



Adapting the Rickter® Scale Process to improve and monitor the journey of marginalized groups towards employability



International Conference

Newcastle, Sept 4th 2013



Evaluation



Funded by



Transfer of Innovation Project

“Scaling New Heights in VET” -

Conference Report, Presentations,

Foto Gallery



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Awakening Individuals to Choice





Scaling New Heights
in VET

Adapting the Rickter® Scale Process to improve and monitor the journey of marginalized groups towards employability

Scaling New Heights 2013 Conference Programme

Wednesday 4 th September	
9.30 a.m.	Registration
10.00 a.m.	Chairperson: Dr Andrea Fleschenberg
	[Speaker TBC]: Welcome and opening of Conference
	National Agency Representative [Speaker TBC] : Significance of Transfer of Innovation
	[Speaker TBC]
	Nan Wood, The Rickter Company : The uniqueness of the Rickter Scale® and Outcomes of the TOI
12.30 p.m.	Lunch
1.00 p.m.	Carousel – Individual Country Presentations
2.00 p.m.	Talk Show – Shared Experience and Q&A session
3.00 p.m.	Keynote Speech: Dr Deirdre Hughes, Measurement of Soft Indicators Speaker: Dr Andrea Fleschenberg: Wider implications of Scaling New Heights Project
4.00 p.m.	Close






Conference Report

The Transfer of innovation project “Scaling New Heights” has brought education and training centers from four European countries (DE, GR, IT, UK) together in order to adapt the Rickter Scale® Process to improve and monitor the journey of marginalised groups towards greater employability. The process is an innovative powerful tool to assess one’s personal soft skills and competences and to direct that person to take action to improve his/her situation which at the end leads to greater self-esteem and self-responsibility.

In this respect, an International Conference was carried out on September 4th, 2013 in Newcastle/UK in order to promote the activities undertaken and the outcomes achieved during the 2 year project.

The conference was hosted by Northumberland University in the Great Hall of the Sutherland Building. In excess of 50 people attended from a variety of public, private and third sector organisations including stakeholders and experts as well as practitioners and people generally interested in the issue of assessing and evaluating non-formally or informally acquired skills.



The conference was moderated by **Prof Andrea Fleschenberg** PhD, Quaid-i-Azam University, Islamabad, Pakistan who did a wonderful job of keeping everyone on task and on time.



The Deputy Lord Mayor of Newcastle, **Councillor George Pattison** welcomed everyone and shared his thoughts on how important this type of European work is for people who are struggling due to long term unemployment, and identifying some areas within his own constituency as a local councillor where the use of the Rickter Process would be particularly useful.



Nan Wood, Director of Operations, The Rickter Company spoke about the background of the Rickter Scale® which is the innovation being transferred in this project. She explained the process of using the board,

giving examples of good practice in the UK and described the transition the partner organisations had made from working together on a previous Leonardo Project to this Transfer of Innovation, 'Scaling New Heights'.



The CEO of the Rickter Company, **Keith Stead**, then presented the outcomes of the project highlighting all of the hard work and dedication of the Partners. The main areas presented looked at the distance travelled towards goals for each country and the challenges that each client group faced. It was interesting to note that the barriers to employment faced by clients in Germany, Greece and Italy were no different to those in the United Kingdom.

The afternoon sessions started with a video of the May 2012 earthquake in the Carpi region of Italy, which hugely affected the people who were taking part in the project, both as practitioners and as clients. It was noted that where the Richter Scale measured the impact on the ground that day, the Rickter Scale[®] measured the impact it had on the people.

We then moved on to participate in an '**Information Carousel**' where each country had their own stand in the room and the audience, who had been divided into four groups, visited each one for 15 minutes and then moved on - speed dating with a difference! It offered the audience an opportunity to hear first hand from each partner country their experiences and outcomes of using the Rickter Scale[®]. This was very well received and was one of the highlights of the conference.

Professor Andrea Fleschenberg then hosted a **Talk Show** to share good practice where set questions were asked of the guests: Jon Clapham, Dept of Work and Pensions, Mick Carey, Careers Europe and Kushwanth Koya, Northumberland University. This was followed by the Keynote Speaker, **Dr Deirdre**



Hughes OBE. who talked about the importance of measuring soft indicators and shared some of the report she has recently presented to Government Ministers through the National Careers Council for entitled, "An aspirational Nation" and its objective as Dr Hughes described it of "a career for life".



