



# Scaling new heights in VET

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

## The Scaling New Heights in VET project

The Transfer Of Innovation project “Scaling New Heights in VET: adapting the Rickter Scale® Process to improve and monitor the journey of marginalized groups towards employability” is being implemented by KMOP, together with 3 other EU partners (ZIB- from Germany, Anziani e non solo from Italy, and The Rickter Company, from UK).

Started on September 2011, this project is led by the German organisation ZIB and has a two-year duration.

The central idea of the project is to adapt the existing Rickter Scale Process to the needs of different vulnerable groups in Germany, Greece, Italy and United Kingdom aiming to provide them with opportunities to engage with education, training and employment to gain recognition for existing and new acquired skills and thus gain access to the labour market.

More specifically, the target groups of the consortium are the following:

### **German target group:**

**Long term unemployed people** with special focus on women returners who are currently dependent on state unemployment benefits

### **Greek target group:**

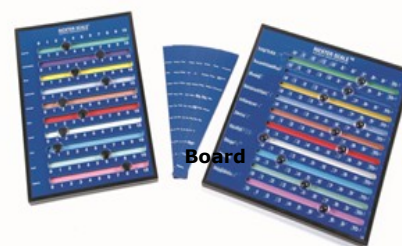
#### **People with mental disabilities:**

The specific target group includes persons with mental health issues or learning difficulties, either moderate or severe.

### **Italian target group:**

#### **People working in the home care field:**

formal and informal carers of the elderly and especially carers who are migrant women who are socially isolated with problems in accessing training and job opportunities.



### **UK target group:**

#### **Unemployed people with multiple issues, leading to social exclusion:**

with special focus on the impact on their families and communities.

Evaluation



Funded by



Practitioners from each country took part in two (2) weeks of intensive training seminars in the UK where the Rickter



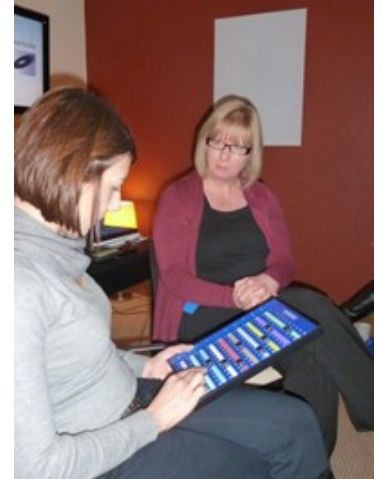
Group training

Scale® Process and the Impact Management System (IMS) were introduced to the partner organizations. Specifically, a total of twelve (12) trainers from Germany,

Greece and Italy attended the two (2) training seminars in the use of the Rickter Scale®, and successfully received Certificates of Competence. All partners also worked together to develop language and cultural specific versions of the Rickter Scale® process, adapted to reflect the specific needs of their target client groups and also reflect the aims and objectives of the partner organisations.

Following the training, each partner of the consortium has been conducting interviews with its target groups while the spe-

cific findings of these interviews are being evaluated by the as-



Demonstrating a Rickter interview

signed evaluator, Karen George, from the University of Northumbria in the UK.

## Interview with one of KMOP's practitioners

"The Rickter Scale is an **innovative** tool that facilitates professionals who work with people with mental illness to gather in a **short time** data about the **progress** of the individual in a number of aspects of life, as well as information about the **risk** of relapse. It gives the opportunity to **discuss** about issues that cover the whole range of activi-

ties, interests and considerations of the individual and in that way to **set goals** of improvement. It **encourages the initiative** of individual to **take action** or to ask for help in order to achieve a goal. Moreover, the fact that it is an **interactive** tool makes it really interesting to the individual and **enhances the motive** to get involved with it. The Rickter

Scale Board is **easy to use**; the fact that it is colorful draws the attention of the individual and **improves the engagement** with the procedure," says Efi Mama, a psychologist working at KMOP premises.

## But what is the uniqueness of the Rickter Scale® tool compared to other tools?

This innovative hands-on assessment and evaluation tool allows both trainers and clients, but mainly the clients themselves, to better understand their present circumstances, to identify priority

areas for support or intervention and to explore future possibilities. The Rickter Scale® tool is a tool that measures distance travelled and monitors progress in personal development.



## 1. Involvement

Who is involved directly?

The Rickter Scale process combines the **direct involvement of the individual** to the Rickter Scale Process with the assistance of the trainer.

The client is **not** involved in writing a test or answering questions at the computer, neither is he/she doing exercises by himself/herself or in a group-work situation.

The individual by himself/ herself scales his/her present state and sets the goals by indicating the desired grade that s/he wants to achieve by asking simple questions to himself/herself and adjusting a slider according to the given **scaling parameters** from 1 to 10:

Example of questions:

- At what stage am I at the moment?
- What stage do I want to achieve in the future?

## 2. Focus

The board by itself through its colourful design **attracts the**



**attention** of the individual and helps him/ her focus more easily on the process.

## 3. Score / Feelings of the individual

There is **no final score**, positive or negative, because there are **no right or wrong answers**.

This difference helps the individual to open up, and feel no anxiety or hesitation about his/ her answers.

## 4. Results

The results are recorded through **interviewing and conversation** between the individual and the interviewer and not through the observation of the advisor or counselor.

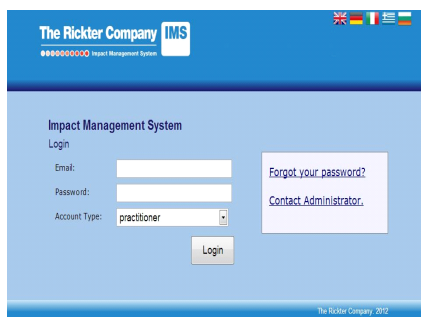
## 5. Area

The Rickter Scale process remains **consistent** whether it is being applied to long-term unemployed, individuals who have disabilities or individuals and families facing multiple issues. It is a tool that can be used with a wide number of social groups with different social and educational backgrounds.

## 6. Archive

How easy is to archive and monitor the individual's process?

The Impact Management System offers significant assistance to the practitioner so as to record in detail a series of interviews with each client and then aggregated the data in order to measure the



progress of both the individuals or the entire target client group. The IMS also stores the client interviews so as to be easy for the practitioner to recover the

file of each individual as well as useful graphics that help both practitioner and individual realize, and understand the interviewee's movement towards their goals. Moreover, the IMS system is accessible at any time and from anywhere that has internet access. It demands little time for recording and secures the files for access by the practitioner and the practitioners' manager.

The Rickter Scale® Process was implemented with 25 people with moderate mental illness and good functionality. Each interviewer answered 10 questions adjusting the slider according to his/her present state and his/her



desired one.

For instance, one interviewee said that she wanted to improve her relationship with the others. She scaled her present state at a six (6) and stated that she wants to go to a nine (9).

The questionnaire of KMOP's Frame New Baseline consists of the following headings:

Accommodation, Appearance/ Personal Hygiene, Activities, Relationships, Community, Support, Stress, Drugs, Health, Progress.



