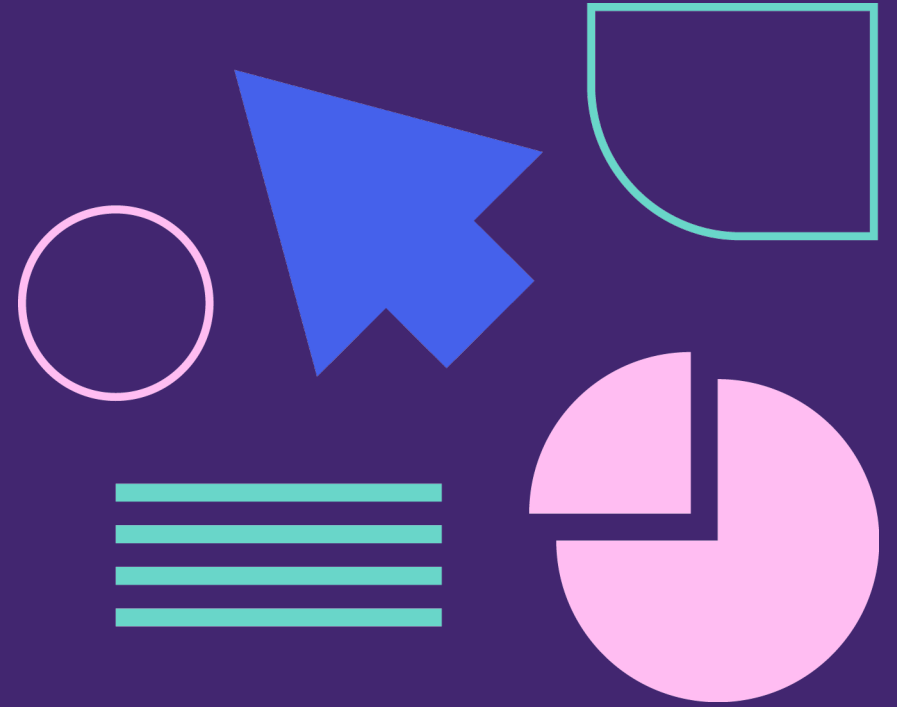


Learn with NALA case study



Elaine Cohalan, Innovation Manager, NALA
Aoife Crawford, Research and Policy Officer, NALA

20 June 2024

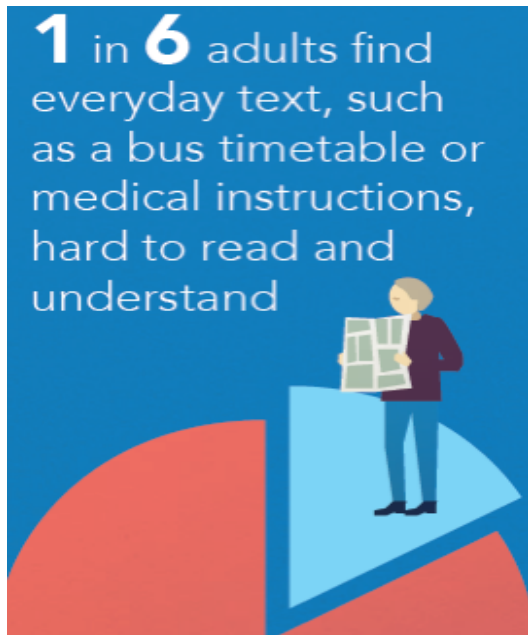
Presentation overview

1. Literacy in Ireland
2. National Adult Literacy Agency
3. Literacy, Disability and Social Security
4. Learn with NALA Virtual Learning Environment
5. Learning with NALA Report findings
6. Conclusion

Literacy in Ireland

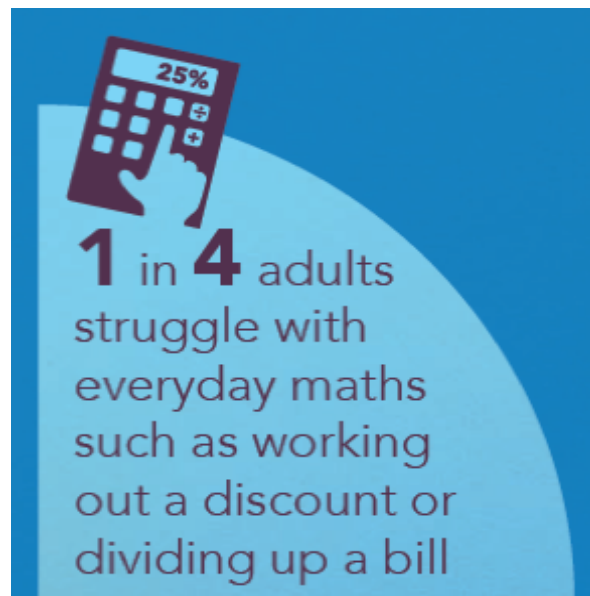


PIAAC 2012



18% of Irish adults are at or below level 1 of literacy – **521,550** people

25% of Irish adults are at or below level 1 of numeracy – **754,000** people



Reference: CSO (2013) Programme for International Assessment of Adult Competencies
[PIAAC 2012](#) Survey Results for Ireland

