



The ACT! Network
c/o blinc eG
 Bertheaust. 10,
 37075 Göttingen, Germany
www.act-eu.org, info@blinc-eu.org

Contact:

blinc

blended learning institutions' cooperative



Transnational Partners and Branches:



Pedagogic Seminar, Universität Göttingen
 Baurat Gerber Straße 4/6, 37073 – Göttingen
hhaller@gwdg.de



Imago Mundi
 Via Azuni 28 , 09124, Cagliari, Italy
info@imagomundidesign.com



Centre for European Studies and Training
 6202 ND Maastricht, Netherlands
info@ceso.nl

ceso



Labour Movement Folk High school – AFiG
 Järntorget 7, 413 04 – Göteborg, Sweden
info@afig.org

AFiG



Technical University of Gabrovo
 4 H. Dimitar str., 5300, Gabrovo, Bulgaria
rector@tugab.bg



University of Latvia, Faculty of Pedagogy and Psychology
 19 Raina Blvd. Riga, Latvia, ad@lu.lv



Centre of Continuing Education - CKU
 ul. Kościuszki 22-24, 81-704, Sopot, Poland
cku@sopot.pl



Association for the Promotion of Women in Romania – APoWeR, 46 Letea Street, 300501 – Timisoara, Romania, apfr@mail.dnttm.ro



Middle East Technical University (METU): The Department of Educational Sciences
 06531 – Ankara, Turkey, efd@metu.edu.tr



BUPNET
 Am Leinekanal 4, D-37073 – Göttingen
info@bupnet.de

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ACT! Impact Assessment System



Individualized Approach
for Measuring and Evidencing the Impact of
Social Services and Training

www.act-eu.org



Socrates Grundtvig

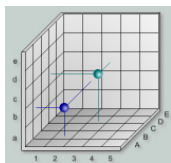
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ACT! Impact Assessment System – The Concept

Are you working in the third sector, in an institution serving people - like an education, development or an aid organisation for a social purpose?

*Have you ever thought about evidencing the impact created by your efforts
How can you bring out the success and the value of your work?*

ACT! is a transnational network of European experts from grass-root projects and Universities working for 2 years on the question how these impacts can be measured and visualised.



In the framework of a European funded project, we developed an innovative “**Impact Assessment System**” which enables stakeholders from grass-root and projects (we call them “micro-projects”) to assess and to display the impact of their work on their beneficiaries.

In most of the cases, the effects (impact) of services rendered to disadvantaged target groups are related to competency development (empowerment, improvement of “soft” skills, activity level, self esteem, attitudes towards other groups, civic knowledge etc.). With the help of IAS you can measure, display and evidence these impacts and give a convincing picture of the effects of your work. Starting from the fundamental question: “*What is it exactly that you want to bring about for your target group?*” we develop a progressive assessment system that leads to a profound analysis of the impact of those processes that you identify being elemental for your beneficiaries. You can either implement the system on your own via an internet auto-evaluation instrument or ask our expert network members for support. We also offer a so called blended consulting approach which is partly web-based with personal consulting units.

How do you/your organisation benefit from our offer?

1. Identification of the **impact of your services** (your central working processes) on your target groups
2. Creation of **awareness about central processes and competences** that you deliver
3. Development of your **individual reference system** in accordance with your organisation, your services and your beneficiaries
4. Evidencing (e.g. to justify public funding): **documentation and visualisation of your results**

The gained competences of your beneficiaries will be displayed:

- a. in the ACT!-Cube, a **3-dimensional visualisation system** (either internet-based or offline)
 - b. in a **digital and paper based handbook**
5. Accreditation: When participating in the ACT! Programme you/your institution will be **certified with the ACT! Label**
 6. **Training courses** for internal impact assessors

ACT! Outputs

In the course of the impact assessment the following outputs will give evidence of the impact of your work:

- ▶ Report with properties of your micro-project, target groups (individuals) and works
- ▶ Catalogue (Inventory) of topics/competences relevant for you
- ▶ A full fledged reference system with rating patterns for competences of your beneficiaries
- ▶ Tailor-made assessment instruments selected and designed specially for your organisation, target group and service
- ▶ Web-based or offline documentation system with visual impact assessment display
- ▶ An European ACT! accreditation label for each offer that you provide
- ▶ Maybe you are (or you want to be) sponsored by public funds. Many funding programmes require instruments that evidence the effect of your service.

Advantages of the ACT! Approach

Your service may be individual; your concept unique and off-the-shelf assessment systems (QM) do not meet the central purposes of your entities and require a lot of static and superfluous things. In most of the cases they mean an additional burden for you without delivering an added value for your work.

Nearly all of us working with human beings already experienced the disadvantages of these systems that were originally developed in and for the commercial sector and which are transferred to show evidence of efficiency and professionalism in the social sector.



The deficiencies and disabilities of these standardised systems have been reason enough to establish an alternative evidencing system that

- ▶ Concentrates on your central impacts rather than on organisational matters
- ▶ Can be set up by yourself (in case that you need advice and consultancy it will be offered by our network)
- ▶ Is not based on general assumptions but on your individual objectives and context
- ▶ Displays the impact of your central offers on your beneficiaries and neglects any superfluous formalism

The aspired targets related to your beneficiaries (we call them civic competences because they mostly reflect skills and properties that human beings need in social contexts) will be picked out from an inventory (pool) of topics – in case that we did not consider one of your central topics we will be more than happy to include it in our growing pool.