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Why Retaking Assessments Strengthens Client Outcomes and Improves Program Impact

One of the most valuable uses of client soft skills self-assessments is the retake. While the initial assessment provides insight into a client's employment readiness, the retake allows both clients and service providers to measure real progress over time.

When clients retake the [Employment Readiness Scale \(ERS\)](#) after participating in employment services, it provides measurable evidence of change. For clients, this is highly motivating. For service providers, it gives objective evidence of a program's impact.

Helping clients recognize their progress

The initial ERS assessment helps clients understand what being employment ready really involves - from career decision-making and job search skills to self-efficacy and social supports. For many clients, this is the first time they see these factors clearly defined.

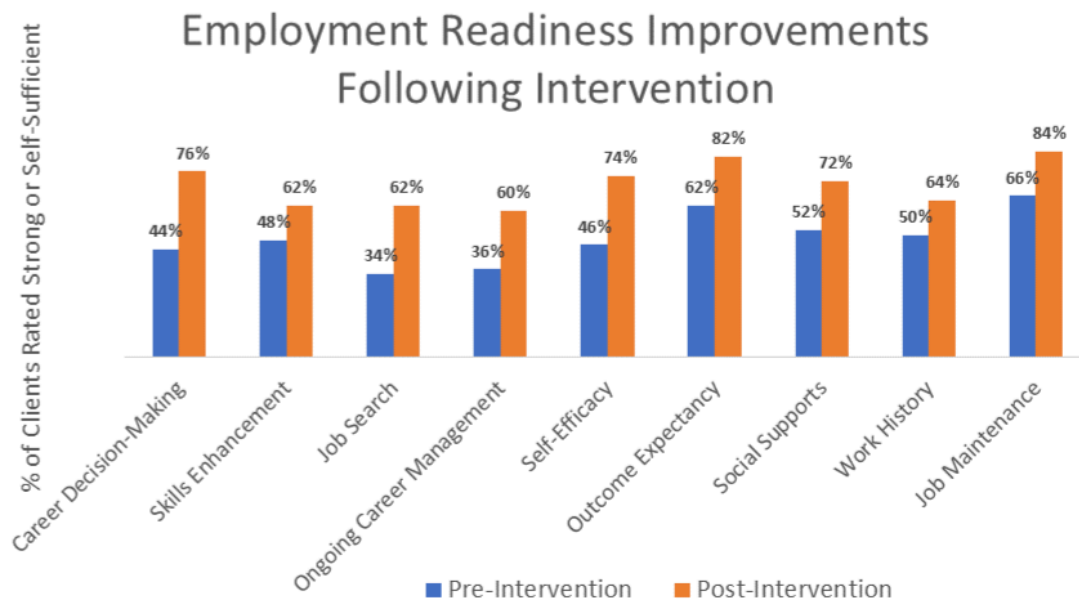
After participating in interventions such as career counselling, skills training, or employment preparation programs, retaking the ERS allows clients to see how their job readiness has evolved.

Seeing measurable improvement, even small gains, increases confidence and motivation. Clients begin to recognize that their efforts are making a difference, which encourages continued engagement in employment services.

Retakes also support more meaningful conversations between clients and career development professionals, helping to identify remaining barriers and refine intervention plans.

Measurable improvements

The chart below shows recent employment readiness data over a two year period (2024-26) for Canadian clients who completed the ERS before and after receiving employment services.



A change of 10% or more is statistically significant. Across all nine employability and soft skill factors substantial improvements were observed.

The largest improvements were observed in Career Decision-Making (32%) and Job Search (28%), two areas commonly addressed through employment counselling and workforce development interventions.

Improvements were also observed in psychosocial factors such as Self-Efficacy (28%), Outcome Expectancy (20%), and Social Supports (20%) which are closely associated with persistence, motivation, and long-term employment success.

Retakes reinforce learning and engagement

Research shows that individuals improve when assessments are combined with feedback and intervention. When clients understand what being employment ready involves and receive targeted support, they are better able to develop the skills and confidence needed for employment success.

ERS retakes provide clients with clear, visual feedback on their progress. This helps reinforce learning, strengthen motivation, and maintain engagement in employment programs.

Retakes deepen client engagement and strengthen conversations

Many practitioners also find that retakes lead to more honest and reflective responses as trust develops and clients gain greater self-awareness.

With greater self-awareness and increased trust, clients are often more reflective and realistic in assessing their job readiness. This helps identify remaining barriers and supports more targeted and effective intervention planning.

Supporting program evaluation and accountability

ERS retakes also provide important benefits at the program level.

By measuring readiness before and after intervention, service providers can:

- Evaluate the effectiveness of specific interventions
- Identify common barriers across client populations
- Strengthen outcome reporting to funders and stakeholders

This aggregated data provides clear evidence of the impact of employment services. This evidence is increasingly important for workforce development programs, vocational rehabilitation, justice, newcomer, Indigenous and other employment programs.



Summary

ERS retakes serve two important purposes. They help clients recognize their progress and stay motivated, and they give service providers hard evidence of program effectiveness.

Used as part of an ongoing service process, retakes strengthen both client engagement and program accountability — supporting better employment outcomes overall.

Articles you may find of interest

1. [What works better in 2026: AI job search tools or traditional job portals? LinkedIn Feb 2026](#)
2. [A people-first vision for the future of work in the age of AI - Brookings Mar 2026](#)
3. [The experience gap: Why Gen Z's career launch needs a reboot - MoneySense Mar2026](#)
4. [Beyond Good Intentions - OMSSA Nov 2025. Ontario's ISM](#)
5. [Youth Employment in 2025: Trends Reshaping the Next Gen Workforce in Canada - LMIC Oct 2025](#)

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