The conference came to a close by representatives from each country sharing their personal experiences of the project. Everyone felt that the partnership had worked particularly well and **Alfons Muller**, ZIB,

Germany who is the Project Coordinator, expressed his gratitude for the dedication of all the partners and remarked on how much everyone has gained professionally, personally and culturally from this Transfer of Innovation.

The feedback we have received since include such comments as:

"I enjoyed hearing about the Scaling New Heights project and that we are all encountering similar issues whether we are in the UK or elsewhere".

"It was great to get in touch with experts and stakeholders concerned with the issue of assessing and evaluating one's personal skills"

"Just wanted to thank you for the opportunity to hear what you and team have been up to here and across Europe. It was a fascinating conference day loads of information and simply inspirational (as things with The Rickter Scale® tend to be)".

"First of all just to say I thought the day went exceptionally well last week especially the carousel - feedback was clear, well presented and very positive - big well done!"

"The Carousel was an excellent opportunity to learn about the results achieved in the partner countries!"

Nan Wood
The Rickter Company

Foto Gallery



Audience at University of Northumbria, Great Hall





Information Carousel





Afternoon Talk Show



Powerpoint Presentations



Scaling New Heights in VET



Leonardo da Vinci
Transfer of Innovation Project



Conference Programme

Scaling New Heights
Newcastle, 4th September 2013

Programme



10.00-12.30 - Welcome & Introduction

- Sheriff and Deputy Lord Mayor, Councillor George Pattison on behalf of Newcastle City Council
- Prof. Dr. Andrea Fleschenberg on the Significance of Transfer of Innovation (TOI)
- Nan Wood on the Uniqueness of the Rickter Scale®
- Keith Stead on the Results and Lessons Learned of the TOI

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Overview



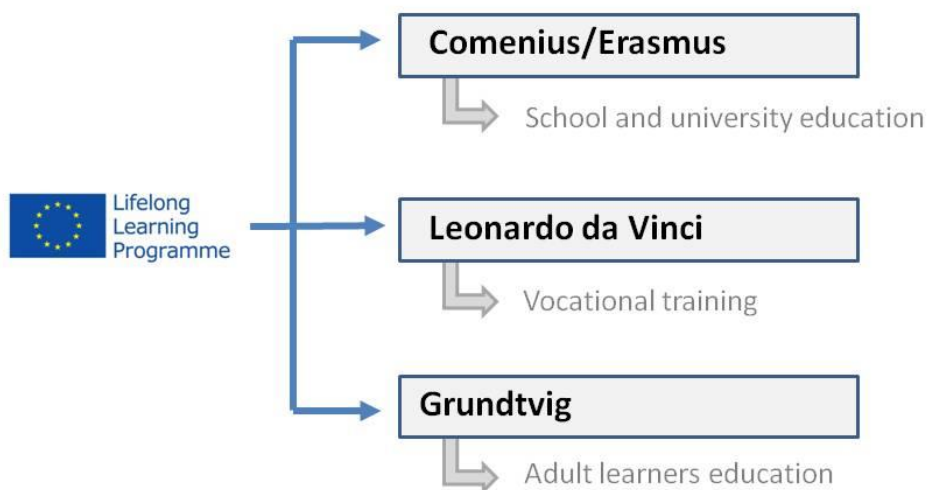
- The Project in the frame of the European funding structure
- Importance of innovation transfer
- The Project – Scaling New Heights
- The Product – the Rickter Scale® Process
- Results and Lessons Learned

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Introduction

Scaling New Heights
Newcastle, 4th September 2013

EU support programmes



Action Lines



- **Comenius/Erasmus**
 - School partnerships
 - Further education of teachers / Assistencies ...
- **Grundtvig**
 - Further education of adult learners, Workshops
 - Partnerships of further education institutions ...
- **Leonardo da Vinci**
 - Single and group mobilities
 - Partnerships of vocational training institutions
 - [Innovation transfer](#) ...