National Adult Literacy Agency (NALA)



Who is the National Adult Literacy Agency?

- Founded by volunteers in 1980
- Registered Company and Charity
- Board, 4 Sub-Committees and 30 staff
- €2.8 m budget from Irish Government, Plain English and Other Services Memberships, Donations / Royalties
- [NALA's Living History 1980-2020](#)

Who is the National Adult Literacy Agency?



Vision

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.

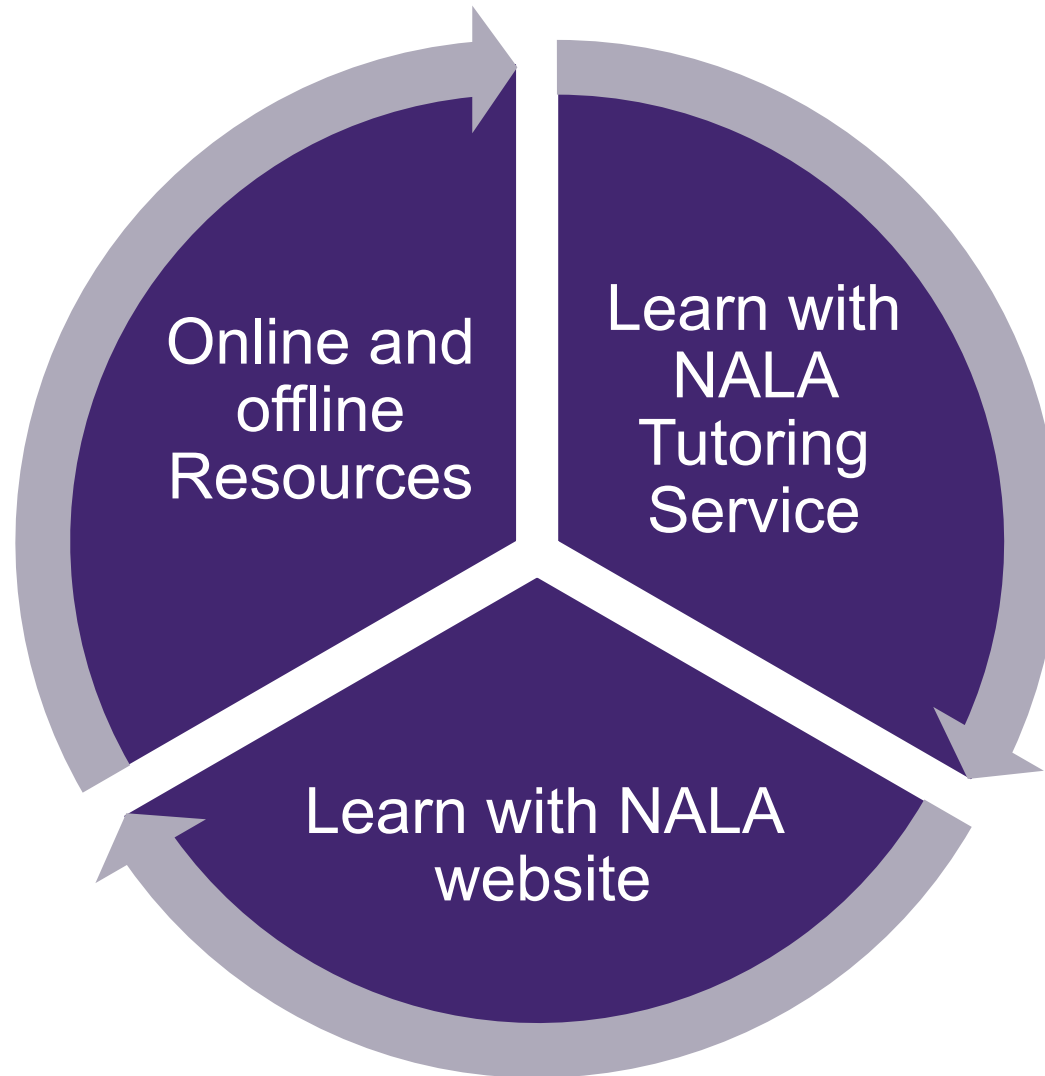


Mission

Our mission is to:

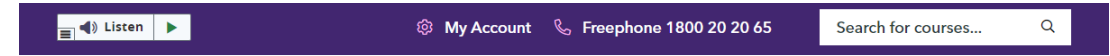
- campaign for literacy as a human right;
- be leaders and champion best literacy practice; and
- support organisations in their efforts to be literacy friendly.

