



**National Adult Literacy Agency**

An Áisíneacht Náisiúnta Litearthachta do Aosaigh



# **Annual Report 2006**

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National Adult Literacy Agency

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Really Usefull Guide to Words and Numbers website [www.rug.ie](http://www.rug.ie)  
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## Overview of 2006

In many ways, 2006 was dominated by the end of a number of key policies and strategies related to adult literacy work and preparation of new plans for the years to come. Most notably, the new plans were the National Development Plan (NDP) 2000-2006 and the NALA Strategic Plan 2002-2006.

The NDP provided the benchmark for the budget for adult literacy work. The budget looked good when it was originally published but fell far short of requirements in 2006. Increases in pay-related costs for the delivery of adult literacy tuition and the continued increase in the numbers of people looking for ESOL tuition, for which there have been no additional resources, meant that the actual numbers of adults benefiting from the VEC adult literacy service has decreased.

Fortunately, the Joint Oireachtas Committee for Education and Science published its report *Adult Literacy in Ireland* (2006). The report highlighted the inadequacy of the budget for adult literacy and provided a new focal point for our on-going lobbying efforts. In particular, we highlighted the recommendations of the National Adult Literacy and Numeracy Implementation Plan (2004), which outlines the need for additional funding for increased tuition, especially intensive learning opportunities, and the creation of full-time tutor posts. The Committee also took up our call for a new strategy to be developed for adult literacy with a budget of €125m to carry it through until 2013.

In terms of the NALA Strategic Plan 2002-2006, an external consultancy firm conducted a review of our work and confirmed the broad spread of work we were involved in. It advised us to take a more focused approach from 2007 in the areas of policy, research and innovation. For the last year of the plan, we fulfilled a challenging work schedule, as illustrated in the pages of this annual report. The highlights of the year are what take up the rest of this overview. They are structured in line with the eight steps of our strategic plan.



In terms of influencing policy, we targeted and influenced the policy development processes of the new NDP 2007-2013 and the Towards 2016 partnership agreement, both of which outline future investment in the adult literacy issue. While we welcomed these broad commitments, we also responded that more investment was required. We met with senior policy makers and told them this. We specifically met the Department of Education and Science about the need to evaluate the impact of the National Adult Literacy Programme with a view to informing future developments and requirements.

In research, we focused on developing a learner-centred curriculum framework, which will be complete in 2007. To help us produce the framework, we held a lengthy consultation process with a wide range of stakeholders. Smaller-scale research projects included areas such as financial literacy and the use of technology in adult literacy services.

In quality, we evaluated the Evolving Quality Framework in 2005. In 2006 we amended the Framework to take into account the new FETAC Quality Assurance Standards and other requirements users felt would be helpful. In addition, we contributed throughout the year to the development of the FETAC awards, including a range of awards at Level 1 and 2, which were approved by FETAC.

We delivered much training and many materials. Our efforts were dominated by mainstreaming the Mapping the Learning Journey assessment framework within the VEC adult literacy programme and other providers. We delivered materials on health and safety; Traveller culture; the Census 2006; finance, health and family literacy; and the European Union.

A brand-new literacy television concept was created, *The Really Useful Guide to Words and Numbers*. The programme was broadcast weekly on RTÉ 1 from September, with around 10% of the viewing public following the series. An exciting new website and workbook was produced, which provided a robust free



resource for people who wished to develop their literacy through distance education. Literacytools.ie was also developed throughout the year. New worksheets and themes provided another resource to students and tutors.

Efforts to expand and develop family literacy activity through the guise of materials and grants continued. In addition, NALA participated in a number of Grundtvig<sup>1</sup>-funded European projects around family literacy. The projects added to our knowledge of developments at European level and gave us an opportunity to highlight Irish family literacy developments to colleagues abroad.

The Skills for Work pilot project, resourced through the Workplace Basic Education Fund, experienced its first full year of activity and provided tuition to almost one thousand workers. This was an incredible achievement for a new approach involving employees, employers, NALA, FÁS, the VEC, trade unions and employer representative bodies. During the year we also launched the evaluation of the SMART-Workplace Basic Education Model for Small Medium Enterprises (2006) and An Employers' Guide to Basic Skills at Work (2006).

The integration of adult literacy into vocational education and training also continued apace. We generated training, seminars and materials to support this work. The on-going commitment to this approach within FÁS Community Training Centres was particularly in evidence throughout the year. Staff from the centres strove to meet the highest standards to help participants with literacy and numeracy needs.

We continue to develop new approaches to literacy work. In the area of Information Communication Technology (ICT), we created, tested and distributed a number of CD-ROMs to adult literacy providers. English for speakers of other languages (ESOL) work featured strongly throughout 2006, due in part to the increased number of ESOL learners. We created support materials for tutors, provided specialist training and put on a dedicated conference. We also created a health literacy handbook to assist tutors and learners who are developing programmes around this area.

Promotions and communications work focused on two areas:

- National Literacy Awareness Week and its theme of the importance of literacy in political participation; and
- the ACE awards.

Both campaigns attracted considerable attention from a variety of groups and the media. A number of politicians and high-profile members of the media and academia supported us in this work. Our main private sponsor, the EBS, made the ACE awards possible. To them and all our other supporters and funders, we are very grateful. We also extend a special word of gratitude and best wishes in her new career to Síle de Valera, Minister of State at the Department of Education and Science, who resigned in December.

Finally, in our internal operations, we paid significant attention to the area of customer care and the process of developing a new strategic plan. This, amongst other areas highlighted above and throughout this report, demonstrated a high level of commitment and dedication from the Executive, especially our Chairperson, Frances Ward, and the staff throughout 2006.

**Inez Bailey**

**Director**

<sup>1</sup> Grundtvig, is a funding programme, provided by the European Commission, to promote the exchange of learning experiences and to improve the quality and accessibility of mobility throughout Europe in the area of adult education.



# Policy

## Participation in adult literacy

There are 35,500 students using VEC adult literacy services<sup>2</sup>. Nearly 10,000 of these students are getting tuition in English for Speakers of Other Languages (ESOL).

While the number of ESOL students has continued to increase, the number of other adult literacy students has remained static since 2002. There are 6,453 more ESOL students in 2005 than there were in 2002, while there were just 636 more other adult literacy students. In fact, there was a decrease of 309 in the number of non-ESOL students in 2005.

The adult literacy returns show another significant trend. The number of paid tuition hours provided through the adult literacy services continues to decrease. This is of particular concern, as the total number of paid tuition hours has decreased steadily by nearly 50,000 hours each year from December 2002 to December 2005.

The reason for this is that the increased budgets in 2005 were exhausted by pay increases for tutors and organisers assigned to ESOL tuition and on expenditure other than for mainstream literacy tuition hours.

## Focus on policy

To advance literacy development, we paid particular attention in 2006 to the area of education and social policy. We met the spokespersons for education from the main political parties. We explained to them key issues affecting the development of adult literacy in Ireland and asked for significant increases in resources in 2007 and until 2013.

NALA was happy to respond to queries earlier this year from the consultants who were drafting the Report on Adult Literacy being produced by the Joint Oireachtas Committee on Education and Science. This report took account of 50 submissions in 2005 and was published in May 2006. The report described the adult literacy situation in Ireland as “unacceptable” and set out a goal to “halve the number of persons on the lowest level of literacy – as defined by the IALS – in.... 15 years”<sup>3</sup>. NALA responded formally to this report and met with the chairperson of this committee to promote its implementation.

NALA also lobbied to inform *Towards 2016, Ten-Year Framework Social Partnership Agreement 2006-2015*. This agreement has a significant focus on literacy, outlining expansion in literacy services and highlighting the importance of literacy in workplace settings.

Both of these important policies specifically reference the *National Adult Literacy and Numeracy Programme Implementation Plan*, published by NALA in 2004, as being the basis for adult literacy development.

These policies provided a strategic and valuable platform to influence the National Development Plan (NDP) 2007-2013, and NALA made a direct submission to this process. NALA and the Irish Vocational Education Association (IVEA) also cooperated on this. We issued a joint statement on the requirement for the new NDP to resource and implement the provisions set out for literacy development in national policies.

NALA also contributed to national advisory groups for the Education Equality Initiative and the Adult Education Guidance Initiative.



<sup>2</sup> DES Adult Literacy Returns December 2005

<sup>3</sup> Report on Adult Literacy, Joint Oireachtas Committee on Education and Science, May 2006, Government Publications



# Research

## Curriculum development

NALA is leading a major action research project entitled 'Exploring a framework to support student-centred curriculum development in adult basic education (ABE) in Ireland'.

The project developed student-centred guidelines on curriculum development. Researchers extensively consulted vocational education and training centres and other stakeholders during development of the project.

An advisory group of 21 participants advised the research team throughout the year. The consultation process included 43 meetings with stakeholders, 13 focus groups, and appointing nine curriculum practitioners who met with their students and peers in 17 different sessions. The research team from the National Research and Development Centre (NRDC) for literacy and numeracy in the UK wrote the draft scoping paper, which was called *Adult basic education in Ireland: towards a curriculum framework*. We distributed this to 2,000 NALA members, educational and training centres and other stakeholders.

We received responses from 50 organisations and individuals, which we used with the feedback from the advisory group to finalise this paper. The paper is available on the NALA website at <http://www.nala.ie/research/curriculumdevelopment.html>.

The research team have since employed three curriculum developers to develop approaches to curriculum in literacy, and this work will continue in 2007.

NALA also contributed to the work of an advisory group on curriculum in relation to a new FÁS Community Training Centre. The contribution particularly focused on systems to ensure that literacy and numeracy are integrated across the curriculum and at all phases of the centre's programme.



**For more information about the curriculum development programme, please contact John Stewart by e-mail at [jstewart@nala.ie](mailto:jstewart@nala.ie) or by phone on (01) 809 9196.**

## Financial literacy research

This year we commissioned an omnibus survey<sup>4</sup> to complement the extensive research we carried out in 2005. The survey asked a representative sample of 1000 people questions about how they dealt with financial institutions and their understanding of products and services.

The questions covered:

- relationships with banks or credit unions;
- how financially prepared people were to deal with unforeseen circumstances;
- how people understood everyday financial terms; and
- what banks or financial institutions could do to improve customer relationships.

90% of people who did the survey had a relationship with a bank or credit union.

However, just under one-third of all adults felt financially prepared to deal with unforeseen circumstances. And over a third of adults felt they were not prepared, which is a cause for concern.

<sup>4</sup> A multi-purpose survey based on interviews with a sample of about 1,000 adults, with one adult selected from each household. This provides quick results from relatively short and simple sets of questions.





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Not surprisingly, given recent media hype, most adults knew what pensions and SSIsAs are. But they did not understand credit ratings, APR and equity as well as they understand pensions and SSIsAs.

Four in ten adults mentioned that they would like their bank or financial institution to treat them as a valued customer, while one third would like a confidential space provided for help and advice. Not surprisingly, three in ten adults would like information and brochures that are easy to understand.