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Innovation transfer



- **The product**
 - ... has to be new and tested
 - ... achieves what other products don't
- **The project**
 - ... transfers the product into other countries
 - ... proves new approaches
 - ... develops the product further
 - ... contributes to European added value

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The Project

Scaling New Heights
Newcastle, 4th September 2013

The Project





Step 1: Training and transfer

- Training of staff (initial and follow-up training in UK)
- Implementation of the process in the partner institutions (DE, GR, IT, UK)

The Project



Step 2: Applying the process to four different target groups

-  - Unqualified women – mainly migrants - wanting to work as carers of the elderly
-  - People with long-term mental health issues or learning difficulties
-  - Women who are single parents and job returners
-  - Families affected by long-term unemployment and problems of literacy and numeracy

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The Project



Step 3: Evaluation and further development of the Rickter Scale® Process





- Adaptation of the process to the specific needs of the target client groups
- Translation and adaptation of all documentation and software

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The Project



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The Project



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The Rickter Scale®

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Newcastle, 4th September 2013

The Rickter Scale®

A Motivational Assessment and Evaluation
Tool..... and so much more!



Company Background



Rick Hutchinson and Keith Stead co-developed the Rickter Scale® in 1993 through working with small regional organisations in the field of social inclusion. Demand for their expertise and unique product grew to the point where they formed the partnership *Choiceworks* and eventually in 2001 they established The Rickter Company Ltd.

The Rickter Team is currently made up of core staff based at various locations throughout the UK along with a growing number of Associates, all of whom are passionate about promoting the activities and ethos of the Rickter Company Ltd.

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The Process

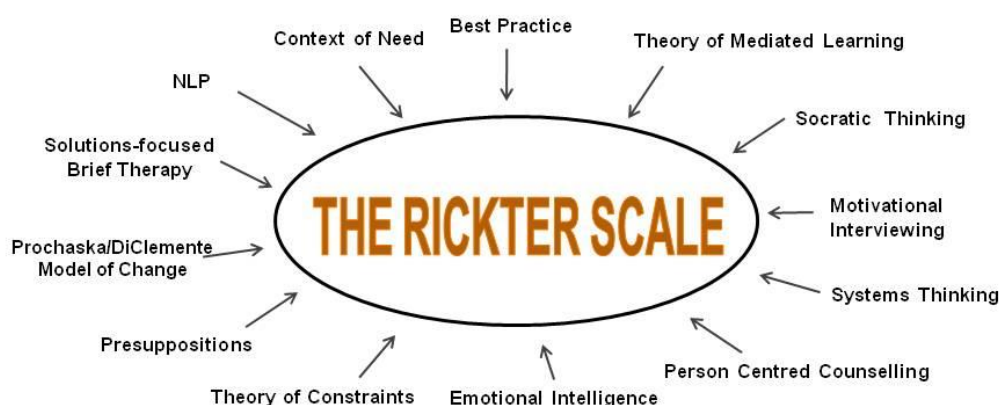


- Introduce the Rickter Scale®
- Ask the Baseline Profile Questions
- Record the scaling
- Explore the board, arriving at the Desired State
- Summarise
- Record the Desired State
- Write the Action Plan
- Arrange a Review Date
- Complete the Computer Administration

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Development and Application of the Rickter Scale®

A conceptual map of Inspiration, Influence and Incorporation



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Main Functions



- Positively engages the individual
- Facilitates productive interaction
- Produces a comprehensive profile of individual needs
- Motivates the individual to take ownership of goals and Action Plan
- Provides a measure of soft outcomes & 'distance travelled'
- Offers evidence for evaluating the effectiveness of service provider support and intervention

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Benefits



... for the Individual:

- Easy to use and understand
- Avoids communication barriers
- Allows the individual to explore possibility
- Builds on what works for the individual
- Non-threatening and non-intrusive
- Gives positive feedback about progress made
- Allows the individual to see the 'big picture' and make connections
- Creates greater self-awareness
- Helps identify appropriate specialist support
- Builds motivation

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Benefits



... for the Service:

- Provides a measurement of soft outcomes
- Offers standardisation
- Helps to meet organisation aims and objectives
- Provides adaptable assessment, monitoring and evaluation information
- Helps identify appropriate resource requirements
- Provides evidence to stakeholders and funders
- Promotes cross-agency working
- Adapts to different client groups and their needs

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Software



Rickter IMS (Impact Management System)



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Software



The Rickter IMS is a secure online system for recording outputs from Rickter Scale[®] interviews.

