



# INTERNATIONAL RESOURCE CENTRE

## NATIONAL WATER AND SEWERAGE CORPORATION

### LIST OF SHORT COURSES

#### **1. Engineering – Sonko Kiwanuka (Colour code – Blue)**

Network Planning and Management  
Geographical Information System and Mapping  
Introduction to Asset Management for Utilities  
Non-Revenue Water Management  
Meter Management  
Plant and Equipment Selection and Maintenance  
Workshop Management  
Water Treatment and Drinking Water Standards  
Operations Management  
Supervisory Management  
Standards of Practice, Procedures and Manuals  
Water Demand and Loss Management

#### **2. Water Science – Chris Kanyesigye (Colour code – Aqua)**

Water Quality Monitoring and reporting  
Water Safety Plans  
Sanitation Safety Plans  
Quality Management Systems and ISO  
Water treatment process control and monitoring  
Sewage treatment process control and monitoring  
Chemical application and optimisation in water treatment  
Sampling, sample handling and disposal  
Good Laboratory Practice  
Laboratory equipment handling, calibration and maintenance

#### **3. Commercial – Joyce Bakiire (Colour code – Olive Green)**

Revenue Management  
Customer Relations Management  
Modern Practices in Billing and Collection  
Customer Mapping  
First Face Management  
Call Centre Management

#### **4. Human Resource – Eunice Alanyo (Colour code – Green)**

Capacity Development  
Staff Recruitment and Retention  
Staff Motivation and Job Satisfaction  
Talent Development  
Training Needs Assessment  
Staff Appraisal  
Role of Trade Union  
Occupational Health and Safety  
Developing HR Manuals

#### **5. Finance – Godfrey Katongole (Colour code – Brown)**

Finance for Non-Finance Managers  
Cost Optimisation  
Procurement and Value for Money  
Forensic Accounting  
Corporate Planning  
Tariff Setting  
Supply Demand Chain Management  
Preparing Bid Documents  
Out-sourcing Services

#### **6. Information and Communications Technology – Paddy Lukwago (Colour code – Tan)**

ICT for Utility Management  
ICT for Public Relations and Communication  
ICT for Revenue Management

#### **7. Utility Management – Mahmood Lutaaya (Colour code – Purple)**

Strategic Planning  
Leadership and Change Management  
Corporate Governance  
Successful Utility Leadership Practices  
Financial Management and Cost Optimisation  
Effective Board Management  
Services to the Urban Poor  
Zoning and Decentralisation  
Performance Management and Incentive Design  
Management Information System  
Monitoring and Evaluation  
Effective Water and Sanitation Management in Urban Centres  
Effective Facility Management in Institutions