For more information on the financial literacy research, please contact Emma Ramsey by e-mail at [eramsey@nala.ie](mailto:eramsey@nala.ie) or by phone on (01) 809 9180.

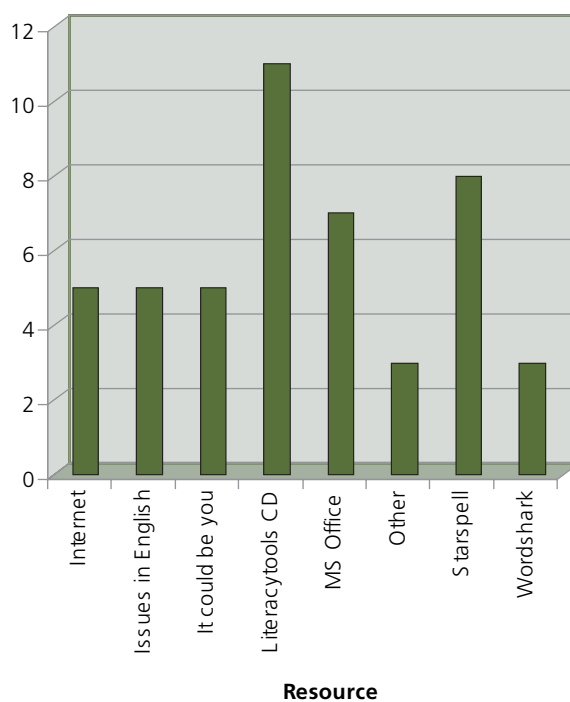
### ICT questionnaire

We sent an ICT questionnaire to literacy centres this year to find out their needs and evaluate how our work in this area has changed their practice. The results show that practitioners were happy with the provision of appropriate software. Space and broadband were the main barriers to expanding the use of ICT in tuition.

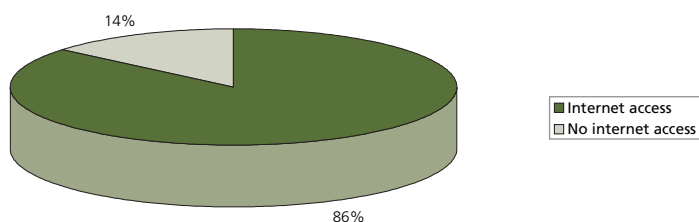


For more information on the ICT questionnaire, please contact Jenny Lynch by e-mail at [jlynch@nala.ie](mailto:jlynch@nala.ie) or by phone on (021) 427 8664.

Most Popular ICT Resources



Literacy centres and internet access



# Evolving Quality Framework (EQF) for Adult Basic Education (ABE)

## EQF update

The Evolving Quality Framework (EQF) is one of our most successful projects. As the EQF matures and evolves, it is crucial that all students continue to be ensured access to high-quality learning opportunities. This is especially true for adult literacy students who the education system often failed the first time around. They need to be guaranteed the best possible support and quality teaching as adult students.

The following updates show how work on the EQF in 2006 has laid the foundation for an even more dynamic year ahead.

## County Offaly EQF team visit

The year kicked off with an invite to the Evolving Quality Framework Co-ordinator to visit the county Offaly EQF team. The Offaly team had just completed all the areas of the Framework and wanted advice on the next steps in using the EQF. This was a very enjoyable and productive visit. Both NALA and the team were delighted that the team had covered round one of the Quality Framework.

The team had done trojan work. They showcased two folders of evidence, one organised according to the areas of the EQF and the other organised according to FETAC's quality assurance requirements. This system helped them meet FETAC's requirements for accreditation and the needs of adult literacy students who did not wish to work towards formal accreditation.



County Offaly EQF team

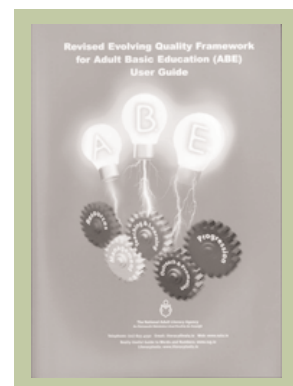
The team were also excited about their planned contribution to their local VEC Quality Assurance Steering Committee in developing a cross-county quality assurance application for FETAC. They felt they had significant experience in quality and were keen to learn and share information with the Committee.

## Issuing EQF grants

In February, the 2006 EQF implementation plan, including grant application forms, was issued to the VEC adult literacy services. In all, 30 (mainly VEC) adult literacy services applied for funding to use the EQF.

## Updating the EQF User Guide

In May, work began on updating the EQF User Guide, which builds on the EQF External Evaluation (McSkeane, 2005). The update focused on developing the existing User Guide to reflect FETAC's national requirements while maintaining the distinctive ethos of adult basic education (ABE). A number of EQF teams were





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consulted while the guide was updated. The guide now offers core indicators of quality that satisfy both FETAC and EQF requirements. It also allows for teams to continue developing their own indicators of quality as necessary. A new feature of the guide is the dedicated section for EQF facilitators. This plain English guide to the EQF was published late in 2006.

### **Facilitator support**

Unlike other years, there was no formal EQF facilitator training in 2006. This was due to insufficient demand. During the year, we provided informal facilitator training and support as required. We realised that EQF facilitators would need a more involved refresher training session in early 2007 to familiarise themselves with the updated User Guide.

### **Networking**

Networking on quality in ABE was an important theme during the year. The EQF Co-ordinator, the National Literacy Co-ordinator (John Stewart) and NALA's Numeracy Co-ordinator (Terry Maguire) attended and presented at the 'Literacy and basic skills practices and policies thematic seminar' in Brussels.

The seminar had participants from Italy, Scotland, Northern Ireland, Ireland, Switzerland, Belgium, Lithuania, France and England. This was the first seminar of its kind on literacy. We hosted a full day dealing with quality criteria during the four-day seminar. We also hosted a numeracy workshop.

The day hosted by NALA was very well received. It started with a presentation from Dr. Ursula Howard, Director, NRDC. She presented the main research findings on quality in ABE from England, Scotland, Wales and Northern Ireland.

The remainder of the day focused on three different models of quality assurance:

- the Scottish Accreditation model, quite similar to FETAC's quality assurance descriptor; the Lire-et-Ecrire Swiss Romande accountability model, which requires all adult literacy providers to have the Swiss Quality Mark or face funding cuts; and
- the Evolving Quality Framework for ABE, which is primarily a teaching and learning model.
- NALA received a French translation of the original EQF User Guide (2002).



For more information on the Evolving Quality Framework, please contact Claire O'Riordan by e-mail at [coriordan@nala.ie](mailto:coriordan@nala.ie) or by phone on (01) 809 9193.



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# NALA Development Projects

## Distance Education

### **The Really Useful Guide to Words and Numbers**

The distance education project, 'The Really Useful Guide to Words and Numbers', consists of five elements:

- 24 episodes of The Really Useful Guide to Words and Numbers TV series, broadcast from 24 September 2006 to 1 April 2007;
- two The Really useful guide to words and numbers workbooks;
- a web site at [www.rug.ie](http://www.rug.ie); and
- a freephone tutor support line available on 1800 20 20 65.

To date, the series has achieved an average weekly viewership of 85,000 people, representing around 10% of the viewing public. In addition, we have received just over 3,000 calls requesting individual workbooks. We have also shipped over 17,000 copies to literacy providers all over Ireland.

This initiative aims to build on the success of the 'Read Write Now' series, a unique approach to combining all forms of media in delivering learning materials. NALA's work in this area has been recognised internationally, and we have made presentations at the Frankfurt Book Fair Literacy Campaign, a UNESCO conference in November 2006 and a private seminar in Rotterdam in June.

The project started in consultation with the Media Advisory Group and Thirdforce Skills for Life (formerly AV-Edge, the company behind the 'Read Write Now' series). The project was funded through the Broadcasting Commission of Ireland's (BCI) Sound and Vision Scheme, RTÉ and the Department of Education and Science.

Unlike 'Read Write Now', 'The Really Useful Guide to Words and Numbers' is studio-based. It features both students and practitioners chatting with the host, Flor McCarthy. Smaller learning packages, similar to those used in 'Read Write Now', are spread through each half-hour programme. The series also moved from a weekday slot to Sundays at lunchtime with a repeat after midnight on Tuesday evenings.

The Media Advisory Group continued to meet regularly in 2006 to guide the work of the 'Literacy through the media' project. The group includes a literacy student and has representatives from:

- the Department of Education and Science;
- RTÉ;
- Chief Executive Officers' Association (CEOA);
- Irish Vocational Education Association (IVEA);
- Adult Education Organisers' Association (AEOA);
- Adult Literacy Organisers' Association (ALOA); and
- NALA.





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We are currently working on a submission to the BCI for funding for a new initiative for late 2007 or early 2008.



For more information, please contact Tom O' Mara by e-mail at [tomara@nala.ie](mailto:tomara@nala.ie) or by phone on (01) 809 9181.

## English for Speakers of Other Languages (ESOL)

### Why ESOL?

Over the past few years, more and more non-nationals have settled in Ireland. To better integrate into Irish society, many of these new arrivals are taking ESOL classes with VEC adult literacy services and in other adult learning sites. This has often occurred because asylum seekers, refugees and migrant workers are sometimes excluded from educational opportunities because of financial issues or legal restrictions. NALA is supporting the VEC adult literacy service and other ESOL providers by offering ESOL training and materials.

### ESOL Provision

Up to June 2006, there were 9,800 students in ESOL classes in the VEC adult literacy service. This is almost 28% of the total number of students in the VEC adult literacy service throughout Ireland.

### NALA ESOL Conference 2006

The NALA ESOL conference of 2006 took place in The Sheldon Park Hotel, Dublin on 4 May. 130 people attended, most of whom were ESOL tutors, coordinators and adult literacy organisers (ALOs). Joe Little, Religious and Social Affairs Correspondent with RTÉ, chaired the conference. There were three main speakers at the conference: Marina Spiegel from the Language and Literacy Unit at London Southbank University, Aristogena Gjini from Kosovo, who is a Leaving Certificate student at Pearse College in Dublin, and Kieran Harrington, ALO in Galway city VEC.

Marina Spiegel spoke about the differentiation and commonalities between ESOL students, what differentiation means and how it is different to working with mixed-level groups.

Aristogena Gjini has progressed to doing a leaving certificate at Pearse College, Dublin. She talked about the challenges with her language learning since she arrived in Ireland.



Aristogena Gjini, Joe Little and Kieran Harrington listen to Marina Spiegel address ESOL conference



Kieran Harrington spoke about communicative competence<sup>5</sup> in the context of ESOL provision in Ireland and the development of this concept. He went on to examine its influence on communicative language teaching.

The 2007 NALA ESOL conference will be in Dublin on Wednesday 2 May 2007.

