

Senior Expert Corps – a Project of Swisscontact

Promoting entrepreneurship through expertise – Imparting technical skills through volunteer work

The retired professionals of our Senior Expert Corps (SEC) are qualified experts on site. Through their consulting services, they provide hands-on, cost-effective support towards sustainable development of companies and institutions.

SEC Assignment in Albania, 2017

Assignment No. 3287

Location Elbasan, Albania
Client NGO
Expert Urs Sennhauser,
Dipl. Ing. ETH
Period 13.11. - 14.12.2017



Client Profile

This organisation offers social services for women and youngsters in need. Social services include for example educating women in sewing or in cooking. One course lasts about 150 to 200 hours. The courses are always in the morning for 3 hours, 4 to 5 days a week. With this timetable, they want to give, beside the technical education, also a structure in the daily routine. The company wants to install a new course in repairing espresso machines (small espresso machines used at home and professional espresso machines used in bars and restaurants).

Tasks

- Give information on how espresso machines are working
- Give information on how to repair espresso machines
- Give information on how to find spare parts
- Designe a curriculum for the course

Results

- We repaired several espresso machines (home and professional)
- We created lists of the most common mistakes, their causes and how to fix them
- We fixed rules on how to work with 400 Volts and defined the installations
- We installed a timetable for the learning process
- We wrote a handout that can be submitted to the participants