



CAPACITY DEVELOPMENT PROGRAMS

Water Supply and Sewerage Association of Albania

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SHUKALB's Offer for Capacity Development

The Water Supply and Sewerage Association of Albania (SHUKALB), which was established in 2000, is a professional, not-for-profit Association of water supply and sewerage professionals, who wish to improve the management of the Water Supply and Sewerage Sector in Albania, making it efficient, effective and sustainable, in accordance with the current laws and regulations in Albania. The Association is legally registered in the Court of Tirana.

In line with its mission to serve as a leading resource for knowledge, professional development and networking, SHUKALB offers a variety of capacity development programs for all professionals in the water sector, including the staff of water supply and sewerage companies, and central and local government institutions. SHUKALB has a long experience in developing and providing training since 2007. The following section shows the expansion and diversification of SHUKALB's capacity development programs over the years.

2007	2014	2016	2017	2018	2020
<ul style="list-style-type: none"> The "Water Loss Control" Training Course is offered for the first time. Four other courses are developed and offered in the areas of Asset Management (2008), Customer Service (2010), Supervisory Advisory and Business Plan 	<ul style="list-style-type: none"> Existing courses are updated, and new trainings are developed in the frame of the USAID funded project "Sustainable Capacity Development of the Water Sector in Albania", expanding SHUKALB's offer to 46 training courses covering management as well as operation and maintenance aspects of water and sanitation services. 	<ul style="list-style-type: none"> SHUKALB signs a Memorandum of Understanding with the Kosovo Water and Sewerage Association (SHUKOS) for establishing a Joint Training Program in both countries, providing a unified training program. 	<ul style="list-style-type: none"> Trainings are offered under the Joint Training Program, from SHUKALB's extensive portfolio of trainings with the participation of water companies in Albania and Kosovo, and trainers engaged from both countries. 	<ul style="list-style-type: none"> SHUKALB becomes a member of D-LeaP, and starts offering D-LeaP's capacity development programs. The first distance learning course for members of administrative councils of water supply and sewerage companies is developed and delivered as a pilot using the D-Leap academy platform. 	<ul style="list-style-type: none"> Capacity development products are delivered within the Regional Capacity Development Network (RCDN) Project, available to the staff of water supply and sewerage companies, including municipal public officials.

Engaged Trainers and Experts

In providing training, SHUKALB engages experts from academia, consulting companies, central and local government institutions, as well as water supply and sewerage companies. Through the years, SHUKALB has created a rich pool of over 126 trainers who cover different subject matter expertise areas.

SHUKALB supports the professional development of its trainers who wish to improve their competencies in providing training, through general or specific training activities (ToT) developed by SHUKALB itself or in cooperation with other regional programs.

National Training and Test-Based Certification Program

The Ministry of Infrastructure and Energy of Albania, on 28 September 2018, issued the Instruction No. 660 "Establishing an Institutionalized National Training and Test-Based Certification Program" with the objective to train and raise the professional skills of the operational staff and operational performance of Water Supply

and Sewerage Utilities in Albania.

The target group of the certification program will be the staff under the Technical Director, followed by the staff under the Commercial Director, and under the General Director at a later stage.

There are four levels of certification based on the following employment positions:

Level 1	Qualified Worker
Level 2	Supervisor
Level 3	Manager
Level 4	Technical Director

SHUKALB has developed trainings in the key areas of the Test - Based Certification Program, including:

- 1) Water Distribution
- 2) Water Production/ Treatment
- 3) Wastewater Collection
- 4) Wastewater Treatment

Trainings under the Joint Training Program

SHUKALB offers training courses on a regular basis, following an annual training calendar that is developed through a needs assessment that takes place at the end of each year. SHUKALB owns and periodically offers the following trainings:

Management

- Management
- Supervising
- Personal and Professional Skills
- Ethics for Water and Wastewater Professionals
- Financial Management for Non-Financial Managers
- Crisis and Emergency Management
- Customer Service and Public Relations
- Financial Statements and their Role in Decision Making

Sewerage and Wastewater Treatment

- Operation and Maintenance of Wastewater Collection System I
- Operation and Maintenance of Wastewater Collection System II
- Repair and Rehabilitation of Wastewater Collection System
- Overview of Wastewater Treatment
- Safety for Wastewater Professionals
- Preliminary and Primary Wastewater Treatment
- Secondary Wastewater Treatment – Ponds, Lagoons and Wetlands
- Secondary Wastewater Treatment – Fixed Film Methods
- Secondary Wastewater Treatment – Activated Sludge Methods
- Sludge Treatment and Biosolids Management
- Mathematics for Wastewater Treatment Professional
- Nutrient Removal – Biological and Chemical
- Sampling and Laboratory Procedures for Wastewater

Distance Learning (online)

- Guidelines for Advisory Council Members

Cross Cutting

- Asset Management
- Performance Management Through Benchmarking
- Guidelines for Advisory Council Members
- Business Planning for Performance Improvement
- Water Loss Management I
- Water Loss Management II
- Leakage Control
- General Safety for Water and Wastewater Professionals
- Equipment maintenance – Motors, pumps and valves for Drinking Water and Wastewater Professionals
- General Mathematics for Water and Wastewater Professionals
- Energy Efficiency in Water and Wastewater Utilities
- SCADA System Overview for Water and Wastewater Professionals

Water Supply and Treatment

- Water Treatment Plant Operation and Maintenance
- Water Sources and Intake Structure
- Small Water Systems
- Introduction to Water Treatment
- Water Quality in the Distribution System
- Sampling and Laboratory Procedures for Water and Wastewater
- Water Meters, Valves and Fire Hydrants
- Fundamentals of Water System Hydraulics
- Wells Operation
- Water Mains and Storage Facilities
- Applied Mathematic for Water Treatment Operators
- Pretreatment, Taste and Odor
- Metals Control

Regional Capacity Development Programs

In the framework of the Danube Learning Partnership (D-LeaP) the following programs are offered:

- Energy Efficiency Program
- Integrated Asset Management Program
- Utility Benchmarking Program
- Commercial Efficiency Program
- Non-Revenue Water Program
- Water Safety Planning and Crisis Management Program

In the framework of the Project "Regional Capacity Development Network (RCDN) the following products are offered:

- Training on Capital Infrastructure Investment Projects in the Water Sector
- Training on Introductory Integrated Asset Management
- Peer Exchanges for successful Infrastructure Waste Water Collection and Treatment Projects
- Capacity Development Program for Wastewater Collection and Treatment

More Information for These Products

To find out more about SHUKALB's capacity development offer and programs and the delivery calendar, you may visit SHUKALB's website www.shukalb.al

Also, you can register online at: www.shukalb.al/sq/regjistrohu/ by filling in the required data on the registration form. For more information for this programs you may contact the Training and Professional Development Manager at the e-mail address training@shukalb.al or at the phone number (+355) 69 70 66 222.