### What is NALA doing in ESOL?

- With Waterford Institute of Technology (WIT), NALA is providing three accredited ESOL modules for ESOL tutors and coordinators. A fourth ESOL module is being developed.
- NALA is providing one-day ESOL training courses aimed at ESOL practitioners.
- In 2006 NALA put a set of ESOL materials onto the Literacytools website: [www.literacytools.ie](http://www.literacytools.ie) so that ESOL students can use these materials at home or at a PC in the ESOL classroom.
- NALA has two ESOL packs available, The Big Picture and The Big Picture 2. These materials are practical and focus on the daily needs and issues of ESOL students living in Ireland today.



For more information on ESOL, please contact Fergus Dolan by e-mail at [fdolan@nala.ie](mailto:fdolan@nala.ie) or by phone on (01) 809 9191.

## Family Literacy

### Learning and Families (LEAF) project

This year, with support from the Department of Education Social Inclusion Unit and the EBS, we extended our Storysacks<sup>6</sup> project, which began in 2005 with funding from the EBS.

The 'Learning and Families (LEAF): literacy in a sack' project broadened the range of purposes and contents for the sacks. The project was launched at a family literacy and numeracy development day on 31 May in the National College of Ireland, Dublin 1. The day was based on six workshop topics run by these family literacy practitioners:

- Margaret Keating, Bray Adult Literacy Centre;
- Rhonda Smith, Adult Literacy Consultant;
- Mary Flanagan, Clare Adult Basic Education Service: Family Learning and Literacy;

<sup>5</sup> Communicative competence not only refers to the correct use of grammar, but also to appropriateness in language use with members of a given speech community. It is usually held to consist of four components: grammatical competence, sociolinguistic competence (appropriateness), strategic competence and discourse competence.

<sup>6</sup> A Storysack, is a big cloth bag containing a good quality and entertaining children's book. In addition, there are fun props such as dolls, music and activities to bring literacy to life for all members of the family.





Examples of Storysacks



Terry Maguire hosts workshop at LEAF conference

- Anne Doyle, St Ann's Senior Traveller Education Centre, Co Kerry;
- Terry Maguire, Numeracy Development Co-ordinator; and
- Mary Gaynor, Co Meath VEC.

150 people working in a range of settings and from many different parts of the country took part in the day.

After the launch, we received over 60 applications for grants towards the cost of running family literacy courses based on the LEAF concept.

Reports on the courses are on the NALA website so that other people can find out how to organise similar programmes.



Starbucks launched their second annual 'Bookdrive'

### Starbucks 'Bookdrive'

In December 2006, NALA and Starbucks launched their second annual 'Bookdrive'. This programme encourages customers at Starbucks stores to donate new or used books, which we distribute to the local community.

This year, Children's Books Ireland (CBI) also partnered the 'Bookdrive', where the 'My Favourite Story' competition was launched. 'My Favourite Story' invites children to talk about their favourite book and why they like it.

### Starbucks family literacy days

Starbucks have provided support for family literacy fun days. Fun days are one-day intensive family literacy sessions in local community centres. Both parents and children attend. The sessions are based around the Learning and Families (LEAF) family literacy in a sack concept.

### Quality in Family Literacy (QualiFLY)

QualiFLY is a Grundtvig 2 learning partnership. NALA organised the third study visit, which was in Dublin from 8-10 May 2006. Partners from Bulgaria, Germany, Italy, Malta, Turkey, and the UK visited family literacy projects based in the Dublin Adult Learning Centre (DALC) and the City of Dublin VEC Adult Literacy Services in Crumlin and Kilbarrack (KLEAR).



Janet Webb from the Clare Family Learning Project and Margaret Keating, Family Learning Co-ordinator with the Bray Adult Learning Centre and author of the NALA publication *At Home with Family Learning*, also gave a talk to the group.

There is more information about the QualiFLY project, together with family learning resources and presentations, on the website [www.unesco.org/education/uie/QualiFLY](http://www.unesco.org/education/uie/QualiFLY).



QualiFLY visit to Dublin, May 06

### **European Family Learning Network**

The European Family Learning Network is a new development. It is being funded for three years under Grundtvig 4. The Family Learning Network in the UK leads the network. Other partners are from Austria, Germany, France, Finland, Italy, Poland, Romania and Slovenia.

The first meeting was held in London in December 2006 and focused on family learning and basic skills.

The network will host a website, hold a series of meetings and training workshops, produce a newsletter and develop a set of tools to help groups who are interested in setting up family learning networks in their own areas.



For more information about family literacy, please contact Jenny Derbyshire by e-mail at [valleylodge4@eircom.net](mailto:valleylodge4@eircom.net) or by phone on 086 810 4452.



## Integrating Literacy

### Integrating literacy into further education and vocational training

Integrating literacy is about encouraging all education and training providers to apply whole-organisation systems and procedures that take account of literacy issues.

The aim is to ensure that no one is excluded from education and training programmes on the basis of literacy issues alone and that everyone can access education and training that suits their interests, talents and goals. It involves systematically building literacy development into the context and content of other programmes, courses and activities.

### Accredited training for instructors and tutors

In 2006 NALA in partnership with NUI Maynooth (NUIM) provided accredited training for 103 instructors, tutors and supervisors from vocational training and further education programmes. People who attended took part in five separate courses leading to the NUIM Certificate in Integrating Literacy. Two of the courses ended in 2006, with all 51 participants achieving the certificate. The remaining three courses will end in early 2007. Three of the courses – in Dublin, Cork and Athlone – were funded by FÁS. Two of the courses – in Ballinasloe and Oughterard – were funded by Co Galway Vocational Education Committee (VEC). The Cork and Athlone courses also included participants from Teagasc, who were funded by their agency.

### Centres that attended accredited training

Participants were instructors, tutors and supervisors from the following programmes.

FÁS	VEC	Department of Justice
Local Training Initiatives	Youthreach Centres	Department of Justice centres
Community Training Centres	Travellers Education Centres	
Community Employment projects	Vocational Training Opportunities Scheme	
	Range of further education and adult education programmes	

**Table 1**

### Subject responsibilities of participants

Many of the participants were responsible for designing and delivering programmes at levels ranging from FETAC 1-5. These included:

- home economics
- food and nutrition
- woodworking
- music
- IT
- catering
- craft
- graphic design
- business
- geography
- horticulture
- photography.
- childcare
- metalwork
- agriculture
- languages
- art

Some were coordinators of Open Learning Centres and of centres for long-term unemployed. Others were



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coordinators of work-based training programmes that provide services to the public, such as genealogical research, newspaper production, childcare and information services.

On the course, participants identified whole-organisation literacy systems relevant to their workplace, spanning induction through to progression. They also developed materials and methods for integrating literacy and numeracy into their own particular subject area and into their own teaching practice.

### **Literacy forum for community training centres**

Forty-two literacy tutors working in FÁS Community Training Centres and in Department of Justice centres attended their fifth annual forum in December.. The day's work focused on the new FETAC Levels 1 and 2 and on Integrated Individual Learning Plans for literacy and numeracy in the context of vocational education and training.

### **Smoking cessation and literacy**

NALA also worked with the Health Service Executive Dublin Mid-Leinster Health Promotion Tobacco Team to produce additional materials for their Patient Smoking Cessation Support Service Initiative Facilitators on the programme had identified the need for additional materials to meet the needs of participants with literacy difficulties. Smoking cessation facilitators piloted the new materials, and feedback from the pilot was positive.



**For further information on smoking cessation and literacy, please contact Mary Desmond, A/Senior Health Promotion Officer – Tobacco, Health Service Executive Dublin Mid-Leinster by telephone on (01) 274 4297.**

### **Further Education**

In June, staff from City of Limerick VEC further education programmes took part in an introductory session on integrating literacy into course design and delivery, facilitated by NALA.

In September, the staff of Liberties College, a Post Leaving Certificate (PLC) college, took part in a training session facilitated by NALA on integrating literacy support and development into further education (FE) programmes. The college organised the session for its entire teaching staff as part of its commitment to developing inclusive policies and strategies.

The introductory sessions identified how literacy issues come up in the FE classroom and how these affect both students and teachers. Then teachers considered some practical approaches they can use to take account of course-related literacy issues.

### **Youth workers and summer camp providers**

At the request of the Educational Action Research Project (EARP) of the Athlone Community Taskforce, NALA contributed to the design and facilitation of a one-day workshop in April for youth workers and summer camp providers. This was one of several initiatives designed by the EARP 'to create conditions to support young people to make a positive transition from primary to post-primary school'.

The workshop was co-facilitated by NALA and the Co Westmeath VEC Family Literacy Service. The 11 participants were involved in after-school facilities, youth projects and community-based youth initiatives in Westmeath, Offaly and Galway. After identifying how their current practice helps develop the young people's literacy and numeracy skills, participants focused on further practical ideas for integrating literacy and numeracy into their activities and programmes.



- ☎ For more information about the Educational Action Research Project, please contact , Sheila McArdle, Project Manager, by e-mail at [sheilamcardle@eircom.net](mailto:sheilamcardle@eircom.net) or by phone on (090) 649 4555.
- ☎ For more information on all of NALA's literacy integration strategy, please contact Bláthnaid Ní Chinnéide by e-mail at [bnichinneide@nala.ie](mailto:bnichinneide@nala.ie) or by phone on (01) 809 9190.

## Plain English: spreading the message

In 2006 we continued to use a variety of avenues to promote plain English. These included launching our open training courses, contributing to print and broadcast media and responding to public consultations. We continued our standard work to grant the Plain English Mark and assist the Department of Social and Family Affairs.

## Helping organisations to help themselves

In October we launched the first of a series of open training courses aimed at different organisations. This approach has enabled a wider range of people to become familiar with the plain English techniques without requiring employers to free up a large group of staff for training. The courses, which have so far taken place in Dublin and Cork, have proved to be very popular. People from county councils, state bodies, hospitals and community groups all work together to learn how to apply plain English to their day-to-day written materials.

We intend to continue offering open training in 2007 and add it to our one-day and half-day group courses. In 2006 we provided group training to Dublin Bus, KLEAR Community Adult Education Centre, St. Vincent's Hospital, the Communications Regulator, the National Association for Deaf People and the Curriculum and Quality Assurance Department in FÁS.

## Talking and writing about plain English

In January 2006, NALA was asked to contribute to a panel discussion about the rise of corporate jargon on 'The Big Bite', the daytime current affairs show that ran on RTÉ1 for two series. The panel discussion was light-hearted, reflecting the fact that corporate jargon is often ripe for mockery. However, we also conveyed the serious side. Jargon can often confuse people – including those who hear it at work every day, let alone those with literacy difficulties – and can prevent organisations from taking true responsibility for their actions.

The theme of complex language came up again on RTÉ Radio 1's programme 'The Business' in early February. We discussed with presenter John Murray the use of complicated financial terms. We explained why financial services should take more steps to use plain English to clarify puzzling terms and conditions in agreements and other financial literature.

