**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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