The IMS operates in real time and offers the facility to record and make accessible every Rickter Interview across your organisation, whilst generating instant reports and graphs.

It provides aggregation, analysis and reporting of qualitative and quantitative data enabling you to easily demonstrate 'what works' to stakeholders.

Two versions of the IMS are available dependant on your service requirements: *IMS Lite* and *IMS Pro*.



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Software

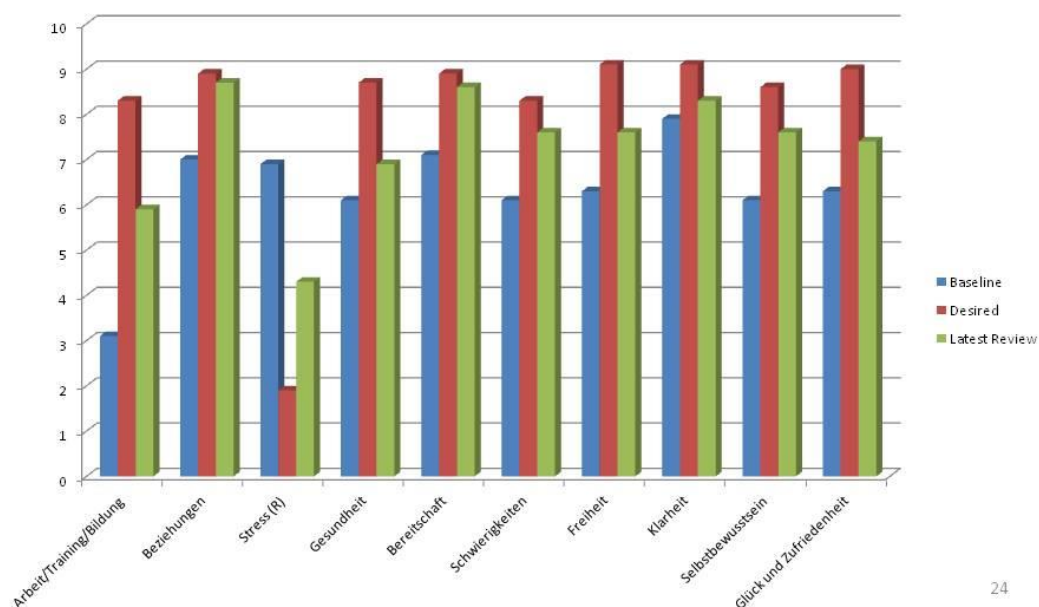


IMS Benefits:

- Data securely available online 24/7, accessible from any worksite
- Cost-effective Reporting
- Determine Actual Impact: Collate and share results service-wide
- Standardize Procedures
- Easily demonstrate what works to funders and other stake-holders

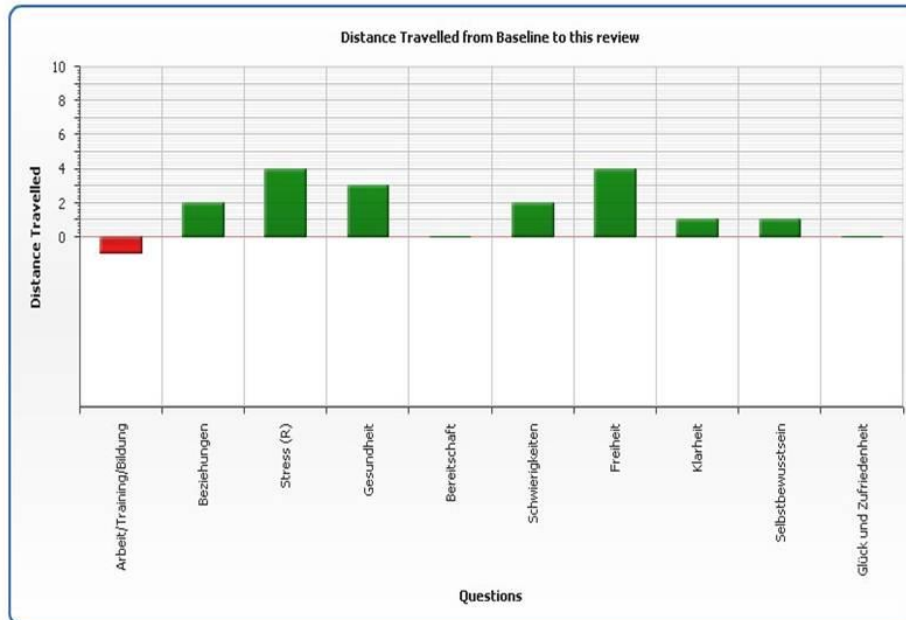
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Graph showing the journey...