NALA as a provider of adult literacy services



Learn with NALA Virtual Learning Environment (VLE)

- Content at level 1 - 3
- Level 2 & 3 QQI certification options
- Interactive learning
- Learner led, blended approach
- Support helpline
- 3,000+ learners per year
- 1,500+ QQI awards per year
- 1,500+ NALA certificates per year
- Free, confidential, flexible
- Tutor support available
- Option to learn with local registered centre
- For more see [Learn with NALA](#)



[How it works](#) [Online courses](#) [Tutor training](#)

[Log in](#)

[Register](#)

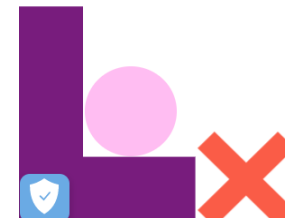
Learn for free

English, maths, computers and more

[Explore courses](#)

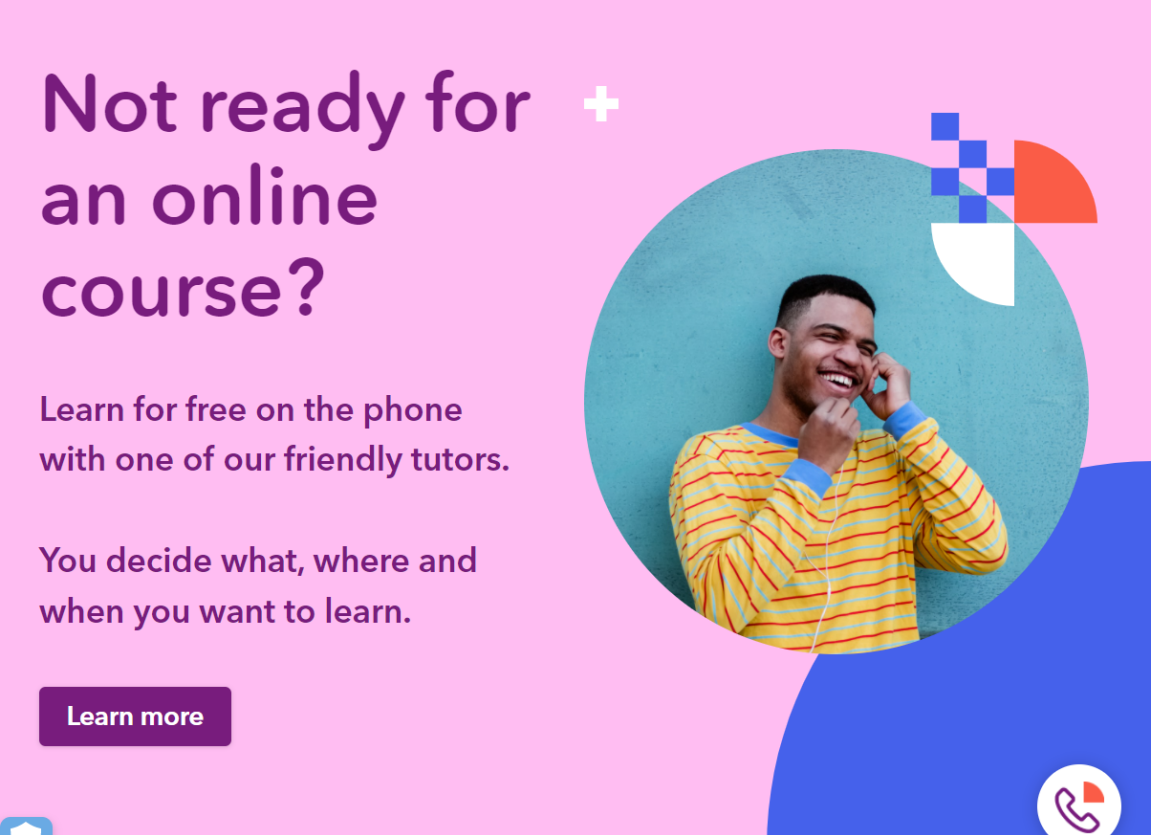
or

[Learn more](#)



Learn with NALA Tutoring Service

- Personalised 1:1 sessions
- Induction pack
- 10 week programme
- Weekly 30 min calls
- 400+ learners per year 3,000+ sessions per year
- Free, confidential, tailored, flexible
- Internal support team
- Managed via Salesforce
- Support helpline
- For more see [Learn with NALA Tutoring Service](#)



Not ready for +
an online
course?

