



# USAID | BULGARIA

FROM THE AMERICAN PEOPLE

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## LETTER OF REFERENCE

### *To whom it may concern*

Delaware Technical and Community College (Delaware Tech) developed and implemented a two-year pilot program for establishment of a pilot center for training of water and wastewater operators in Bulgaria. The program was funded by USAID (total value of the award \$300,000) and implemented by Delaware Technical and Community College under Cooperative Agreement No. 183-A-00-03-00104-00.

The goal of the program was to establish a pilot center for technical training of operators, supervisors and managers of water and wastewater treatment plants, enabling Bulgaria to meet its goals for improving the quality of water and water treatment services. The main objectives of the program were:

- To help the development and adoption of legal/ regulatory framework to require mandatory training and certification of water and wastewater operators;
- To create public awareness of the need of operators' training;
- To create a pilot Water and Wastewater Operators Training Center;
- To develop and conduct pilot training/certification courses.

The main activities and results of the program included:

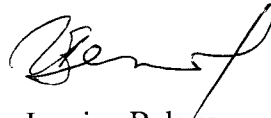
- A public awareness program aimed at building public and government awareness and support of the need of operators' training: including workshops and seminars with key water sector stakeholders and representatives of the Bulgarian Ministries and Parliament; Delaware Senatorial visit to Bulgaria, etc.
- Conducted analysis and operators' training needs assessment; surveys, etc.
- A Train-The-Trainer program for four Bulgarian engineers from industry and academia conducted at DelawareTech;
- A basic training program for wastewater treatment plant operators developed and training conducted of ninety operators, first line supervisors and engineers from sixteen different treatment plants across Bulgaria in three one-week pilot programs;
- Various training activities: seminars/ workshops conducted for financial managers; municipal officials, water and wastewater sector engineers, managers, and academicians, etc.

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The team of Delaware Tech was led by Jerry Williams, Program Director/ Chief of Party and Carla Stone, DTCC-Instructor who devoted a lot of efforts and commitment in the course of the program. The project team engaged significant efforts in developing and conducting the training courses and demonstrated to the water sector how operator training and certification could result in better water services and improved environment.

The project team also worked extensively to introduce regulatory amendments mandating the need of operators training and certification. The team conducted series of meetings with the Bulgarian Government and Parliament officials and targeted seminars/workshops with key water sector stakeholders aimed at building support for the initiative.



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