**Volunteer Experience -** How well do we support volunteers to delivery high quality services?

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| **What are we aiming for?** **What are we trying to do?**    | **What methods do we use to find out if we are doing it?**   | **What do we find out from this?**  | **What do we do with this information?**  | **What are the challenges of implementing evaluation?**  | **What changes could we make to our current processes?**  |
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**Impact on Learners -** How well do your volunteers contribute to a positive impact on ESOL learners?

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