## 7 Making a difference to volunteers

Volunteers are motivated to give their time and skills in order to support learners. Volunteering also offers opportunities to learn new skills, increase social connections, engage with their local community and makes a positive difference in volunteers' own lives.

"It has developed my own personal skills and given me an appreciation of the challenges faced by the learners in a setting so different to them and the commitment it takes."

- Tutor

"It's been an extremely rewarding experience watching a group of Syrian refugees go from no or little language to being able to converse in English and with growing confidence when doing so."

## Good practice goals and challenge questions

	Good practice goals	Score*	Challenge questions
1	Projects can demonstrate that they provide a positive volunteering experience, where volunteers feel valued, nurtured and included.		How do we know we provide a supportive environment for volunteers?
2	Volunteering for your organisation has a positive effect on volunteers' lives.		<ul> <li>How do we know volunteering has a positive effect on volunteers' lives, and where relevant their families?</li> </ul>
3	Organisations recognise that the goal of some volunteers is working within the sector. This is supported with a clear policy on recruiting volunteers into paid roles, signposting to suitable job opportunities and providing references.		How do we know if volunteers want to pursue paid employment in the ESOL sector? How well are we able to support volunteers to progress to paid roles in ESOL?
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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