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Graph showing distance travelled



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Achievements and Results

Scaling New Heights
Newcastle, 4th September 2013

Overall outcome



- The central idea of the project was to adapt the existing Rickter Scale® Process to the needs of different disadvantaged target beneficiary groups in the 4 participating countries, helping them progress towards employment or opportunity readiness.
- This has been fully achieved!

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Results



1. Rickter Scale® Practitioner training completed



Practitioner-Licenses for 14 participants from Germany, Greece and Italy



Manual of RSP in all partner languages, downloadable in ADAM and project website

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Results



2. Overlays and IMS translated



Hard-copy and Software in all partner languages ready for use

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Results



3. RSP applied to different target groups



More than 400 interviews carried out:

GR: people with mental disabilities,

IT: migrant women in the care service,

DE: single parents and women returners,

UK: families affected by long-term unemployment

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Results



4. Rickter Scale® Process evaluated



Internal evaluation through regular Practitioner feedback;
feedback downloadable in ADAM and project website



External evaluation of the whole process through
University of Northumbria, reports downloadable

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Results



5. RSP adapted to different target groups according to results of evaluation



Revised overlays for interviews, translated in all partner languages



'Impact Management System' translated and adapted

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Results



6. Outcomes disseminated



Various presentations on local and national level; Inquiries for Rickter Scale® Practitioner -training from other organisations



Leaflets/Posters/Newsletters/information sheets available for download

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Results



7. Sustainability secured



Results on local level: Further application of RSP in the partner organisations; integration of RSP into various courses and projects like language courses, vocational training of young people etc. embedding of partners into “associative partnerships” with license to train their own practitioners



Results on regional and national level: Rickter Scale® Practitioner Training courses offered by partners



Results on European level: Integration of RSP into other European projects like Mobad and Alice, more project applications to follow

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ANS New Frame of Reference



1. Work:	25.0%
2. Relationships:	21.1%
3. Health:	8.3%
4. Stress (R):	0.0%
5. Work/life balance:	10.0%
6. Support:	0.0%
7. Skills:	41.2%
8. Barriers:	55.6%
9. Accommodation:	27.8%
10. Cooperation:	43.5%
Average 'distance travelled' towards goals for all headings:	20.11%

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KMOP New Frame of Reference



1. Accommodation:	16.7%
2. Appearance/Personal hygiene:	35.7%
3. Activities:	50.0%
4. Relationships:	40.9%
5. Community:	43.8%
6. Support:	47.1%
7. Stress:	50.0%
8. Medication:	30.8%
9. Health:	36.8%
10. Progress:	39.1%
Average 'distance travelled' towards goals for all headings:	39.63%

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ZIB New Frame of Reference



1. Employment/Training/Education:	44.4%
2. Relationships:	42.1%
3. Stress:	26.3%
4. Health:	38.1%
5. Readiness for work:	35.3%
6. Trouble (Coping with Barriers/Problems):	14.3%
7. Freedom (to Choice):	60.0%
8. Clarity (about what you want to do):	40.0%
9. Self-confidence:	0.0%
10. Happiness and Satisfaction:	0.0%

**Average 'distance travelled'
towards goals for all headings: 28.36%**

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UK New Frame of Reference



1. Reading:	53.3%
2. Writing/Spelling:	41.9%
3. Speaking:	73.7%
4. Numbers:	61.0%
5. Money:	76.9%
6. Other Skills:	8.3%
7. Family Life (R):	52.4%
8. Personal / Community Life (R):	46.7%
9. Working/Education Life (R):	29.3%
10. Expectations:	62.5%