In early September we contributed an article to Health Matters, the staff newsletter of the Health Service Executive, about the importance of plain English for health professionals and patients. Later that month, we launched our Plain English Guide to Political Terms during our National Adult Literacy Awareness Week (see page x) and promoted it through a number of outlets, including Newstalk 106 and the Irish Times.

## Putting plain English on the agenda

Alongside our work to promote plain English through the media, we assisted a number of individual researchers who wished to find out more about the barriers faced by adults with literacy difficulties in







understanding information and how plain English can help remove these barriers.

We also made a number of submissions that sought to raise other organisations' awareness of applying plain English principles to their work.

In April 2006, we responded to Comhairle's public consultation on its strategic plan 2007-2011, focusing our submission on the value of literacy awareness training, using plain English and developing closer links between Citizens Information Centres and VECs to promote literacy.

In May, we responded to a request from the Driver Licensing Section of the Department of Transport for comments on the revised bank of questions for the driver theory test. Our comments highlighted areas of the booklet for improvement. We built on earlier comments on the theory test booklet in 2005, following feedback from literacy tutors on the difficult language it used.

### **Approving documents for the Plain English Mark**

Our work to grant the Plain English Mark to documents from organisations continued apace in 2006. We granted the mark to customer leaflets from Dublin Bus, booklets from the Office of the Director of Public Prosecutions, the National Consumer Agency and EBS Building Society; and to materials from Limerick City Council and the Mental Health Commission, among others.

### **Continuing work with the Department of Social and Family Affairs**

We continued to progress our working relationship with the Department of Social and Family Affairs last year. This included introductory plain English training for new arrivals into the Information Services section with the Department, collaboration on a detailed style guide and a style sheet for reference and ongoing editing of social welfare forms and booklets.



For more information on plain English, please contact Clodagh McCarthy, Plain English Co-ordinator, by e-mail at [cmccarthy@nala.ie](mailto:cmccarthy@nala.ie) or by phone on (01) 809 9194.

## **Resources - ICT**

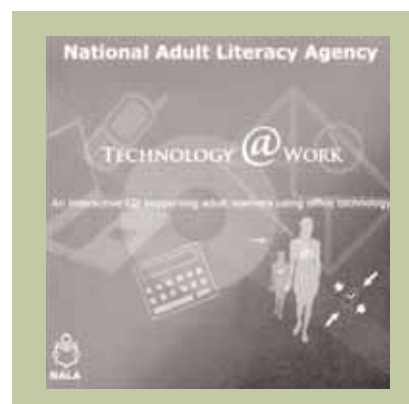
### **Technology@Work CD-ROM**

In September, NALA launched the interactive literacy CD-ROM called *Technology@Work*, which was funded by the Dormant Accounts Fund. The CD-ROM consists of a range of interactive exercises, games and demonstrations based on a range of key basic workplace skills. *Technology@Work* uses the same learning environment as NALA's existing online literacy learning website, [Literacytools.ie](http://Literacytools.ie).

*Technology@Work* focuses on three key areas of modern office technology and the core basic skills needed in these areas. It is intended for both independent students and students who learn with their tutors. Some of the technologies on the CD-ROM are at a very basic level and some require more advanced skills. The independent student can dip in and out of the CD-ROM, moving between simple and more complex tasks. The student and tutor can decide together how they want to move through the CD-ROM.

*Technology@Work* is designed for students who are learning at FETAC level 3 and below. As such, *Technology@Work* will be a valuable addition to resources for the two new FETAC awards at levels 1 and 2.

*Technology@Work* is available free of charge from NALA.





## Safe and Well

The Safe and Well CD-ROM delivers information through text, video and interactive exercises. The CD-ROM covers:

- safety signs and symbols;
- managing information at work;
- health and hygiene;
- working safely; and
- filling in an accident report form.

Safe and Well is available from NALA at a cost of €20.

## Literacytools website – [www.literacytools.ie](http://www.literacytools.ie)

We updated the literacytools website in 2006, adding ESOL and health exercises. There was an increase of 2,500 users this year. On average, 1,320 users per month used the site. We publicised the site more extensively at NALA events and in our publications, and this accounted in part for the rise.



## The Really Useful Guide website – [www.rug.ie](http://www.rug.ie)

The Really Useful Guide to Words and Numbers web site was set up at [www.rug.ie](http://www.rug.ie) in September 2006. This site is designed to accompany and support the TV series and workbook of the same name. The site provides:

- downloadable workbook chapters;
- interactive worksheets developed from the workbook content;
- interactive games based on the content of the series;
- streamed video clips of every programme broadcast;
- a 'Request Workbook' section where users without their own e-mail can ask for a book to be posted to their home;
- a 'Contact Us' section where users can request information or help on related issues; and
- a 'Frequently Asked Questions' section where users can submit questions and read answers to common queries.



The site works in association with Browsealoud, which is a computer program that reads out the words on a website.

To date, the site has received over 3,400 different visitors from over 10 different countries. There have been 158,500 hits so far, and Monday afternoon has been the busiest time for traffic on the site. [www.rug.ie](http://www.rug.ie) has proven itself to be a useful Web site in demand by the public. We look forward to seeing it grow from strength to strength in 2007.

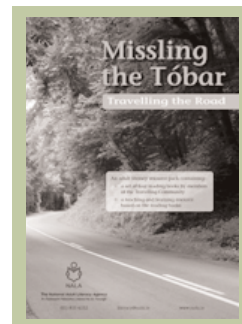


For more information about ICT resources, please contact NALA by e-mail at [literacy@nala.ie](mailto:literacy@nala.ie) or by phone on (01) 855 4332.

## Resources – publications

### Missling the Tóbar – Travelling the Road

Published in January, Missling the Tóbar integrates teaching and learning activities for literacy and numeracy. We distributed it to all Traveller Education Centres, Community Training Centres, Youthreach Centres and VEC Adult Literacy Services.



### Preparing Learning Materials – a tutor's guide

Preparing Learning Materials is a guide for literacy and numeracy tutors. It outlines the principles that underline NALA's approach to designing and producing teaching and learning materials.

Preparing Learning Materials was published in September. It was distributed to all Traveller Education Centres, Community Training Centres and Youthreach Centres, and to VEC Adult Literacy Services.

### Steps to Safety

Bez Berridge, Fiona Fay and Pauline Hensey wrote Steps to Safety. It helps students with language needs and those with very low-level literacy needs. It is a pre-intervention resource for the main workbook, Safe and Well.



### Safe and Well

Pauline Hensey wrote Safe and Well. It consists of a workbook to use with the CD-ROM that is included. It covers:

- safety signs and symbols;
- managing information at work;
- health and hygiene;
- working safely; and
- filling in an accident report form.



### Clocking In to Clocking Out

Clocking In to Clocking Out is aimed at Level 3 FETAC. It helps participants develop their communication, analytical and problem solving skills. This resource is presented in a folder and will eventually contain five mini workbooks. The first mini workbook, 'Ensuring you're safe', has been developed and continues the health and safety theme of Safe and Well. The next four mini workbooks will look at:

- technology in your workplace;
- calculations in your workplace;
- managing your time at work; and
- diversity in your workplace.

### Census 2006 and literacy

A census is taken in Ireland every 5 years. Census 2006 was one of the most important censuses ever taken in this country. It took place on the evening of Sunday, 23 April.

We received funding from the Central Statistics Office to produce two guides to support Census 2006. These were The Step-by-Step Guide to filling in the Census





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2006 Form and The Tutor's Guide to filling in the Census 2006 Form. Every library and Citizen Information Centre got a copy of the Step-by-Step Guide, and every enumerator (the person distributing and collecting census forms) had copies to distribute to the public. We sent the Tutor's Guide to every adult literacy service in the country. Both publications were available (and still are) for download from the NALA website.

Filling in the census form is a challenging experience, especially so if you are a literacy student. To fill in the form you need to know your capital letters, how to write an answer into a grid and how lists work. The tutor's guide includes many exercises where students can practise these skills. Because of this, the tutor's guide can be used as a general materials support. Tutors do not need to refer to the census form in too much detail when using the tutor's guide.

### **The A-Z Guide to the European Union**

In September, NALA launched the pocket-sized A-Z Guide to the European Union. The A-Z Guide is a companion piece to Know Your EU, which was published in 2005. Both guides were funded by the Department of Foreign Affairs under the Communicating Europe Initiative.

In clear and simple language, the A-Z Guide to the EU explains:

- the key terms, ideas and laws that form the way the EU governs Europe, and
- how the EU affects all of our lives.



The guide contains contact details for all the EU institutions and services for EU citizens that are mentioned in the guide. It also extensively cross references EU terms and ideas that are related to each other.

The guide also contains facts and figures about the EU and its 25 Member States. It features terms that, although not directly related to the EU, are culturally important to its citizens. One example of this is the Eurovision Song Contest.

The guide was particularly designed for adult literacy students, but it is for anyone who is interested in finding out more about the EU.

It is a one-stop-shop for everything you need to know about the EU but were afraid to ask!

### **Health Exercises**

When our family health literacy project was evaluated in 2005, literacy consultant Helena Ennis identified the need for a health literacy handbook. She developed this handbook with NALA's Jenny Derbyshire during the year.

Health Exercises offers a framework for developing programmes for different students – groups and individuals. The advice contained in this handbook comes from practitioners' experiences on the project and the observations of our health literacy steering committee. It will prove a very useful resource for practitioners wishing to develop health literacy programmes.



We published this pack in summer 2006. Written in conjunction with health practitioners, it represents the final part of our strategy to produce teaching materials for health literacy. We also designed a website version and added it to our literacytools.ie website.



### **Making Cents: a guide to financial literacy**

This 150-page pack for tutors and students will help to improve financial literacy knowledge and skills. It will use practical examples of everyday financial activities. The pack will be available in early 2007.

Topics include:

- borrowing money;
- credit;
- who is in control of your money;
- budgeting;
- income and wages; and
- insurance.

This pack aims to explain common financial products and terms while improving the financial literacy of students through literacy and numeracy exercises. The pack will increase the confidence of students in dealing with budgets and specific financial products. It will provide tutors with an expert resource that will develop financial literacy themes in a wider literacy and numeracy context.

The pack will also contain useful contact details and procedures for obtaining financial information.

### **Supporting Family Literacy: ideas and tips for tutors**

Supporting Family Literacy: ideas and tips for tutors was written by Margaret Keating, Family Learning Co-ordinator, Bray Adult Learning Centre. It provides guidelines and practical advice for tutors working on family literacy topics with groups or in a one-to-one context.

Chapters in the book include:

- Learning to learn;
- Learning through play;
- Pathways to reading;
- Think of a number; and
- Computer zone.



The publication was funded by the Department of Education and Science Social Inclusion Unit. It will be available in early 2007.



For more information about publications and how to order them, please contact NALA by e-mail at [literacy@nala.ie](mailto:literacy@nala.ie) or by phone on (01) 855 4332.

