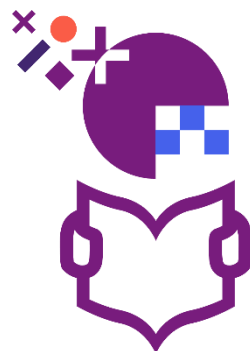
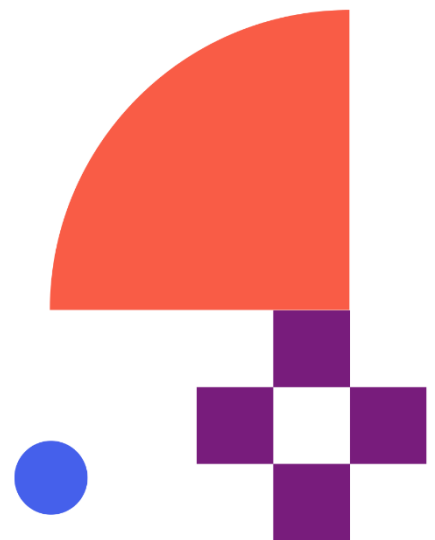


Learn with NALA

Learner charter



Learn with
NALA

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Updated: August 2024



About the charter

This charter explains what you can expect when you use the National Adult Literacy Agency's Learn with NALA services.

It tells you:

- what you can expect from us, and
- what we expect from you.



About NALA

The National Adult Literacy Agency (NALA) supports adult learners to improve their reading, writing, maths, and digital skills.

We do this through our:

- Learn with NALA Tutoring Service; and
- Learning website – Learn with NALA.

All our services are free, and we keep your personal information private.

You decide what, where, and how you want to learn, and you can stop anytime you want. Also, you can come back to the service anytime you want - our door is always open.



What to expect from Learn with NALA

How we work

Our vision is that adult literacy is a human right. Everyone in Ireland should have the chance to develop their literacy, numeracy and digital skills to take part fully in society.

We promise to:

- **Help you learn your way:** We will support you to explore what you need and what interests you. You can set your own learning goals and choose how, where, and when you want to learn.
- **Teach practical skills:** Our programmes are relevant to real-life situations, so you can use what you learn in your daily life.
- **Create a supportive and friendly learning space:** We want a learning environment that is welcoming, relaxed, and supportive, making it easier for you to learn.
- **Respect differences:** We will be respectful of your beliefs, your culture, and the way you live. We understand that everyone is different.
- **Protect your privacy:** Your personal information and all your communications will be kept private and confidential.
- **Listen to you:** We want to hear from you. We will give you the opportunity to tell us what you think so we can improve our services and make your learning experience better.

We are here to support you

NALA's goal is to offer you high-quality tutoring and learning support. There are three support options available to you:

1. Learn with NALA Support Officers

Our friendly support team can help you, give you information and guide you.

You can contact them for free on 1 800 20 20 80 or by email at learn@nala.ie. Our Helpline is open from Monday to Friday, anytime between 9:30am and 5pm. We are

closed on bank holidays and between Christmas and New Year. You can always leave us a voicemail and we will call you back as soon as we can.

When you contact us, we will:

- listen to you and be polite and respectful;
- respect and protect your privacy and confidentiality;
- give you information about Adult Literacy Services in your local area;
- offer you the chance to work with a tutor over the phone or online;
- offer to post you printed materials to help with your learning;
- get back to your email or phone call within 3 working days;
- and try to call you back at least two times if you leave a message.

2. Learn with NALA Tutors

Our friendly tutors can work with you one-to-one over the phone or in online groups sessions using Lessonspace or other video calling applications like Zoom or Teams.

They will give you guidance and support for your online learning.

If you want support from one of our Online Tutors, we will:

- arrange a time to call that works for you;
- give you guidance and support you with your Learn with NALA course;
- help you get a nationally recognised QQI award at level 2 or 3 if you are interested; and
- never record any learning session or phone call. Your privacy is important to us!

Our Online Tutors may also contact you at times in the following ways:

- We will send you helpful emails based on what you do on Learn with NALA, like reminding you to log in or updating you on your progress. We will also ask for your feedback or give you the chance to take part in some user testing.
- We might also call you to help you finish your course or assessments.

Our goal is to help you with our free online learning website. Just know that there might be times when the Learn with NALA website is down due to maintenance updates. We will do our best to let you know as soon as possible in advance.

3. NALA Tutoring Service

You can learn from home by signing up to 10 weeks of one-to-one, over the phone tutoring with a NALA Tutor. We will call once a week for up to 30 minutes. We can help you improve your reading, writing, maths and computer skills for everyday life and work.

