# Newsletter 13 edition - April 2017

RisiAlbania

Partner for Growth

Working together with partners from the private, public and the civil society sectors in promoting job creation and effective job intermediation, RisiAlbania intends to make the labour market work for the young people in Albania

**Project duration**:
November 2013 – October 2017

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## Agri-business Newspaper

The "Agri-business Newspaper" is considered the main source of information for Albania's rural farming population on the current developments and problems of the sector. It is published twice per month and is distributed in 2000 villages all over the country.

Risi is contributing to the newspapers' mission to share agricultural information relevant to farmers and agri-businesses by drawing on its interventions in the agricultural sectors. For example, the newspaper is a great tool to disseminate information on improving the quality of medicinal and aromatic plants, one of RisiAlbania's interventions. Similarly, sharing information on standards and certification processes as well as access to finance are other important topics relevant to farmers and agri-businesses.

Working together with the "Agrobiznesi" not only ensures that relevant information is relayed to farmers and agro-businesses, but also provides a mean for the project to scale up some of its interventions.

AGROBIZNESI

TAKIM PËR SITUATËN AKTUALE NË BLEGTORI

TË BASHKUAR PËR FORMALIZIMIN E BLEGTORISË DHE SIGURISË USHQIMORE

## Albanian Tourist Guides – ready to be qualified and certified

The curriculum for 3 categories for tourist guides in Albania was approved in a joint order of Ministers of EDTTE and SWY in January 2017. These unified curricula was prepared by NATGA with support of RisiAlbania Project, and the training courses for tourist guides are expected to be implemented from April 2017 onward.

In addition, the first 159 Albanian tourist guides were certified by MoEDTTE and entered in the register of tourist guides of Albania. The whole process of application, testing (written and oral) was assisted by NATGA representatives, who were part of the four evaluations commissions during February 2017.

## World Class Swiss Expertise support to the Hotel Classification system in Albania

Lausanne Hospitality Consulting

The process of establishing the hotel classification system in Albania, led by the MoEDTTE, would be the first such an endeavour in the country. As a first step, the world renowned Lausanne Hospitality Consulting (LHC), with RisiAlbania's support, visited Albania and met with tourism stakeholders in March to provide feedback on the planned classification system.

## Upcoming events

Another global investor BPO company is expected to visit Albania during May 2017.

Till end of May the improved intermediation module of NES, Employment Information System will run live and will be used by all Labour Offices.

# Business Process Outsourcing

RisiAlbania deliver capacity building to Albanian Investment Development Agency (AIDA), Foreign Investors Association of Albania (FIAA) and Albania Outsourcing Association (AOA) staff, through the international consulting company Avasant LLC, on investment promotion and facilitated their participation in CCW trade fair for call centers in Berlin on 20-23 February, 2017. The goal was to promote Albania as a destination for new investment in BPO sector among global investors. As a result, 15 companies expressed interest to include Albanian in their countries to assess before expansion, and four expressed interest to visit Albania soon.

Risi worked closely with Albanian Investment Council Secretariat providing know-how on the BPO sector. As a result, the Albanian Investment Council held their quarterly meeting of 15 February 2017 on growth opportunities of BPO sector and the need to diversify services. This was the first time the Albanian Investment Council Secretariat convened a meeting just on the BPO sector – a significant step for the BPO industry in Albania.

The global BPO Company "Southerland" visited Albania for a week in mid-February. A major global BPO player, they are keen to expand some of their operations to the Western Balkans. Their representatives met different stakeholders and businesses in Tirana, Shkodra and Elbasan and are showing high interest to expanding their business in Albania. A final decision will be made by September 2017. Moreover, a second investor, Gen-Pact, is planning to visit Albania in May. This bodes well for Albania, and illustrates that BPO companies are slowly taking note of Albania.

# "Do you have an idea", a new TV Show

"Do you have an idea", a new TV Programme was launched in late February by Vizion Plus. The Show is an entrepreneurial programme where aspiring entrepreneurs can pitch their business ideas. The programme invites innovators and inventors to present new products and business ideas to a panel of experts and businesspeople. The programme takes winning ideas through a series of support stages, helping candidates to fine tune their business ideas. If successful, the winters are then provided with seed capital and support to launch their business idea. The show is supported by RisiAlbania.

# Partners` Day

During its "Partner's Day" on February 2, 2017, RisiAlbania brought together 26 of its partner organizations. This provided an opportunity to reflect on the project's progress so far as well as exchange ideas on possible future cooperation. It also allowed project partners to network among themselves.

Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Swiss Agency for Development and Cooperation SDC

REPUBLIKA E SHQIPËRISË
MINISTRIA E MIRËQENIES SOCIALE DHE RINISË

Implemented by:

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PARTNERSALBANIA FOR CHANGE AND DEVELOPMENT