Learn for free on the phone
with one of our friendly tutors.

You decide what, where and
when you want to learn.

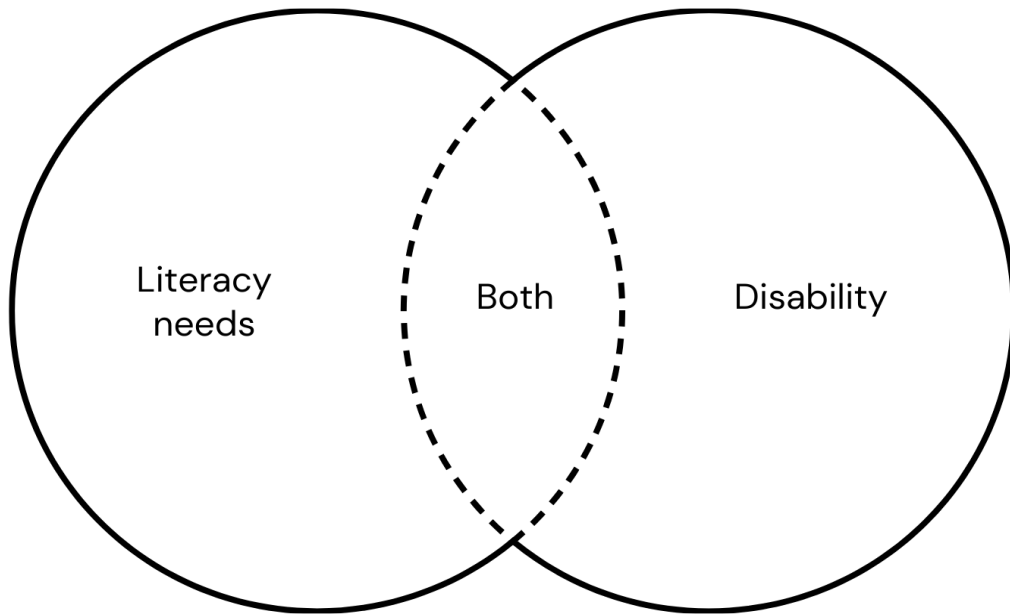
[Learn more](#)

The graphic features a smiling man in a yellow and blue striped sweater talking on a white phone. He is positioned within a teal circle. The background is a vibrant pink with abstract geometric shapes in blue and white, including a checkered pattern and a semi-circle. A small white phone icon is visible in the bottom right corner of the pink area.

Literacy, Disability and Social Security



Literacy and disability



Education experiences

- Learning difficulties
- Time out of school
- Lack of supports

"People who were affected by their disability during their school years tended to have lower levels of educational qualifications than the wider population"

(National Disability Authority 2015)

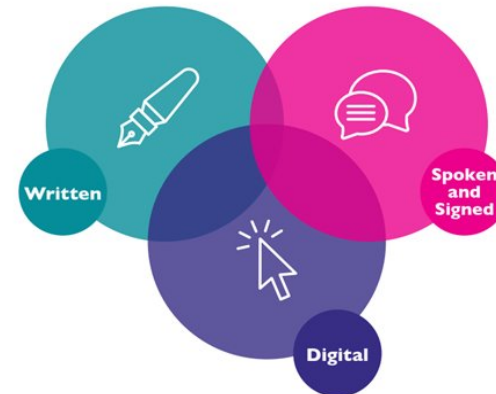
SOLAS 2022	All learners	Learners with disability
Total in FET	187,000	13,000 (7%)
Adult literacy	14%	22%

Literacy and disability advocacy

Shared goals

- Accessible services
- Plain language communications
- Inclusive education
- Lifelong learning opportunities
- Employment supports

