Small groups of mostly volunteer co-ordinators discussed:

- Volunteer recruitment
- Policies and procedures
- Ongoing training
- Measuring impact

Topic	What works well	Challenges	Next steps for support:	Misc
Volunteer recruitment	- Word of mouth - Publicising work to attract volunteers via Social Media, Newspapers - Initial interview - ESOL students in volunteering roles - Connections with ALN volunteers/tutors - Pilot in Highlands Council where local high school students are teaching English to young refugees in the community	- Time - Quantity of volunteers - Managing expectations - Female dominated - Advertising - Finding appropriate volunteers - ESOL students in volunteer role doesn't always work - Following a volunteer development plan	- Share resources! i.e. content of inductions/ skeleton of training sessions - Have different training courses for different requirements/ tutor roles - Develop of a pack of issues a project may face when setting up a volunteer project - Attend meetings and share good practice - More case studies of volunteers working in a variety of roles	- Increase in volunteers after the photo of Alan Kurdi on the beach in 2015 - Word of Mouth (small communities) and huge number of volunteers sympathetic to Syrian refugees in particular

Topic	What works well	Challenges	Next steps for support:	Misc
Policies and Procedures	• Volunteer co-ordinators rely on instinct, trust and the relationship when working with volunteers • Policies, procedures and boundaries clearly outlined from the start – user friendly (introduced at the start) • Having a 'Volunteer Agreement' and Role descriptors to define relationships • Saying thanks to volunteers • Having an expense policy is a positive	• Policies not fit due to blanket/old/ inherited volunteering policies • Boundaries of role/seeing learner as an equal • Ensuring procedures are clear from start • Individual work can take up a lot of time • Relying on trust • Lone Working policy. • Challenge of volunteers working in learner's homes.	• Read and adapt policies and procedures for volunteers on Glasgow ESOL Forum's website. • South Lanarkshire-gift policy and conflict of interest policy • Share and compare agreements made between ESOL teachers and volunteer support assistants. • Policies need to be clear, concise and engaging.	• In larger organisations, a hands-off approach to working with volunteers can be useful but also challenging. Some larger organisations have no interest in volunteers • Develop Lone working, gift and conflict of interest policies

Topic	What works well	Challenges	Next steps for support:
Ongoing CPD	• Supporting volunteers to find resources through useful links and office-based resource banks • Ensuring availability of support worker in different ways e.g. email/phone/drop-in • Online Moodle developed especially for volunteers (see PBJ) • Future Learn courses related to teaching and refugees • Volunteers request training sessions they want • Regular volunteer meetings/support sessions (team and individual) • Regional volunteer get-togethers • Regular newsletters with updates (by post or email e.g. Mail Chimp/SWAY) • Supporting volunteers to see the progress that learners are making. • Tefl.org offered 20 free places on an online course for volunteers in Highlands working with refugees • CPD opportunities offered by other ESOL organisations to volunteers e.g. WEA in Highlands • Peer support opportunities e.g. 1:1 tutors working with learners of the same level plan together and share experiences • Make volunteers feel valued e.g. certificate of appreciation/invites to events with ESOL learners to feel part of a wider community	• How to keep volunteers engaged in the waiting period to be matched • No budget for volunteer support • Asking volunteers to do what should be a paid role • Supporting volunteers to deal with challenging situations e.g. safeguarding concerns/cultural differences/lone working/trauma of learners • Cost of premises for training/external trainers • Availability of volunteers • Volunteers don't always take up CPD opportunities • Volunteers are diverse group with diverse needs-hard to meet all	• e-sgoil/vseen (like Skype)/webinars for training/induction sessions • National, annual calendar of CPD sessions for online delivery and sharing • Regular national and regional events for volunteers • Ensuring that people are aware of online resources • Creation of central online "volunteers in ESOL" hub • Means of volunteer communication for support and sharing e.g. online forum

Topic	What works well	Challenges	Next steps for support:
Measuring impact	- Relationship between VT and VC, ensuring carefully selected placements - Writing and keeping to learning plans – support to do it - Volunteers become friends – social impact (ensuring there are still clear boundaries) - Need to have a consistent approach to evaluation – processes, frequency, method, formal/informal - Volunteers have impact of more exposure to different accents - Use of survey/feedback forms to evaluate impact – summary every month and follow up - Evaluate training meetings - Self-assessment forms	- Difficult to track/manage VTs working to an ILP – other pressing priorities take over, engaging in a social way. - Learner could become over-reliant on VT for every day transactions (Monitor this) - Difficult to measure the impact of the role of the VT - Need VTs to have realistic expectations of their learners' progression - Anecdotal evidence is there but how best to capture it?	- New monitoring /evaluations processes and requirements – how best to ensure these are carried - Recording of contact time with VT (cognisoft)- too complicated Is there a simpler system?

Next steps:

Short term		
Glasgow ESOL Forum will share useful links on our website	Create a national newsletter for ESOL Volunteers in Scotland	Involve volunteers in discussion through a survey monkey? Simple, succinct questions. Could be sent to ESOL coordinators and fed to volunteers.

Long-term
-Sharing resources (long-term &ongoing) -Small scale harmonised training calendar – with video link -Resources/CPD for individual matches (long term) -Webcam/Skype meetings (medium) -ESOL volunteer framework (long-term)   National Framework include: -Mission statement/Rationale -How we support volunteers -A promise/entitlement/what volunteers can expect from organisations -Baseline for volunteers in ESOL -Recognising volunteers come in many shapes/sizes Policies underpinning National Framework: need to be useful, practical, a reference for volunteers