5 Coordination, support and management

Coordination and management of volunteers will look very different depending on the size of the organisation. Some coordinators may themselves be volunteers. Volunteer support is important to ensure that the volunteers can fulfil their role.

Volunteers also report a desire to feel included the development of projects. Coordination, support and management of volunteers should be given adequate time and thought, whatever the size of the project to ensure volunteers are able to help their learners to make progress.

* Score your organisation on each good practice goal:

1 = We are satisfied with this

2 = Let's consider a change

3 = Let's make a change

Good practice goals and challenge questions

	Good practice goals ✔	Score*	Challenge questions ❓
1	Projects have sufficient resources to support volunteers. This includes time for coordinators to offer advice on ESOL teaching and learning; pastoral care (for learners and volunteers); training opportunities; expenses and resources to celebrate volunteer achievement.		• How well do our existing resources meet the needs of our project and our volunteers?
2	Projects have clear user-friendly policies and procedures in place, easily accessible for all volunteers.		• How do we know our volunteer policies reflect our learners' and volunteers' needs?
3	Policies recognise that volunteers have diverse needs and support participation by addressing these.		• How do we identify and respond to any unmet needs?
4	Volunteers and coordinators sign a volunteering agreement, which clarifies expectations, including time commitment and adherence to organisational policies.		• How well does our volunteering agreement reflect our current practice? How do we review this?
5	Projects reward and recognise volunteers' contribution and achievements, through a variety of methods, appropriate to their volunteers.		• How well does our organisation celebrate and promote volunteer contribution and achievement?
6	Volunteers are consulted in decision-making within the organisation and, more widely on issues affecting ESOL learners.		• How well do we represent volunteer views and opinions within our organisation and beyond?
7	Projects retain committed and competent volunteers to support their learners.		• How well do we retain committed volunteers?
8	Coordinators are qualified and engage professional learning and development opportunities in order to support volunteers, including sharing good practice with other organisations.		• How well do we support volunteer coordinators to engage in PLD? • How well does we engage with and learn from sharing practice with other volunteer involving ESOL projects?
9	Organisations consider how their good practice could be recognised through achieving quality standards such as CLD Standards Council Standard Mark, Volunteer Friendly, Invertors in Volunteers		• How is our practice quality assured through nationally recognised quality standards awards? • How would achieving a recognised quality standards award support and enhance our work?