6 Making a difference to learners

All projects and all volunteers want to know that they are making a difference to the lives of people they are supporting with ESOL learning and language practice. Volunteers bring additional skills and experiences that enhance or offer opportunities for learners that might not possible or available within mainstream provision.

"The lessons are really great. I progress every week."

– Learner

"My tutor helped me so much, for my volunteering job I got. It is helping in a school. I want to change jobs and she heled me to do that. She is amazing and she can change my life"

– Learner

Good practice goals and challenge questions

	Good practice goals ✓	Score*	Challenge questions ?
1	Learners are supported to evaluate their progress and learning experience; and to recognise their achievements in language learning and the difference it makes in their lives.		• How well do we build the skills of volunteers to support learners to reflect on their learning and recognise their progress?
2	Projects can evidence the positive difference working with volunteers has on ESOL learners.		• How do we know that volunteers have a positive impact on learners?
3	Working with diverse volunteers makes a positive difference to learners.		• How do we know that working with diverse volunteers has a positive impact on learners?
4	Organisations work collaboratively with other ESOL providers and support organisations to ensure learners make progress in language learning.		• How do we ensure that volunteers are aware of learner progression opportunities and can signpost learners?
5	Pathways are created to enable ESOL learners to become volunteers to support ESOL learning		• How well do we enable ESOL learners to become volunteers supporting ESOL learning?
6	Volunteer-involving organisations across Scotland share volunteer project outcomes to show the difference volunteers make to ESOL learners.		• How well do we share the positive difference volunteers make on ESOL learners, with partners and nationally?

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* 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