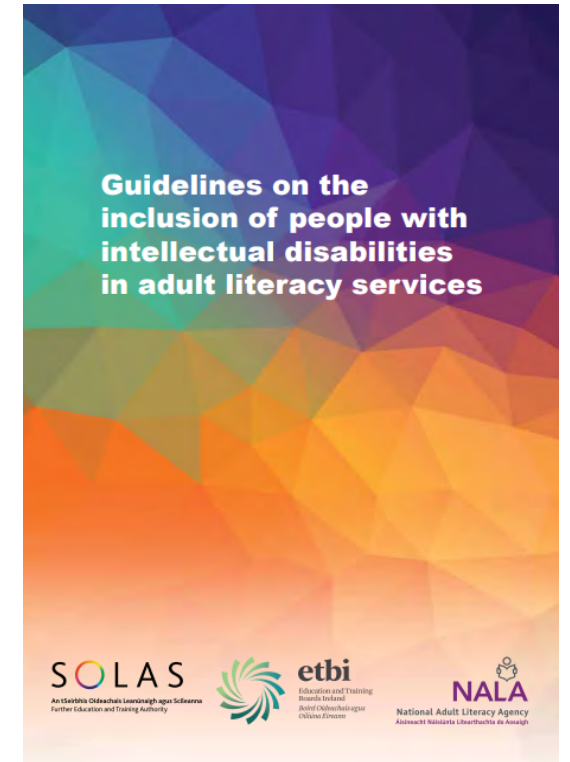
Customer Communications Toolkit for Services to the Public — A Universal Design Approach



An Roinn Caiteachais Phoiblí
Sheachadadh PFN agus Athchóirithe
Department of Public Expenditure
NDP Delivery and Reform



Centre for Excellence
in Universal Design
Údarás Náisiúnta Michumais
National Disability Authority



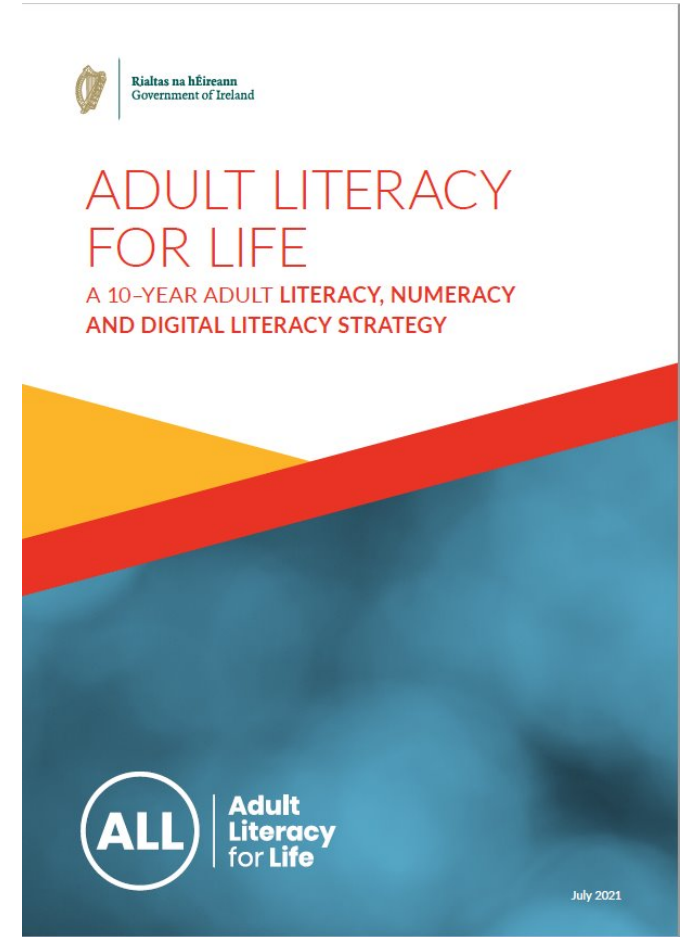
Employment activation

- Literacy needs and disability both linked to lower rates of employment
- Most PES referrals to short courses are Levels 1 - 4 (DPER 2023)
- About 100 referrals to NALA from Intreo each year
- Training aspect of Green Paper underdeveloped
 - "capacity to work" changes with learning
 - Mandatory training –v- adult education principles
 - Need for quality, accessible options



