scaling new heights
in VET

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

TOI Evaluation Questionnaire No.1

Date questionnaire was completed:	
Name of Practitioner:	
Organisation you work for:	
Town/region where you work:	
Description of your target client group:	

QUESTIONNAIRE FOR TOI PRACTITIONERS

Please answer all questions as fully as possible by ticking ✓ the boxes and answering the question in English please.

No	Questions	Answers please tick ✓below			
1	**Process Development**				
1A	**Do you feel that the training you received in using the Rickter Scale® was adequate?**	Yes		No	
1B	**How might it have been improved?**				
1C	**Do you feel confident now in using the Rickter Scale®?**	Yes		No	
1D	**What might increase your confidence further?**				
1E	**Do you believe the Rickter Scale® is a useful tool to use with your clients?**	Yes		No	
1F	**What do you feel could improve the Rickter Scale®?**				
1G	**Have you received support/encouragement from your Manager in using the Rickter Scale®?**	Yes		No	
1I	**Are the current headings within the 'Lifeboard' Frame of Reference appropriate to your client group?**	Yes		No	
1J	How specifically could the 'Lifeboard' Frame of Reference be improved?				
	....				

No	Questions
2	**Interview Environment**
2A	**Where have you used the Rickter Scale®?** **Tick ✓ appropriate box in the line below**

In an office		In the client's home		Public place		In a car		Other please state	

No	Questions
2B	**Were any of the following lacking?** **Tick ✓ appropriate box in the line below**

Privacy		Comfort		Time		Space	

No	Questions
2C	**How could you improve the environment for the Rickter Scale® interviews so that you feel more at ease?**
	....

No	Questions
2D	**To what extent has your use of the Rickter Scale® with clients been interrupted?** **Tick ✓ appropriate box in the line below**

Not at all ☺☺		A little ☺		A lot ☹		Always ☹☹	

No	Questions
3	**Use of the Rickter Scale®**
3A	**How much has the Rickter Scale® been used?**

no client use yet (Tick ✓ if appropriate)		number of initial 'baseline' interview with clients	
		number of review interviews with clients	

3B	What criteria determine which clients you use the Rickter Scale® with? Tick ✓ appropriate box below			
	time available		your opinion of its usefulness to the client	
	the client's attitude		the sort of information you require	
	other (please specify)			

3C	a) Please give a brief summary of a case study where the Rickter Scale® was used and proved to be of value:	
	b) Please give a brief summary of a case study where the Rickter Scale® was used, but proved *not* to be of value:	

3D	Please tick ✓which categories of client you have used the Rickter Scale® with and how many of each:						
	male □	female □	under 18 □	18–21 □	21 -25□	25 -50 □	**5**0+□
	……..	……..	……....	……....	……....	……....	……....

No	Question

3E	a) How would you summarise what it is you are working to achieve with your clients?			
	b) Do you feel the Rickter Scale® helps you achieve these aims/objectives?			
	☺☺ considerably □	☺ quite significantly □	☹ a little □	☹☹ not at all □

3F	Please indicate how the action plans has been perceived in general by:
	a) the organisation/practitioners:

	b) the clients:
4.	**Specific outcomes *for staff*** **Do you feel that the Rickter Scale® contributes to the following?**
4A	**A means of eliciting significant client information**
	agree strongly☺☺ □ agree☺□ disagree☹ □ disagree strongly☹☹□
4B	**A means of improving team communication about individual clients**
	agree strongly☺☺ □ agree☺□ disagree☹ □ disagree strongly☹☹□
4C	**A means of improving communication with external agencies regarding**
	agree strongly☺☺ □ agree☺□ disagree☹ □ disagree strongly☹☹□
4D	**Individual clients**
	agree strongly☺☺ □ agree☺□ disagree☹ □ disagree strongly☹☹□
	Specific outcomes *for staff* **Do you feel that the Rickter Scale® contributes to the following?**
4E	**A standardised structure for interviewing clients**
	agree strongly☺☺ □ agree☺□ disagree☹ □ disagree strongly☹☹□
4F	**Evidence of your effectiveness in terms of demonstrating your support/intervention with clients**
	agree strongly☺☺ □ agree☺□ disagree☹ □ disagree strongly☹☹□
4G	**Clarification of client needs/limitations/barriers/options**
	agree strongly☺☺ □ agree☺□ disagree☹ □ disagree strongly☹☹□
4H	**A measure of the client's soft indicators**
	agree strongly☺☺ □ agree☺□ disagree☹ □ disagree strongly☹☹□
4I	**A contribution to the client's action plan**
	agree strongly☺☺ □ agree☺□ disagree☹ □ disagree strongly☹☹□

4J	**Recording documentation that is easy to use**
	agree strongly☺☺ □ agree☺□ disagree☹ □ disagree strongly☹☹□
5	**Specific outcomes *for clients*** **Do you feel that the Rickter Scale® contributes to the following?**
5A	**Identification of their priorities for support/intervention**
	agree strongly☺☺ □ agree☺□ disagree☹ □ disagree strongly☹☹□
5B	**A new perspective on their current circumstances, and seeing the big picture**
	agree strongly☺☺ □ agree☺□ disagree☹ □ disagree strongly☹☹□
No	**Question**
5C	**Identification of strategies that have worked in the past**
	agree strongly☺☺ □ agree☺□ disagree☹ □ disagree strongly☹☹□
5D	**Exploration of options for the future**
	agree strongly☺☺ □ agree☺□ disagree☹ □ disagree strongly☹☹□
5E	**A means of setting goals**
	agree strongly☺☺ □ agree☺□ disagree☹ □ disagree strongly☹☹□
5F	**A means by which they can take responsibility for their future**
	agree strongly☺☺ □ agree☺□ disagree☹ □ disagree strongly☹☹□
5G	**A realisation of the progress/achievements they have already made**
	agree strongly☺☺ □ agree☺□ disagree☹ □ disagree strongly☹☹□
5H	**A means of improving their self-awareness**
	agree strongly☺☺ □ agree☺□ disagree☹ □ disagree strongly☹☹□
5I	**A means of improving self-confidence**
	agree strongly☺☺ □ agree☺□ disagree☹ □ disagree strongly☹☹□

5J	A means of improving self-esteem/self-efficacy
	agree strongly☺☺ □ agree☺□ disagree☹ □ disagree strongly☹☹□
5K	Any other comments: