



Developing Australia's VET workforce to implement the national training system

Continuous Improvement in VET

Measuring Impacts

A four-level model for measuring impacts

This model has been refined over eight years by Reframing the Future to inform the continuous improvement of the program. The model measures the impact of projects or initiatives from four different perspectives.

The four levels are:

- the impact of projects or initiatives on the individual VET practitioner
- the impact on the group of VET practitioners
- the impact on the VET provider organisations
- the impact on the VET system, including workforces, industries, regions or communities related to the project.

This four-level impact model is based on generic principles and could be used or customised by training providers to measure the impacts of their own continuous improvement initiatives.

What impact is measured and why

- **The impact of the initiative on the individual** is measured, *to determine* how much new learning has occurred. Individuals monitored include the range of different VET practitioners, such as individual managers, teachers and trainers, part-time staff and administrative and support staff and, indirectly, VET students.
- **The impact of the initiative on groups** of VET staff and industry participants in the program is measured, *to determine* whether the impact of the program extends beyond the project team to the regular work team and work performance.
- **The impact of the initiative on organisations**, such as VET providers and enterprises, is measured, *to determine* whether there are positive business results for the organisations.
- **The impact of the initiative on the VET system** is measured, *to determine* whether there are impacts on workforce or industry or regional or community development.

Criteria for assessing impacts, data required and judgments possible

The table below provides the criteria used for assessing the impact of initiatives at the individual, group, organisation and system levels. The table also identifies the data sought and the judgments that are made possible. This clarity about criteria, data and judgments is essential for effective evaluation and continuous improvement.

Impact level	Criteria for assessing the impacts	Data needed by the evaluator and judgments possible against the criteria
Impacts on individuals or groups	New skills, knowledge and attitudes (SKA) endure long enough to be applied in the workplace. Unanticipated SKAs are compatible with organisational values and goals.	<i>Data</i> about the endurance of the SKAs and <i>Judgments</i> of suitability. <i>Data</i> about unanticipated usages of SKAs and <i>Judgments</i> of suitability.
Impacts on organisations	Intended organisational benefits are achieved at satisfactory levels. Unexpected organisational impacts are compatible with organisational values and goals. The worth of all organisational impacts is equal to or greater than the project's costs.	<i>Data</i> about tangible organisational impacts. <i>Judgments</i> of suitability of impacts. <i>Data</i> about costs and value of the organisational impacts. <i>Judgments</i> of cost effectiveness of the project.
Impact on the VET system	Intended benefits are achieved for the VET system – on workforce, industry, regional or community development. Unexpected benefits are achieved for the VET system. The worth of all systemic impacts is equal to or greater than the project's costs.	<i>Data</i> about actual VET system impacts. <i>Judgments</i> of suitability of impacts. <i>Data</i> about costs and value of VET system impacts. <i>Judgments</i> of national cost effectiveness of the project.

The above table provides a framework for the criteria, data and judgments for evaluating the impacts of an initiative at four different levels.

An extended, worked example of this model is provided in the report *Re-framing the Future* (see in particular Appendix 4). The report is available from www.reframingthefuture.net

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