Cross-government approach

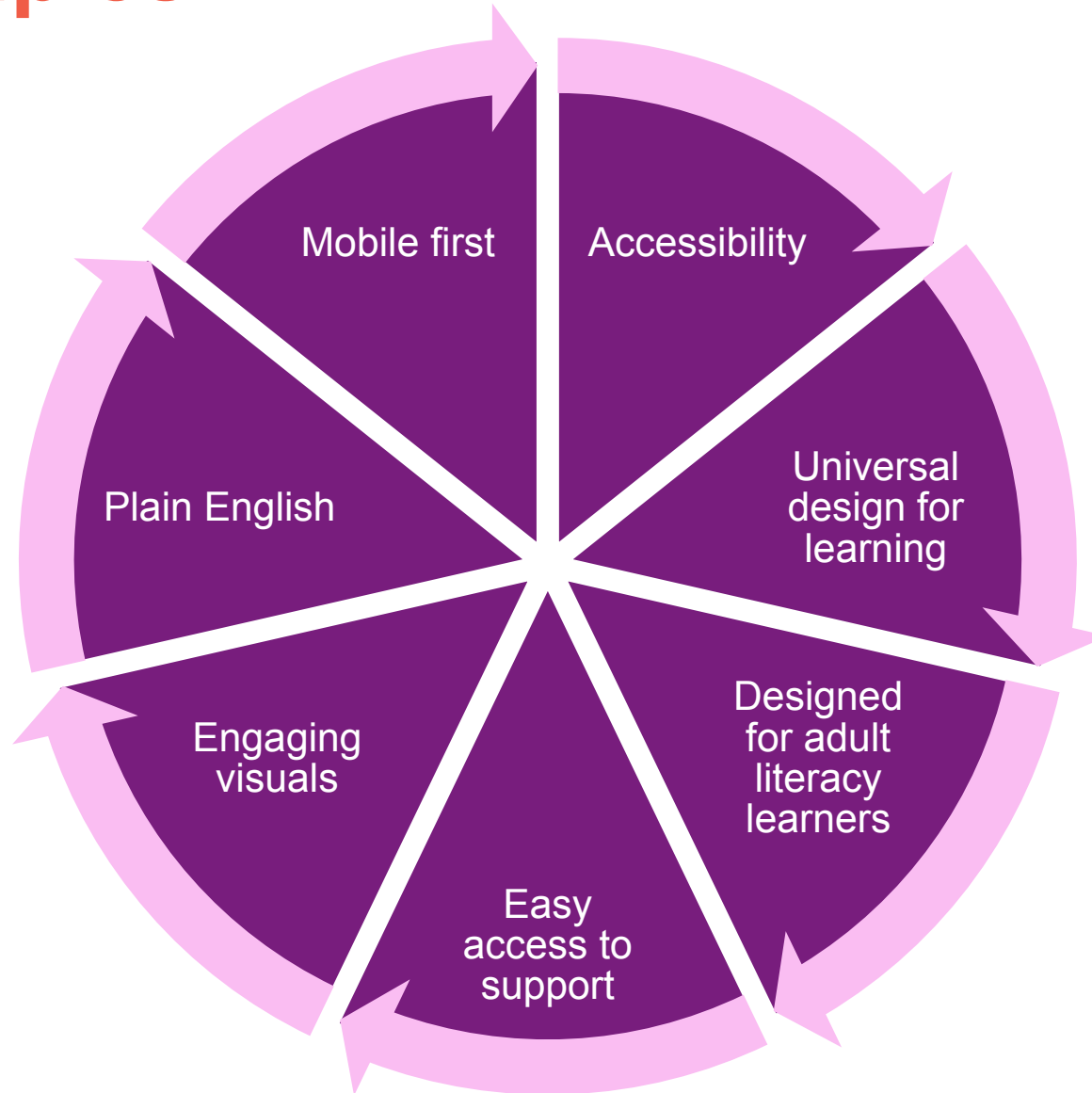
- **Special Cabinet Committee on Children, Education and Disability**
 - Minister for Further and Higher Education
- **Adult Literacy for Life (ALL) Strategy**
 - Cross-government Implementation Group
 - Department of Social Protection has "a key role" sourcing supports for jobseekers



Learn with NALA Virtual Learning Environment




Design principles





[How it works](#) [Online courses](#) [Tutor training](#)

 [Log in](#)

 [Register](#)

Learn for free

English, maths, computers and more

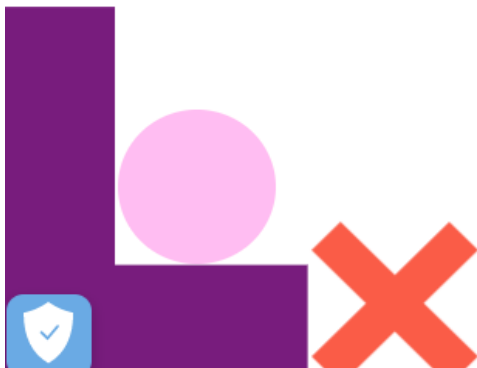


[Explore courses](#)

or



[Learn more](#)



NALA 

[How it works](#) [Online courses](#) [Tutoring service](#)[Log in](#)[Register](#)[Home](#) — [Create An Account](#)

Register

If you are in a registered Learning Centre, please contact your tutor to get the correct link to register.

