APPENDIX 8

Action planning discussion template

For a worked example, visit **i-develop**

Theme:	Volunteer Roles		
Good practice goal:	3. Volunteer roles are inclusive and open to a diverse range of vo	**Date:**	7/09/02

Our response to the challenge question(s) How do we know about our work?	**Possible actions**	**Priorities and sub-tasks**
How well do the roles we offer encourage a diverse group of volunteers and reflect the communities we work with? We recruit CELTA trained volunteers which excludes volunteers without this qualification. We keep a list of all potential volunteers, monitoring vounteers we turn away. We know there are potential volutneers without CELTAs interested in volunteering but would not mathc them in group teaching roles. Volunteers are diverse, in that Glasgow is diverse and current tutors include non-native speakers and some diversity in terms of ethnicity. equalities monitoring	Expanding roles for volunteers to include support roles, more one-to-one, language buddy? bi-lingual roles? Offer ITESOL or initial training aimed at volunteers with less TESOL experience? (Who has done this before?) source resourcing for this? Active recruiting with previous learners and within refugee communities. - who to involve? Where to recruit/advertise? Connections developed Look at volunteer role descriptions/case studies from other projects Develop role descriptions Develop support package for new volunteers, if necessary (resourcing?)	Research other projects Agree new volunteer roles Agree/source resources to develop this Develop role description Adapt initial training Recruitment plan Pilot recruitment and training Match new volunteers Evaluate new role