## **Student Development**

### **Learners' Development Plan 2005-2006**

In 2006 we continued to carry out the activities of the Learners' Development Plan 2005-2006". Learners' development is about building students' confidence and participation in wider society.

In 2006 half of our budget for learners' development supported local literacy centres through the NALA Student Development Fund. We spent the other half on NALA-organised student events. The Student



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Development Subcommittee played an important role in planning and supporting activities during the year. NALA sends information about student development to:

- centres where literacy training takes place;
- student members of NALA; and
- student committees.

We also put information on our website at [www.nala.ie/students](http://www.nala.ie/students) .

### **Second Writing Weekend**

Twenty-seven students took part in the second Writing Weekend in January 2006. The weekend was a success. Students who attended said that the enthusiasm of speakers contributed in a big way to its success. The residential aspect is important because people have time to relax, space to learn and the opportunity to meet other students socially. For more information, see Report on the two NALA Writing Weekends for Adult Literacy Students, June 2005 and January 2006 on our website at [www.nala.ie/publications](http://www.nala.ie/publications) .



Second writing weekend

### **Regional Student Forums in 2006**

NALA held four Regional Student Forums in Letterkenny, Mullingar, Cork and Dublin in 2006. In total, 181 students took part. At the Forums, students meet other students in the region, share experiences and hear about national initiatives.

### **Key issues raised by adult literacy students in 2006**

#### **All Forums**

- Request that NALA continue to lobby for more tuition time
- Students' relationship with tutors
- Student Development work

#### **In Letterkenny, Mullingar and Cork**

- Numeracy difficulties

#### **At 2 Forums**

- Students wishing to share tips to improve literacy (Letterkenny and Dublin)
- Language in NALA correspondence is too difficult (Mullingar and Cork)
- Dyslexia (Mullingar and Dublin)



Letterkenny Regional Student Forum

Overall, the Forums in 2006 met their aims and were a good way of sharing information with students. For more details on the issues raised and recommendations for the future, see the Report on the Regional Student Forums 2006, which is available online at [www.nala.ie/publications](http://www.nala.ie/publications) .



## Working in Groups course

In June 2006, 27 students took part in the Working in Groups course in Dublin. The course was attended by twenty-four students from VEC adult literacy schemes and three from community education projects. The course helped adults with literacy difficulties become more familiar with different types of groups and become more comfortable about joining groups. Students did practical listening exercises in small groups, discussed the roles people play, looked at the life cycle of a group and why a group might end.

## The NALA Student Development Fund

In 2006 we offered funding to 35 projects with the NALA Student Development Fund. Projects varied from drama workshops to students visiting the theatre for the first time, workshops on using digital cameras and visits to the Dáil. See [www.nala.ie/students](http://www.nala.ie/students) for a full listing of the projects we funded. We exhibited some of the work supported through the Fund at International Literacy Day in 2006.

## The NALA Student Development Sub-committee

The NALA Executive has a Student Development Sub-committee that supports our student development work. There are eight students on the subcommittee and one representative from the Adult Literacy Organisers' Association (ILOA). The sub-committee generates ideas on activities for student development, evaluates the work undertaken and plans for the future. In 2006 the Student Sub-committee met seven times.



Student Development Sub-Committee

## Regional development

Our regional development workers were in contact with VEC Adult Literacy Schemes during 2006 to get their comments and suggestions on the range of NALA activities. Literacy schemes fed back informally to NALA regional workers, who took notes to help share this information with relevant NALA staff. Literacy schemes also told regional workers of other literacy developments in their area.

## International Literacy Day

Our International Literacy Day (ILD) celebrations in November took place at the Davenport Hotel in Dublin. The celebrations focused on students, with displays of their work showcased in the main area for all participants to see. Frances Ward (NALA Chairperson) chaired the day. Ré Ó Laighléis, a well-known writer and storyteller, was the main speaker. In the afternoon, five workshops gave people a chance to learn more about alternative ways to teach and develop literacy skills, including:

- political participation;
- family literacy; and
- speech and drama.



For more information on student development, please contact Margaret Murray by e-mail at [mmurray@nala.ie](mailto:mmurray@nala.ie) or by phone on (021) 427 8655.



Displays at ILD





## Workplace basic education

### Workplace Basic Education Fund (WBEF)

Workplace basic education (WBE) is an innovative measure to improve people's literacy skills through their working environment. A Workplace Basic Education Fund (WBEF), through the Skills for Work pilot, provides 100% funding for basic education courses. The Department of Enterprise, Trade and Employment has financed the WBEF since 2005. It is managed by the Services to Business section of FÁS.

The fund was specifically mentioned in the new social partnership draft agreement, *Towards 2016: Ten-Year Framework Social Partnership Agreement 2006 – 2015*, where it identifies “the need to examine in particular the availability of workplace learning (including in relation to basic skills) and upskilling to lower skilled and vulnerable workers, including in manufacturing, and to workers from overseas.” They recommend that the “allocation for the Workplace Basic Education Fund, aimed at increasing numeracy and literacy skills in the workplace, will be increased.” The WBEF received €2 million funding for 2006 and €3.048 million for 2007.

### Skills for Work pilot project

NALA continues to work in partnership with FÁS to develop a model to identify needs and deliver training to employees with literacy and numeracy difficulties. In 2006 the Skills for Work pilot project has recruited and trained over 960 employees on basic skills programmes. This participation is testament to the hard work and commitment of all the regional coordinators. NALA employs coordinators in four regions. The table below shows their contact details.

Name	Region	Areas covered	Contact telephone	Contact e-mail
Clare Cody	South East	Carlow, Kilkenny, Tipperary south, Waterford, Wexford, Wicklow	086 8247858	clare@nala.ie
Ester Mackey	Mid West	Clare, Limerick,	086 8116901	emackey@nala.ie
Margot Walsh		Tipperary north	086 8114055	mwalsh@nala.ie
Eugene Higgins	South West	Cork, Kerry	086 8247983	eugene@nala.ie
Fiona Fay	Midlands	Kildare, Laois, Longford, Offaly, Westmeath	086 8116913	ffay@nala.ie

**Table 2**

The other four regions are covered by Access Ireland co-ordinators who are employed by Belfast Unemployed Resource Centre (BURC).

## WBE breakfast briefing

In December, NALA organised a WBE event in partnership with FÁS Services to Business. Called 'Safety in your Workplace', the breakfast briefing launch took place in the Westin Hotel in Dublin and was well attended. This event officially launched two publications, *Steps to Safety* and *Safe and Well*. It also raised awareness of the Skills for Work pilot project.

- Speakers at the launch included:
- Breda Murray from Moran's Hotel Group;
- Jill Garfitt from Serco Group plc;
- Des Geraghty, a member of ICTU Executive Committee, speaking on behalf of the FÁS Board of Directors;
- Inez Bailey from NALA; and
- Paul Carroll from Cpl Resources plc.



After the 'Safety in your Workplace' launch, Jill Garfitt and Christina Mitchell from Serco Group plc also spoke at a WBE practitioner workshop. Serco has more than 600 contracts, each managed like a business in its own right. Jill and Christina gave practical accounts of issues they encountered and solutions they have used while implementing WBE courses across these contracts.. Helen Ryan from NALA spoke on the new developments and structures within WBE.

## Apprenticeship Project

NALA is working on an exciting new project for a number of FÁS apprenticeships, funded by the WBE fund. The project is developing an integrated initial assessment resource for early identification of core literacy and numeracy difficulties. The tool will provide a profile of the literacy and numeracy interventions needed to help an individual pass their Phase 2 apprenticeships. This tool will be created in consultation with trade, literacy and numeracy experts. Liz McSkeane and Marie Mulvihill are working on this project. It is due to finish in May and publish its final report in June 2007.

## Small Medium Enterprises WBE project

The SMART (skills management and relevant training) project, which was funded by the European Social Fund through the Department of Enterprise, Trade and Employment, finished in 2005. The project offered 100% funded workplace basic education training programmes. It trained 159 employees. It also engaged directly with 8 private sector employers and two sector clusters.

In 2006 we launched the WBE publications *An Employers' Guide to Basic Skills at Work*, written by Liz McSkeane, and *An Evaluation of Workplace Basic Education Model for Small and Medium Sized Enterprises*, written by Meitheal, a consulting group.



We officially launched the publications in Monaghan VEC on 9 October. Board members and staff of Monaghan VEC, Donna Fionda (HR Manager) and Olga Maguire from Castle Leslie, NALA and local business representatives attended the launch. The information gathered on the SMART project was vital in NALA's lobbying bid for the WBEF. These publications will no doubt be an important resource in the future development of WBE in Ireland.



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### **Return to Learning Project in local authorities**

The Return to Learning (R2L) project in the local authorities continued in 2006. The 34 local authorities and VECs continue to work together to develop these programmes. In June, at the 'Return to learning into the future' conference, John Stewart (National Adult Literacy Co-ordinator) spoke on behalf of NALA. He restated the need for mainstreaming . He also clarified progression routes for R2L participants and urged that the routes remain a priority.

During the WBE practitioner workshop in December, the issue of re-energising R2L was raised. Attendees felt it is an appropriate time to hold a refocusing session, involving all stakeholders, to ensure objectives and expectations were identified and worked towards. NALA will liaise with Local Authority Workplace Partnership Group (LANPAG) , the Department of Education and Science and the Irish Vocational Education Association (IVEA) on this.



**For further information on WBE, please contact Joanne Walsh at [jwalsh@nala.ie](mailto:jwalsh@nala.ie) or by phone on 01 809 9197.**

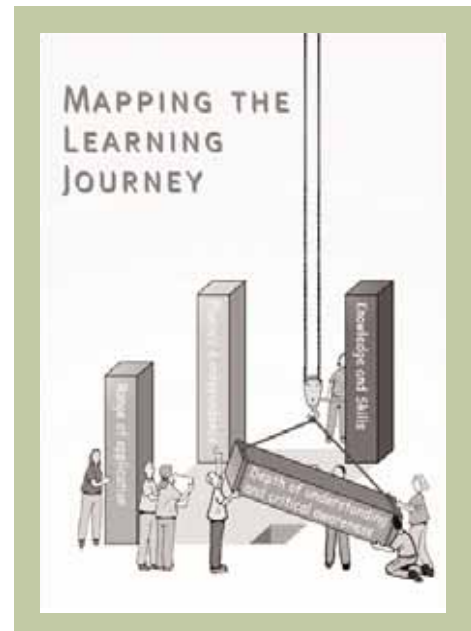
# Training and Tutor Support

## Mapping the Learning Journey (MLJ)

We continued to support the mainstreaming of the Mapping the Learning Journey assessment framework. We trained tutors and support workers in VECs, FÁS and the Prison Education Services in 2005. In total, 30 VECs are now involved in MLJ. We chaired a sub-group on Assessment for Accountability. We are currently finalising a report that recommends changes to the adult literacy return forms and outlines how to advance and support assessment.

