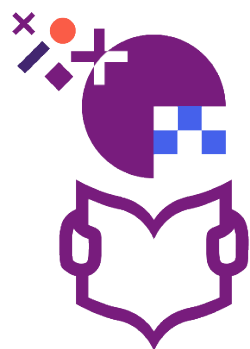
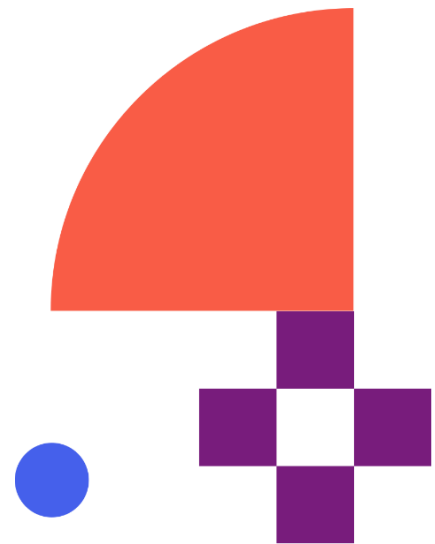


Learn with NALA

Professional Development

Learner charter



Learn with
NALA

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Updated: December 2024



About the charter

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

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
- Learning website – Learn with NALA
- Learn with NALA Professional Development courses

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



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 literacy skills to take part fully in society.

We promise to:

- **Help you support adults:** We will provide professional development courses to raise awareness about adult literacy in Ireland and to help you to support adults who are developing their literacy, numeracy and digital literacy skills.
- **Give practical tips and resources:** Our courses give practical advice and tips, from adult literacy learners and practitioners, that you can use in your programmes or work environment. We give you free resources that you can use in your work.
- **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.
- **Treat everyone the same and value difference:** 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 learning experience possible.

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

- **Respect others:** Please be respectful to 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 email address, please let us know.
- **Ask for help:** If you're having any issues, contact learn@nala.ie.
- **Share your thoughts:** Give us feedback through the course survey 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:

- Email us at learn@nala.ie
- Write to us at:
 - 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

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.