**Average 'distance travelled'
towards goals for all headings: 49.25%**

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Clients



... agreed or agreed strongly that the Rickter Scale® Process :

- Identifies priorities for support
- Gives new perspectives on current situation
- Identifies strategies that have worked before
- Explores options for the future
- Sets goals and promotes responsibility
- Demonstrates progress and achievements
- Improves self-awareness
- Improves self-confidence
- Improves self-esteem

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Practitioners



... agreed or agreed strongly that the Rickter Scale® Process :

- Elicits significant client information
- Improves team communication
- Standardises the structure for client interviews
- Provides evidence of staff effectiveness
- Clarifies client needs
- Measures client indicators
- Facilitates client Action Plans
- Offers a recording process that is user-friendly

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Lessons learned



Generally



RSP helpful in many situations where people are seeking professional advice e.g. in training and language courses etc.

RSP well adaptable to the needs of different target groups

RSP-principle of “ownership” leads to increased self responsibility and increased activity of client. This raises/strengthens employability and leads to lower public welfare costs

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Lessons learned



Specific



RSP useful for people with mild to medium mental health issues and learning disabilities,

offers choices to the client and leads to well appreciated attention, especially for people with learning difficulties

not so helpful for people with severe mental disabilities

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Lessons learned



Specific



RSP is well applicable for migrant women in domestic care service

even though there is a time problem for the women who work 7 days a week and also sometimes lack of privacy to do the interview

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Lessons learned



Specific



RSP is very helpful for women in qualification courses who want to (re)enter the job market

Use of RSP leads to greater self-esteem and increased action taking

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Lessons learned



Specific



Evidence of applicability to different client groups and different organisational aims and objectives

Beneficial use with families, not only individuals

Need for trained Rickter Scale® to share their own practice

Most effective use achieved when appropriate environment created for interviews, practitioners are supervised and input to IMS is internally or externally supervised and verified, organisations have a trusted network of referral and support agencies, and where the RSP is integrated into the strategic approach to the organisation's work

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Further information

Scaling new heights in VET

Adapting the Rickter® Scale Process to improve and monitor the journey of marginalized groups towards employability

HOME PRODUCTS PROJECT ACTIVITIES OUTCOMES PARTNERS NEWSLETTERS CONTACTS

The project

The central idea of the project is to adapt the existing Rickter Scale® Process to the needs of different disadvantaged target beneficiary groups in the 4 participating countries, helping them progress towards employment. The Partners will collaborate to develop language and culture-specific versions of the Rickter Scale® Process. The partners of this Transfer of [...]

partners area

Evaluation

northumbria UNIVERSITY

Newsletter

Select your country

Germany Italy Greece UK

Afternoon Programme

Scaling New Heights
Newcastle, 4th September 2013

Carousel



1.00-2.00 pm - Carousel

“Individual Country Presentations”

*An opportunity to visit each of the four country tables,
to share and discuss experiences from the UK,
Germany, Italy and Greece*

*Please join one of the four groups and take up to 15min
per table (clockwise)...*

Talkshow



2.00-3.00pm - Talkshow

“Share Good Practices and Raise Standards”

- Mike Carey, Careers Europe
- Kushwanth Koya, Northumberland University
- Jon Clapham, Department of Work & Pensions

Moderator: Prof. Dr. Andrea Fleschenberg

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Talkshow



Discussion among Panellists (35min.)

- Topic 1: Adaptation Challenges to Diverse Target Groups
- Topic 2: Parallel Practices & Sharing Experience in Europe
- Topic 3: Highlighting Good Practices and Raising Standards

Time for your comments, questions... (25min.)

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Speech



3.00-3.45pm - Keynote Speech

“Measurement of Soft Indicators”

Dr. Deirdre Hughes, OBE

Followed by Q&A

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Closure



**3.45-4.00pm - Concluding Remarks, Vote of
Thanks and Closure of the Conference**

Licia Boccaletti (IT), Aristeia Liarokapi (GR),
Alfons Müller (DE) and Keith Stead (UK)

Prof. Dr. Andrea Fleschenberg

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Thank you for your attention!