In addition, 46 tutors representing 27 FÁS Community Training Centres trained in the first of a two-year programme to make the framework available to all Community Training Centres.

NALA and the National Learning Network (NLN) provided an introductory session on the MLJ framework at a national meeting of NLN resource teachers in November.



## FETAC

We contributed to the consultations arranged by FETAC in developing awards, particularly at levels 1 and 2. We submitted awards called Reading, Writing, Speaking and Listening, and Non-verbal communication at levels 1 and 2. FETAC approved these awards. The learning outcomes for these awards were based on Mapping the Learning Journey (MLJ).

## National Framework of Qualifications



## Intensive tuition in adult basic education (ITABE)

We supported the Intensive Tuition in Adult Basic Education Programme delivered by the VECs. The programme provided 6 hours of tuition to students per week for 14 weeks in 2006. NALA contributed to the development of the assessment process, produced guidelines for developing materials and arranged briefing and evaluation seminars around the country.

### KEY

- FETAC - Further Education and Training Awards Council
- SEC - State Examinations Commission (Department of Education and Science)
- HETAC - Higher Education and Training Awards Council
- DIT - Dublin Institute of Technology
- Universities

## NALA In-Service Training 2006

We produce a calendar of training events every year for adult literacy practitioners. As part of the training calendar, We offer a range of in-service training courses, courses on the NALA/WIT accreditation project, plus Mapping the Learning Journey (MLJ) training to help meet the training needs of adult literacy tutors and ALOs.



NALA

As you can see from Table 3 below, we held a wide range of training events throughout the country in 2006. In total, 1495 people attended NALA in-service training events in 2006, which is slightly up on the 2005 figure. In response to the evaluations of our 2005 training programmes and the increasing availability of accredited training through the NALA/WIT accreditation programme, we focused our resources on MLJ training and a reduced number of courses. We also introduced some new courses and events.

**Table 3. NALA Training and Development 2006**

	No. courses	Delivered	Locations	Participants
NALA in-service (including MLJ training)	13	36	24	710
National Tutors' Forum	1	1	1	230
Regional Tutors' Fora	1	2	2	123
ALO Forum	1	1	1	56
Total NALA in-service	16	40	24	1119
NALA/WIT	20	25	7	376
<b>Total Events</b>	<b>52</b>	<b>105</b>	<b>24</b>	<b>1495</b>

New courses included:

- 'Numeracy: teaching and learning methodologies';
- 'Integrating numeracy the into initial tutor training course';
- 'Language and literacy for beginner ESOL students'; and
- 'Updates on rights and entitlements for ESOL students'.

The feedback for the courses was very positive. People who attended gave very encouraging feedback on the skills of the facilitators and knowledge of the subject area.

The Training Advisory Group (TAG) met three times in 2006. The group includes a range of stakeholders in the adult literacy area. The group aims to advise us on the training we are providing. It will contribute new ideas, provide an objective perspective and evaluate the whole training field overall.

### **NALA/WIT Accreditation Project**

The NALA/WIT Accreditation Project mapped its courses onto the National Framework of Qualifications and launched an honours degree programme in adult education at FETAC level 8. The honours degree complements the existing qualifications of the Higher Certificate in Literacy Development (level 6) and the BA Ordinary in Adult Education (level 7). These courses are currently being delivered in Dublin and Cork, while the programme of single modules is being delivered around the country.

NALA also contributed to an accreditation forum with the IVEA and WIT. The revalidation process for accreditation of initial tutor training courses was also launched in 2006.



NALA

### **National Forum for Adult Literacy Tutors 2006**

The National Forum for Adult Literacy Tutors took place on 28 Saturday January 2006 in Dublin. The 230 tutors who attended had a very positive and uplifting day.

The keynote speaker was Joyce O'Connor, President of the National College of Ireland and chairperson of FETAC. Joyce gave a presentation on the value of learning and accreditation in the modern age. Jenny Derbyshire from NALA explained about the new FETAC awards in adult literacy and what the awards are about. Finally, Ernie Sweeney, lifelong student, gave a very uplifting presentation on an adult literacy student's view of the value of accreditation.



Participants at National Forum for Adult Literacy Tutors 2006

### **Regional Tutors' Forums 2006**

There were two regional tutors' forums in May 2006. A total of 123 tutors attended the two events – 48 in Cork and 75 in Dublin. This figure is slightly down on 2005. The theme for the two forums was 'Needs and supports for Adult Literacy'.

There was a presentation on developments in adult literacy, an update on students' events and a workshop at each forum. The feedback from the forums was positive, although there is still a lot of work to be done in supporting, informing and training tutors in a range of areas.

- Tutors need more opportunities to network and to be kept informed about how the adult literacy service operates.
- The VEC adult literacy service needs more resources so they can have more flexible opening times, give students more than 2 hours of tuition a week, and update and replace equipment and premises.



Regional Tutors Forum

In general, tutors found the subject area very interesting and enjoyed the opportunity to network and share practice.

### **Adult Literacy Organisers' Forum 2006**

The Adult Literacy Organisers' Forum was held in April in Tullamore. NALA and the Adult Literacy Organisers Association (ALOA) executive developed the forum. The theme was 'Maintaining identity within an integrated adult education service'.

The forum focused on the issues affecting the development of adult literacy within an integrated VEC adult education service. Sixty-four Adult Literacy Organisers (ALOs) attended the forum, which was slightly down on last year's figure. The evaluations were very positive and complimented the level of debate at the event, the organisation of the event and the quality of the speakers.



The speakers were:

- Anne Ryan (NUI Maynooth);
- Rodger Curran (Co. Kilkenny VEC); and
- Mary Hession (Co. Louth VEC).



For more information about training and tutor support, please contact John Stewart by e-mail at [jstewart@nala.ie](mailto:jstewart@nala.ie) or by phone on (01) 809 9196.



Adult Literacy Organisers Forum 2006



# NALA communications and promotion work

## National Adult Literacy Awareness Week

In 2006 National Adult Literacy Awareness Week (NALAW) had the theme of political participation and literacy. The week, which ran from 25 to 29 September, was aimed at organisations and individuals involved in politics, such as the Government, political parties, information providers and community and voluntary groups. NALAW included the launch of four valuable publications and finished with an informative half-day conference that illustrated the contribution of literacy to active citizenship.



**Kerry Drama Group performing at NALAW event**

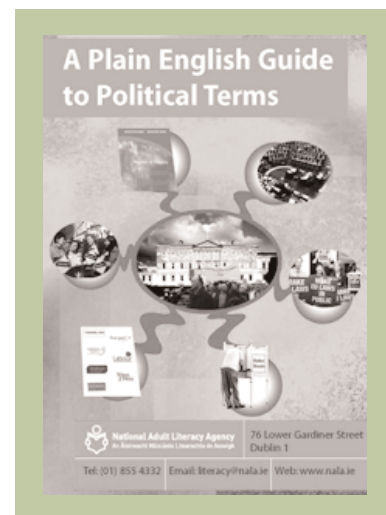
The week opened with the launch of An A-Z guide to the European Union (EU), an information guide to the EU, which was supported by the Department of Foreign Affairs. This took place at the Department's prestigious Iveigh House. The event attracted members from the diplomatic corps and EU-related organisations.

For the second activity of the week, Councillor Vincent Jackson, Lord Mayor of Dublin, launched a voter registration campaign for literacy students at the city council chambers at Dublin City Hall. The campaign used postcards to encourage literacy students to register to vote. At the event, Ann Ryle, Mary Shanahan and John Russell, students with the Kerry Education Service Adult Literacy and Basic Education Programme, performed a short drama called *Standing at the Crossroads*. The drama explored the knowledge and understanding students have about the process of voting and becoming active citizens.

The week continued with the launch of *A Plain English Guide to Political Terms*, which defines over 400 commonly used terms. The launch took place in the Dáil. Well-known political orator Joe Higgins TD led the celebrations.

The week ended with a half-day conference on the role of literacy in active citizenship at the National College of Ireland in Dublin, which was attended by 150 people. The key note speakers were:

- Alex Markham, Resources and Training Officer, Electoral Commission (UK);
- Ian Hughes, TASC political think tank; and
- Síle de Valera, Minister of State at the Department of Education and Science.



The speakers inspired a lively question-and-answer session about the importance of literacy to political participation. The final speakers were the National Adult Literacy Co-ordinator John Stewart and NALA Executive member Bridie Dailey, who gave the perspective of a student.

## Adults Continuing Education (ACE) Awards

Ireland's second national adult literacy awards took place on Saturday 11 November 2006, at the Westin Hotel in Dublin. RTÉ Radio Presenter Joe Duffy was there to recognise the achievements and dedication of those participating and working in adult literacy from all over Ireland.

Joe presented the awards to the six winners from over 70 nominees. Flor MacCarthy of RTÉ was MC. The table below shows the award categories and who won in each category.



Category	Winner
Unique contribution	Tony Geraghty
Innovative methods	Li Fan
Breaking down barriers to learning	South Tipperary VEC Adult Literacy Scheme
Expanding community participation	Kerry Deaf Adult Learning Programme
Learning and development for work	SMART programme, Co Monaghan VEC
Encouraging learning at home	Child Health Information Service Project: Edel Conway

**Table 4**

The ACE Awards, which we developed in partnership with EBS Building Society, focus on sharing good practice and celebrate successfully created high-quality learning opportunities for adults. We received nominations from across Ireland from a wide range of individuals and organisations who provide or benefit from adult basic education (ABE).

## NALA web site

In 2006, each month an average of 5,728 visitors searched our website ([www.nala.ie](http://www.nala.ie)) for information directly related to NALA and its work. October was the busiest month, when there were nearly 7,200 individual visitors.

The top five most viewed areas of the website were the:

- shemes directory;
- resource room;





- publications section;
- tutors section; and
- training section.

We regularly updated the website. Updates included:

- adding new publications, from one-page flyers to support packs containing over 100 pages. There are now over 270 publications on the website;
- writing and editing a wide range of updates for the whole site; and
- preparing and inserting press releases and other items for the 'Dates for your Diary' section of the site.

## **Spreading the word through print**

We redesigned the NALA News and Tutors' Update. It details our work and provides news on adult literacy in general. We produced two editions, each of which contained nearly 40 articles divided between 12 sections.

We sent the NALA News and Tutors' Update to all our members and nearly 6,000 literacy practitioners, politicians and civil servants. We also sent copies to representatives of the media, national education and voluntary-sector organisations and community groups.

We published the NALA Journal once in 2006. The Journal provides insights into our major projects and commentary on some wider adult literacy issues. We focused on getting views from contributors from outside NALA, and half the contributions came from external writers. We sent the Journal to our mailing list, which numbers 2,500 members.

In addition, we produced promotional programmes for 10 major NALA events and numerous in-house posters and flyers to support various other events and projects. We produced a range of material to support NALAW and the ACE Awards, including application forms, post cards and posters. We widely distributed thousands of these. A longer list of publications, with illustrations, is on page 20.