Step 1 Create your account


All fields marked with * are required.

Create a username*

 **Example: Name122**

Your username must be all lower case and contain no spaces.

Choose your password*

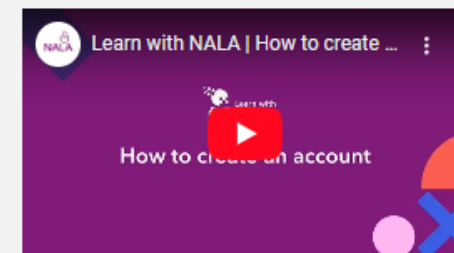
 *****

Passwords must have:

1. at least 8 characters
2. 1 digit (0-9)

Do you need help?

If you're unsure about how to fill out this form, watch the video below or feel free to call us for help:

[Freephone](#)



Course Home



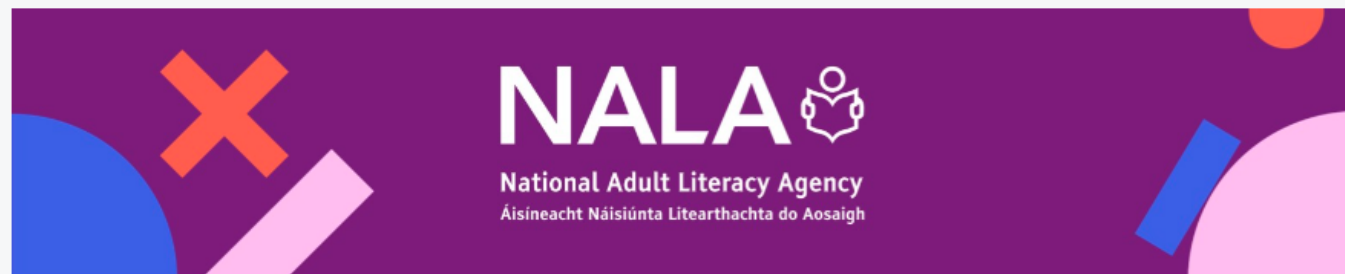
Help



My Progress



Awards



My Courses



Managing personal
finances Level 3
LEVEL3AA_L3_3N0921_D



Personal and
interpersonal skills
Level 3
3M0874_L3_3N0564_D



Communications Level
3
3M0874_L3_3N0880_D



Computer literacy
Level 3
3M0874_L3_3N0881_D



Maths Level 3
3M0874_L3_3N0929_D



Career preparation
Level 3
3M0874_L3_3N0896_D

[View All Courses \(6\)](#)

Welcome to Learn with NALA ▾

Press the button below to open the getting
started guide.

[Getting started guide](#)



Call us for free on: 1 800 20 20 80

Email: learn@nala.ie

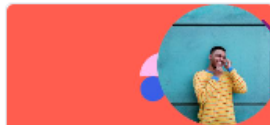
National Learning Network

Kildare : Athy Think *Possible*

My Courses



Reading Level 1
P1GL0_L1_M1C01_S



Pattern and
relationship Level 2
P2GL0_L2_M2N06_S



Functional
mathematics Level 3
3M0874_L3_3N0930_S



Preparing for Level 3
Measurement
LEVEL25_L25_MEASUREMEN



Shape and space Level
1
P1GL0_L1_M1N07_S

[View All Courses \(5\)](#)

Welcome to Learn with NALA ▾

Press the button below to open the getting started guide.

[Getting started guide](#)



Need help?

Call us for free on: 1 800 20 20 80

Email: learn@nala.ie

2. Things technology can do

Match the picture with its function.



Washes my dishes



Turns on my tv

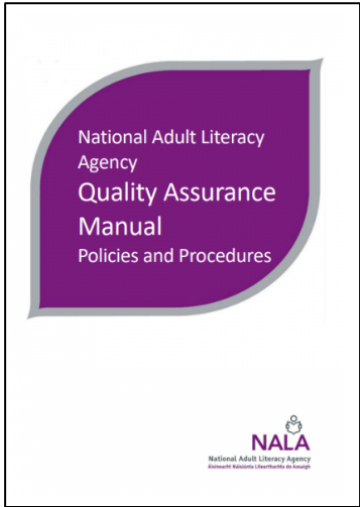


Heats my soup



Clear Answers

NALA and QQI national certification



Learning with NALA

Profile and experience of Learn with NALA users,
March 2020-November 2022



Key findings: Online learners



6,537

There were 6,537 online learners from 1 March 2020 until 30 November 2022.



