

TRAINING PROGRAM

Water Service Management

RESEARCH AND BUSINESS

Further information

For more information on NHL and their activities please contact the International Office of NHL:

NHL Hogeschool
Rengerslaan 10
8917 DD Leeuwarden

NHL International Office
P.O. Box 1080
8900 CB Leeuwarden
The Netherlands
T 058 251 1883

For specific information regarding the WSM Minor reference is made to the website of NHL: www.nhl.nl. For further inquiries one may consult Mr. Gerben Reilink, Program Co-ordinator WSM Minor: g.a.reilink@ecma.nhl.nl. For general information and registration: internationaloffice@nhl.nl

WWW.NHL.NL



NHL
RESEARCH AND BUSINESS

Study Program Water Services Management

The NHL University of Applied Sciences is organising a challenging programme with a business-like approach to Water Services Management for Students and Water Professionals. The Minor Program starts in September 2010 until January 2011 and equals a study load of 30 EC. The programme combines theory and practice and will expose participants intensively to the Dutch water sector.



What is it about?

To this day still more than one billion people lack access to sufficient and safe drinking water while double this amount of people cannot rely on decent sanitation facilities. This undermines their health situation which is a triggering factor for economic growth. The minor Water Services Management is a response to the need for professional training identified in Water Operator Partnerships. The minor is created by the School of Business Administration of the NHL University in collaboration with its Chair in Water Services Management. The English-taught Minor will address the basics of business administration, strategic and financial management, and leadership. Participants will also acquire skills in technology selection, operational business planning, HRM, and change management. These tools will help to build water operators that are able and capable to deliver cost-effective water services to people. The cooperation with Vitens Evides International and Water Board Fryslân ensures that the minor is closely related to and integrated with operational practice in water and sanitation. In the first two weeks of the programme the Dutch water sector will be introduced by a series of site visits to water operators, water works, and sanitation and sewerage authorities. In these visits participants will get familiar with the governance structure, the current problems and challenges of the sector, and the state-of-the-art. The next nine weeks of the programme is based around Strategic Management, Operations and Quality, Technology Development, and Financial and HRM management. The last 5 weeks will be dedicated to a problem based assignment that will be studied individually or in a group. A final assessment will take place at the end of the programme to evaluate the performance of the participants. The WSM Program will use a variety of teaching methods including lectures, workshops, tutorials, site visits, self-study, and (individual or group) assignments.

Fees and budget

The indicative costs involved for participation in the WSM Minor are: daily allowances (€ 500 per month); accommodation (€ 500 per month); airline ticket, tuition fee for the WSM Minor (incl. site visits € 2.500), other costs (visa, insurance, etc. € 1.000). This comes to a total of approximately € 10.000.

About the NHL

The NHL is a University of Applied Sciences in The Netherlands. NHL offers a wide variety of Bachelor programmes as well as an increasing number of Master programmes and associate degrees. In addition, the NHL provides problem based learning and conduct research and contract activities for private, public and semi-public institutions and organizations. Their partnerships with the professional sector makes them the perfect match for participants and professionals to acquire relevant skills and knowledge that is highly appreciated in the field.

Vitens Evides International

Vitens Evides International is a joint venture of the two largest public water operators in the Netherlands. Through partnerships with water operators in developing countries VEI can make use of the knowledge and expertise of over 2000 professionals working in Vitens or Evides. Currently VEI runs partnership projects in Ghana, Mozambique, Malawi, Yemen, Mongolia, Vietnam and is in contact with operators in Ethiopia, Egypt, Syria, and Kenya.

Research

NHL conducts applied research for private and government institutions. Within the Chair of Water Services Management the baseline research is problem-based and takes place within water operators (the best learning is by doing). The research projects are innovative and scientifically worth to be shared with others. Basically they are oriented to public management, business administration and development of innovative technologies.