## **Coverage in the media**

In 2006 we continued to supply the media with a wide range of information. We issued 17 press releases that promoted our plans and events and invited the press to photo opportunities. Press releases went to an average of 100 local and national contacts in print and broadcast media, resulting in a high level of coverage locally and nationally throughout the year.

In particular, NALAW got coverage both on radio and in newspapers. The Irish Times gave it front-page, and the Irish Independent and the Sunday Business Post both mentioned it.

Other activity that gained media coverage included:

- our response to the report for the Joint Oireachtas Committee on Education and Science;
- the publication of A Plain English Guide to Political Terms, which was covered by specialist journals and magazines and was on the front page of the Irish Times;



**NALA**

- the MS Readathon, which was covered by local media;
- the Starbucks' Christmas Bookdrive, which was covered by local media; and
- the ACE Awards, which were covered by local media.



**For more information on communication and promotion work, please contact Emma Ramsey by e-mail at [eramsey@nala.ie](mailto:eramsey@nala.ie) or by phone on (01) 809 9180.**





# NALA internal administration and activities

## Customer care

The NALA Customer Care team met three times in 2006. We submitted a report to the Director and staff in December. Our key achievements are listed below.

We finalised the NALA complaints policy, 'Putting Things Right'. This policy is available on the NALA website. To get a printed copy, contact [customer@nala.ie](mailto:customer@nala.ie).

We upgraded our customer database to improve our communication with customers. We held over a third of our events and conferences outside Dublin to better accommodate customers nationwide.

We developed in-house publications guidelines that will ensure our materials are in plain English.

We updated our booking forms so they will help us better find out the needs of different customers.

We also identified staff training needs for the Agency and the most important things we need to do for our customers in 2007.

## Health and safety

It is important for us to promote the health and safety of staff and customers. We did a lot of work on health and safety in 2006. Our work included:

- day-to-day health and safety tasks;
- updating the Health and Safety Statement;
- updating the hazards control sheet;
- installing new fire extinguishers in the Dublin office and training staff about how to use them;
- auditing the two new Dublin offices for health and safety hazards;
- holding fire drills in the main NALA office; and
- regularly discussing health and safety matters with management, at staff meetings and with health and safety representatives.

## Staff training

As part of our commitment to staff training, we held two formal staff development days for NALA staff in 2006. We ran the first day early in the year and it was called 'Dealing with Consultants'. Kealin Ireland facilitated this day. Interested staff attended and found the day informative, particularly around effective communication strategies and techniques.

We held the second day on 18 May. Table 5 shows the topics and trainers.

Topic	Trainer
'Evaluating your work'	Karen Brosnan, Team Works Training
'Editing and proof-reading'	Clodagh McCarthy, Plain English Project Officer
'Time management'	Karen Brosnan, Team Works Training

**Table 5**

We produced an in-house evaluation report about the days. Generally, staff were positive and thought the training would make NALA more effective.



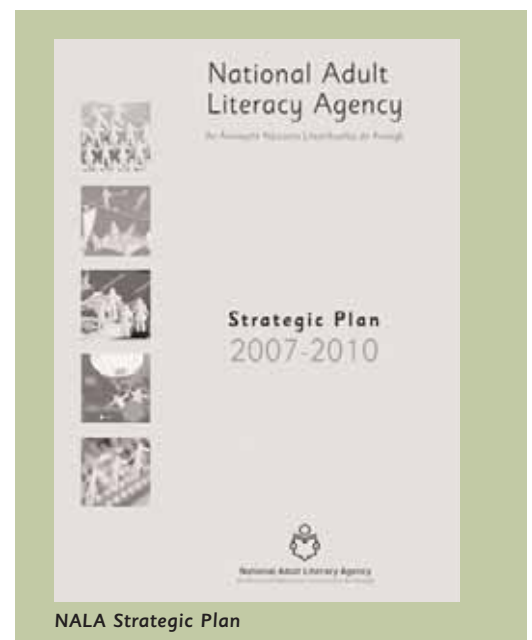
For more information on NALA's internal administration, please contact Claire O'Riordan by e-mail at [coriordan@nala.ie](mailto:coriordan@nala.ie) or by phone on (01) 809 9193.

## NALA Strategic Plan 2007-2010

In 2005, we appointed organisational consultants Anne Connolly Consultancy to review the existing strategic plan (2002-2006). We started consulting members and others with an interest in our work in autumn of 2005. This was the basis for initial work on developing a new strategic plan in 2006.

Over the last year we have worked very hard on developing a new strategic plan. Starting in January, different task groups worked on four core areas and reported to the Strategic Development Team on their work. This team was made up of:

- Frances Ward, NALA Chair
- Inez Bailey, NALA Director
- Claire O'Riordan, Secretariat
- John Lynch, NALA Treasurer
- Kevin O'Duffy, NALA Executive Member
- Mary Corrigan, NALA Executive Member
- Tommy Byrne, NALA staff
- Bláthnaid Ní Chinnéide, NALA staff
- John Stewart, NALA staff
- Helen Ryan, NALA staff



In February, Anne Connolly Consultancy produced an early draft strategic plan for NALA, based on the review and consultation process from the year before, the work of the special task teams and the views of the Strategic Development Team. This early draft focused on the areas of research, evaluation and information dissemination.

The NALA Executive then met to discuss the plan. Anne Connolly Consulting also got feedback on the plan from other stakeholders such as NALA members, the IVEA and the NALA student committee.

Our Executive approved the final draft of the plan at their December meeting.



### **What our Strategic Plan 2007-2010 is about**

NALA's Strategic Plan 2007-2010 is our third strategic plan. It sets out how we aim to carry out our mission from 2007 to the end of 2010. Our strategic plan clarifies the main features of our work and places it in the context of a changing society.

Adult literacy policy and practice have developed significantly since our first and second strategic plans. As a result, our focus now needs to change to meet new demands and challenges. Our aim is to play a major part in making sure that all adults have the opportunity to develop their literacy and numeracy skills in a just and equal society, where all types of learning are valued. We believe that it is a fundamental human right for all adults to develop their literacy and numeracy skills.

### **Our vision**

We want Ireland to be a place where adults with literacy and numeracy difficulties can:

- take part fully in society;
- improve their literacy and numeracy skills; and
- direct their own learning.

We want NALA to be an organisation that:

- is valued by students, policy makers and providers as an independent expert resource;
- plays a leading role in research on, innovation in and critical dialogue about adult literacy and numeracy, nationally and internationally; and
- is recognised as being central to improving how the needs of people with literacy difficulties are met.

### **Our mission**

**NALA is an independent, member-based organisation committed to making sure people with literacy and numeracy difficulties can fully take part in society and have access to learning opportunities that meet their needs.**

### **Our objectives**

We seek to make our vision a reality by pursuing five objectives.

1. Secure the support of policy makers and politicians for providing increased resources to adult literacy and numeracy services.
2. Make it easier for more adults to develop their literacy and numeracy through education and training programmes.
3. Make approaches to teaching and learning more effective.
4. Persuade organisations to be fully accessible to people with literacy and numeracy difficulties.
5. Strengthen our effectiveness as an organisation.



NALA

## How we will achieve our objectives

We intend to achieve each of our five objectives by adopting four common strategies themed:

1. advocacy,
2. partnership,
3. research, and
4. voice (of adults with literacy and numeracy difficulties).

The objectives of the plan are supported by core projects.

We would like to thank everyone who helped compile our new Strategic Plan, in particular those who gave feedback on the plan at its different stages. We would also like to thank Anne Connolly and Julie Whiskey of Anne Connolly Consultancy, who guided and assisted us at critical points in the development of the plan.

**For a full copy of the NALA Strategic Plan 2007-2010, go to [www.nala.ie](http://www.nala.ie)**

## NALA administration team

In 2006 our administration team were extremely busy. As ever, they provided vital support to all parts of the Agency. The team supported the development, training and awareness work of the Agency and co-ordinated the many mailings that occurred during the year. They dealt with over 2,325 telephone queries and over 156 customers who visited the NALA Dublin office.

The administration staff played an active role in helping other NALA staff organise major events and campaigns, such as National Adult Literacy Awareness Week, International Literacy Day, the NALA Annual General Meeting, organisers' and tutors' forums and many other seminars and conferences.

## NALA Resource Room

Literacy tutors who work with adults continue to use the NALA Resource Room in Dublin. The projects that use the room include the VEC Adult Literacy Schemes, Senior Traveller Training Centres, Prison Education, FÁS Community Training Centres, Homeless Centres, National Learning Network, The Polish Information Centre, Islamic Cultural Centre of Ireland, HSE, Youthreach Centres, tutors of ESOL and many others. In addition to helping tutors and customers, we also dealt with over 900 orders by post, fax, e-mail and telephone.

Materials from the NALA Resource Room were displayed at various conferences such as the NALA Annual General Meeting, Community Training Centre Literacy Tutors' Forum, Integrating Literacy Training Day, Donnycarney Drugs Task Force Sports Centre, Numeracy Conference, Family Conference and the celebration of International Literacy Day.



If you would like to receive the NALA Resource Guide or a current order form, please contact the NALA Resource Room by e-mail at [resources@nala.ie](mailto:resources@nala.ie) or by phone on (01) 855 4332.



NALA Resource Room

## National Referral Service

The table below shows why members of the public ring NALA and how many ring.

Reason for ringing	Number of people ringing
Information on how to make contact with local schemes	1,117
Support in improving literacy skills	415
Free packs and videos that accompany the TV and radio series	865

**Table 6**

We dealt with about 26 such calls each day, representing around 6,160 calls for the whole year. We also dealt with everyday enquiries by telephone, letter and e-mail from people wishing to become volunteer tutors. We received about 380 such calls in 2006.

We updated and reprinted the information leaflet “VEC Adult Literacy and Basic Education Services in Ireland”. This leaflet has the contact name, telephone number and e-mails of all adult literacy schemes. The leaflet is very useful for people wishing to put adults in touch with their local adult literacy service.



For more information about the referral service, please contact NALA by e-mail at [literacy@nala.ie](mailto:literacy@nala.ie) or by phone on (01) 855 4332.



# NALA AGM

The 25th NALA AGM was held on Saturday 1st April 2006 at the Abbey Court Hotel in Nenagh Co Tipperary. The Chairperson of NALA, Frances Ward, welcomed the members to the meeting and outlined the proceedings for the morning. In her address she noted that NALA was celebrating the 25th anniversary of its foundation this year. She extended a hearty congratulations to Inez and Des on the birth of their son, and wished them, on behalf of all present, the very best of health and happiness in the future.

Continuing, Frances mentioned some of the highlights of the year which included the ACE Awards. The 2005 Adults Continuing Education (ACE) Awards, were organised by the National Adult Literacy Agency (NALA) in partnership with the Educational Building Society (EBS) and they were the first of their kind in Ireland. The awards sought to recognise learners who have worked to improve their own skills and the basic skills of others. They also highlighted the role of thousands of trained tutors and managers of adult basic education initiatives who have worked in their local areas for many years. President of Ireland, Mary McAleese presented the ACE Awards to the five eventual winners from a total of 70 nominees.