You can sign up to our Tutoring Service if you:

- are aged over 18;
- are based in the Republic of Ireland;
- have unmet literacy needs in your native language;
- can have a conversation in English;
- can follow basic verbal instructions;
- are unable to take up a local learning opportunity, for example, in an Education and Training Board;
- are unable to learn independently online, for example, on learnwithnala.ie;
- can make and accept calls on a phone; and
- can receive follow up materials by post or email.

If you decide to use the Tutoring Service, we will:

- arrange a time to call that works for you;
- talk about how you want to learn and come up with a plan and learning goals together;
- give you guidance based on your needs and interests;
- help you get a nationally recognised QQI award at level 2 or 3 if you are interested; and
- never record any learning session or phone call. Your privacy is important to us!

Learning supports and resources

We have lots of free learning resources that you can use to help with your reading, writing, maths and computer skills for everyday life and work.

- **Monthly email:** You can get an email every month with tips for studying, news about free events, and updates about Learn with NALA.
- **That's Interesting worksheet:** You can get a worksheet ten times a year by post or by email. It's a great way for you to practise reading, writing, spelling, and maths.
- **Useful workbooks:** We have free books and workbooks with reading and writing exercises, puzzles, quizzes and other learning activities.
- **Text-to-speech tools:** Our website has tools that can read text out loud to you. There are subtitles for all the videos on our site.
- **Free workshops and events:** We offer online workshops and in-person events like student days and awards ceremonies. They are all free!

Treat everyone the same and value differences

Our space is welcoming, fair, and safe. We treat everyone equally. We don't treat people unfairly because of:

- Their gender
- Having a family or not
- Who they love
- Their beliefs
- How old they are
- Any disabilities they have
- Being part of the Traveller Community
- Their race or background
- How much money they have



What does NALA expect from me?

NALA wants to provide you with the best support and learning experience possible.

To make this happen, here's what we expect from you:

- **Respect others:** Please be respectful to your tutor, NALA staff, and other learners.
- **Keep things private:** If you're in a group session or event, respect the privacy and confidentiality of others.
- **Keep us updated:** If any of your personal information changes, like your address or phone number, please let us know.
- **Ask for help:** If you're having problems, contact our Helpline for support.
- **Be available:** If you've arranged to have a phone call with a tutor, have your learning materials and be ready to answer the phone when they call.
- **Take your learning seriously:** Spend some time thinking about what you want to learn and set goals for yourself. If you are working with a tutor, spend time on your work between sessions.
- **Be honest and responsible in the work that you do:** This is called academic integrity.
 - Any work that you do on the Learn with NALA platform must be your own work, not work that someone else has done, or that someone has done for you. This includes all assessment work in the 'What do I already know?' and 'End Test' sections as well as portfolio submissions.
 - If you find some course work difficult, it is your responsibility to let us know. We are happy to help, but that help must be used to do your own work.
 - You can find out more about academic integrity in this useful [academic integrity guide](#) from Education and Training Boards Ireland (ETBI).
- **Return materials:** If we ask you to send back materials like worksheets or books, please do so.
- **Share your thoughts:** Give us feedback so we can improve your learning experience.



How can I contact NALA?

We are here to help and welcome your feedback!

So, if you have a compliment, a question or a problem you can:

- Call us for free on **1 800 20 20 80**
- Email us at learn@nala.ie
- Write to us for free at:
 - FREEPOST** (no stamp needed)
 - National Adult Literacy Agency (NALA)
 - Sandford Lodge
 - Sandford Close
 - Ranelagh
 - Dublin 6
 - D06 YF65
- Fill in an online form on our website: nala.ie/learn-with-nala-report-an-issue

We will treat all communications with us confidentially and with sensitivity. We will not share your personal information.

If you are unhappy with how we deal with your concerns, you can [make a formal complaint using our complaints policy](#).

This can be found on our website at nala.ie/resources/nala-complaints-policy

The National Adult Literacy Agency (NALA) is a charity and membership based organisation. We work to support adults with unmet literacy, numeracy and digital literacy needs to take part fully in society and to have access to learning opportunities that meet their needs. NALA does this by raising awareness of the importance of literacy, doing research and sharing good practice, providing online learning courses, providing a tutoring service and by lobbying for further investment to improve adult literacy, numeracy and digital literacy skills.

National Adult Literacy Agency (NALA)

Sandford Lodge
Sandford Close
Ranelagh, Dublin 6
D06 YF65

Websites:

nala.ie
learnwithnala.ie

Learn with NALA helpline: 1 800 20 20 80

Email: learn@nala.ie

Registered Charity Number: 20020965

Charity Number: 8506

Company Number: 342807



National Adult Literacy Agency

Áisíneacht Náisiúnta Litearthachta do Aosaigh



Rialtas na hÉireann
Government of Ireland



Có-mhainithe ag an
Aontas Eorpach
Co-funded by the
European Union

SOLAS
learning works



**Adult
Literacy
for Life**

Adult Literacy is co-funded by the Government of Ireland and the European Union.