1.	Recruitment of trainers of different fields	x	x	Consultant HGViK, HDZV
3.2.	Test training with DWA with multipliers	x	x	Consultant DWA
3.3.	Evaluation of test training and optimisation	x	x	Consultant DWA
3.4.	Accreditation of trainer status and certificate		x	
4.	Test training			
4.1.	Test training sessions in different fields for ViKs	x	x	Consultant HGViK, HDZV
4.2.	Evaluation and assessment by German Experts	x		Consultant DWA
4.3.	Fine-tuning of training programmes	x	x	Consultant
5.	Accreditation of training centre and courses			
5.1.	Creation of curricula for new occupations		x	Consultant
5.2.	Lobbying for new regulation on qualification level	x	x	Consultant HGViK, HDZV

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Task 6 +7 Allocation

	Responsible Institution	ViK	Univ. A.S.	Others
6. Business Plan				
6.1. Stakeholder analysis for future responsible body	x	x	Consultant	
6.2. Target group analysis (private, public, etc.)	x		Consultant	
6.3. Financial analysis (revenues, costs, affordability, etc.)		x	Consultant	
6.4. Final report and business plan as dossier	x	x	Consultant	
7. Marketing and visibility				
7.1. Kick-off meeting on 9th of September	x	x	Consultant	All stakeholders
7.2. Conference TCC project presentation 5th of October	x	x	Consultant	All stakeholders
7.2.1. Invitation flyer	x		Consultant	
7.2.2. Room facilities	x		Consultant	GWP
7.2.3. Snack/cafes	x		Consultant	GWP
7.2.4. Simultaneous translation	x		Consultant	DKIHK
7.2.5. Conference material	x		Consultant	
7.3. Internet information on both pages of partners		x	Consultant	
7.4. Press releases	x	x	Consultant	
7.5. Project brochure	x		Consultant	
7.6. Final Conference presenting results/business plan see 7.2.	x	x	Consultant	All stakeholders

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Conference on 5th of October

- **GWP conference on yearly basis with TCC for competence exchange: 2011 TCC foundation**
- **“Save the date” announcement launched**
- **Official invitation on 12th of October in cooperation with DKIHK – support letter MoRDFWM???**
- **4th of October reception in residence of German Ambassador Dr. Fischer**
- **Conference place – WWTP Zagreb (German-Croatian cooperation project**
- **Programme**

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Thank you for your attention !



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