44%

44% were 'centre' learners.



56%

56% were 'independent' learners.

Key findings: achievement



1,519

1,519 learners were awarded Quality and Qualifications Ireland (QQI) certificates at Levels 2 and 3.



1,141

1,141 learners earned certificates of completion by NALA at Level 1 and Preparing for Level 3.

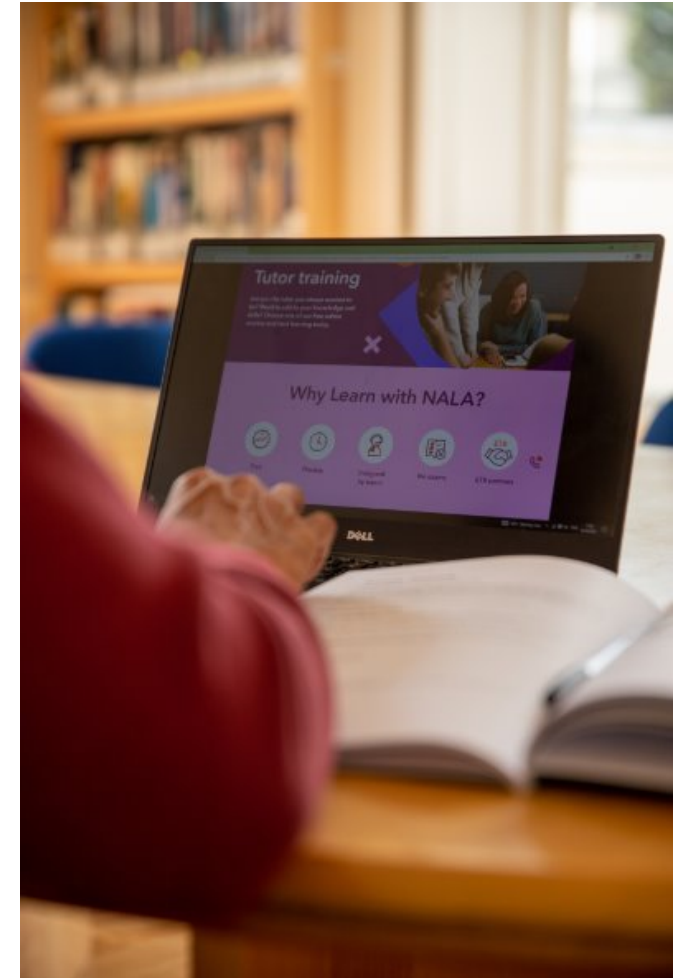


4,563

4,563 learners received at least one digital badge indicating that they had made progress in their Learn with NALA course.

Key findings: Learner survey

- 249 respondents
- 46% had a disability
- Majority chose LWN because it's online (57%)
- Motivations to learn were qualifications (23%), career (22%) or personal development (22%)
- Most learners engaged in the evenings (43%) or weekends (15%)
- 17% were long-term unemployed
- 2% were on a work placement scheme



Key themes: focus group

Employment



"I have a learning difficulty and reading and writing was a big problem for me. I am in a job part-time and getting some support here as well.

"I found it very helpful for me and lets me do the books in my job now.

Access



"My child is a wheelchair user with multiple complex disability and a mild learning disability. She has a very short working memory which causes her problems when learning. School environment was never going to work out well for her, so she is home schooled.

"I heard about NALA form another home-schooler and left it would be a useful way for her to get a QQI Certificate so she would have some pre-work training as she moves into her later teens.

"We like the fact she can sit down at her laptop and work away. She has done 10 courses like this so far. She likes the fact that it is accessible and she can just sit down and work on it.

Confidence

"She likes the independence of it and the fact she can get a certificate in the post – she has been absolutely tickled with that and was delighted. It has given her a boost of confidence.



"I started NALA in Headways after a brain injury. At the beginning I found it difficult but I'm now at Level 3 and almost finished it. I worked my way all the way up from Level 1.

"I found it very good. My concentration and short time memory went and I'm now getting back there now.



Conclusion



We need...

- A cross-government approach to social security
 - Education and training = central
- Learning options for adults which are:
 - Diverse
 - Flexible
 - Inclusive

"As a society, we are missing out on the full talents and potential of many of our fellow citizens"

Minister for Social Protection
Heather Humphries

"We have to challenge the misconception that an inability to read, write or digitally communicate is a failure of the person. It is a failure of society and the State"

Minister for Further and Higher Education,
Research, Innovation and Science
Simon Harris

Thank you

Elaine Cohalan
ecohalan@nala.ie

Aoife Crawford
acrawford@nala.ie