President Mary McAleese at the ACE Awards 2005



NALA Resource Room

Frances went on to note that the adult literacy sector continues to grow rapidly, as it has done over the last seven years. The number of students accessing literacy activities through the VEC Adult literacy services increases every year. Their needs are met by a dedicated and growing number of practitioners including 4,000 volunteer tutors and 1,500 paid staff.

Literacy services are also available in the workplace through FAS and ICTU 'congress network centres' and the Community Education Sector. There are also distance education initiatives over the internet, TV and radio for the many people who wish to learn independently of any educational settings.

NALA's aim is to support and ensure all adults with literacy difficulties have access to a range of high quality learning opportunities. Finally, Frances took the opportunity to recognise the critically important work of practitioners, tutors and learners.

## Minutes AGM 2005

Joyce Burns, Honorary Secretary, presented the minutes of the 2005 AGM to the meeting. Their adoption was proposed by Ernie Sweeney and seconded by Deirdre Doherty.

## Honorary Treasurer's Statement

John Lynch, Honorary Treasurer, presented the 2005 audited accounts. He noted that the increase in funding over the previous year from the Department of Education and Science was only 1%, which was disappointing. The surplus stands at €43, 281. Members were invited to look at the accounts in more detail on pages 66 – 74 of the Annual Report.



The adoption of the audited accounts was proposed by Andrew O'Duffy, seconded by Marian O'Reilly.

### **Review of 2005**

As the Director, Inez Bailey, was on maternity leave, John Stewart, National Adult Literacy Co-ordinator gave the overview of the work of NALA over the last year. The following are some of the main areas:

- Departments of Education & Science, Enterprise, Trade and Employment, FAS, to forward our Workplace Basic Education (WBE) Strategy;
- a framework to support learner-centred curriculum development in adult basic education in Ireland with an advisory group of 21 members carried out by consultants - the Research Team is from the National Research and Development Centre for Adult Literacy and Numeracy (NRDC) UK;
- Research Association in Adult and Community Education (RAACE) was established;
- European research - "Visual Learning" Project. Funded by EU Grundtvig 1.
- EQF user plan published - 25 of the 33 VECs used the EQF and an external evaluation of the EQF published;
- Published and launched updated Guidelines for Good Adult Literacy Work;
- Mainstreaming of Mapping the Learning Journey;
- Learner Development Policy;
- Multi-media proposal submitted and approved;
- Family Literacy conference, EBS Storysacks project, Seminar on Family Literacy;
- ICT - 3 CDs developed - literacytools and RWN 1 & 2 and literacytools website and a family health model was developed and piloted;
- Launched Plain English Mark, produced Simply put, an instructional CD for information providers;
- Integration of adult numeracy into all work in NALA. Identify and develop adult numeracy resources. Numeracy conference held;
- Adult Continuing Education (ACE) Awards – a very successful event.

### **Election of Standing Orders Committee**

A Standing Orders committee of Frances Ryan, Celia Rafferty, and Kevin Duffy was proposed by Mary Maher, DALC, and seconded by Mary Talbot, Co Donegal. The committee was duly elected.

Frances Ryan, Co. Wexford ALO agreed to act as Returning Officer and oversee the counting of the votes which is in accordance with the PR system of voting.

### **Introduction of new officers to the Executive Committee**

As only one candidate went forward for both of these positions an election was unnecessary.



NALA

Frances Ward introduced Joan Butler as the new Honorary Treasurer.

Joyce Burns introduced Anne Gannon as the new Honorary Secretary.

**Introduction of candidates for ordinary members of the committee.**

Eileen Condon S. Tipperary VEC introduced by Cllr Mattie McGrath

Bridie Daly Mullingar ALS introduced by Alison Hickey, Co Westmeath VEC

Breda Kavanagh Ringsend ALS introduced by Joan Butler, Rathmines ALS

Cllr Mary Sweeney, introduced by Pat Kilbane, Chair, Co Mayo VEC

Laureen Leslie, KLEAR introduced by Rose Browne, KLEAR

Michael Power, N.Tipperary VEC introduced by Esther Mackey, Co Tipperary

Mary Talbot, Co Donegal VEC introduced by Joyce Burns, Co Donegal VEC

Gretta Vaughan, Co Limerick ALS introduced by Theresa Byrne, Co Galway VEC

**Resuming after lunch the following Resolutions were put to the meeting:**

**1. That vacancies in NALA should be advertised in Schemes**

Proposed by Mary Faughnan, ALO Leixlip

Seconded by Mary Murphy, ALO Kildare

Mary Faughnan spoke to the motion and after some general discussion the Resolution was passed unanimously.

**2. That NALA should recruit staff with literacy or adult basic education experience**

Proposed by Mary Murphy, ALO, Kildare

Seconded by Pat Bennett, ALO Naas

An amendment to the second resolution was put to the meeting as follows:

**That, while remaining an equal opportunities employer, NALA should require candidates for literacy development posts to have experience in literacy or adult basic education**

Proposed by Joyce Burns, Hon. Secretary

Seconded by John Lynch, Hon. Treasurer

Joyce Burns spoke to the motion and following a general discussion, a vote was taken, indicating 30 votes for the motion, with 29 against. As this result did not satisfy the 50% +1 majority vote requirement, the Standing Orders Committee ruled that the amendment fell and that the original Resolution be put to the meeting.

Pat Bennett spoke to the motion and after a general discussion a vote was taken and the Resolution was passed with 51 votes for and none against.

**3. That learning centres should have a choice of getting involved in new initiatives where relevant.**

Proposed by Roisin Hutchinson, ALO Wicklow

Seconded by Mary Faughnan, ALO Leixlip.

This Resolution was withdrawn by the Proposer and Seconder.



### **Election Results**

Frances Ryan, Returning Officer, announced the election results of the ballot as follows.

Elected:

- Eileen Condon
- Bridie Daly
- Cllr. Mary Kelly
- Michael Power
- Gretta Vaughan

The total poll was 106. There were no spoiled votes. There were 22 non-transferable votes.

Ernie Sweeney thanked all the volunteer tutors for their time commitment and the 'gift of informed freedom of thought', which they gave to the students.

The chairperson thanked the NALA staff present who had worked so ably to make the AGM run smoothly. She also thanked all the staff of NALA for all their hard work and commitment during the year. Finally, Frances extended a warm thank you to the CEO and staff of Co. Tipperary North VEC for their hospitality.

There being no further business, the AGM was declared closed at 3.30pm.



NALA

# NALA Executive Committee members and staff

## Executive Committee Members

### Officers

Chairperson	Frances Ward
Vice-Chair	Celia Rafferty
Hon. Treas	Joan Butler
Hon. Sec	Anne Gannon

### Ordinary

Kevin Duffy  
Andrew Duffy  
Mary Corrigan  
Michael Power  
Bridie Daly  
Helen Walsh  
Marion O’Rielly  
Mary Kelly  
Gretta Vaughan  
Eileen Condon

## Staff Details

### NALA Dublin Office

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Dublin 1

Tel: (01) 855 4332 Fax: (01) 855 5475

Email: [literacy@nala.ie](mailto:literacy@nala.ie) Website: [www.nala.ie](http://www.nala.ie)

Name	Role	Email	Telephone
Inez Bailey	Director (maternity leave February 06 – October 06)	<a href="mailto:ibailey@nala.ie">ibailey@nala.ie</a>	(01) 855 4332
Blathnaid Ní Chinnéide	Integration Development Coordinator	<a href="mailto:bnichinneide@nala.ie">bnichinneide@nala.ie</a>	(01) 809 9190
Bridget Gormley	SEN Coordinator (left February 06)		
Claire O’Riordan	Quality Framework Coordinator, Health & Safety Officer and Customer Officer	<a href="mailto:coriordan@nala.ie">coriordan@nala.ie</a>	(01) 809 9193
Clodagh McCarthy	Plain English Coordinator	<a href="mailto:cmccarthy@nala.ie">cmccarthy@nala.ie</a>	(01) 809 9194





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Emma Ramsey	Communications Officer (started May 06)	eramsey@nala.ie	(01) 809 9180
Fawzia McGlone	Financial Administration	fmcglone@nala.ie	(01) 809 9192
Fergus Dolan	Training Officer and ESOL Development Coordinator	fdolan@nala.ie	(01) 809 9191
Gemma Lynch	Research Officer (left July 06)		
Helen Ryan	Workplace Basic Education Coordinator (Career break since May 06)		
Joanne Walsh	Workplace Basic Education Coordinator (started May 06)	jwalsh@nala.ie	(01) 809 9197
John Stewart	National Adult Literacy Coordinator	jstewart@nala.ie	(01) 809 9196
Máirín Kelly	Administrative Officer (part-time)	mkelly@nala.ie	(01) 855 4332
Margaret Maher	Administrative Officer (part-time)	mmaher@nala.ie	(01) 809 9199
Sandra Peel	Administrative Officer	speel@nala.ie	(01) 855 4332
Tanya Murphy	Office Manager	tmurphy@nala.ie	(01) 855 4332
Terry Maguire	Numeracy Coordinator (left August 06)		
Tom O'Mara	Distance Education Coordinator (started May 06)	tomara@nala.ie	(01) 809 9181
Tommy Byrne	PRO	tbyrne@nala.ie	(01) 809 9195

### Cork Office

21 Lavitts Quay  
Cork  
Fax: (021) 427 8665

### Staff

Name	Role	Email	Telephone
Jennifer Lynch	Project Co-ordinator in health and ICT (maternity leave June 06 To Oct 06)	jlynch@nala.ie	(021) 427 8664
Margaret Murray	Regional Development Worker	mmurray@nala.ie 086 8570254	(021) 427 8655



NALA

### **Mullingar Office**

Adult Education Centre,  
Austin Friar Street,  
Mullingar, Co. Westmeath  
Fax: (044) 934 5834

### **Staff**

<b>Name</b>	<b>Role</b>	<b>Email</b>	<b>Telephone</b>
Peter Kiernan	Regional Development Worker	pkeirnan@nala.ie	(044) 934 0374

### **Working from home/off site**

<b>Name</b>	<b>Role</b>	<b>Email</b>	<b>Telephone</b>
Jenny Derbyshire	Literacies Development Worker	valleylodge4@eircom.net	086 8104452

### **Skills for work Coordinators:**

<b>Name</b>	<b>Region</b>	<b>Areas covered</b>	<b>Contact telephone</b>	<b>Contact e-mail</b>
Clare Cody	South East	Carlow, Kilkenny, Tipperary south, Waterford, Wexford, Wicklow	086 8247858	clare@nala.ie
Ester Mackey Margot Walsh	Mid West	Clare, Limerick, Tipperary north	086 8116901 086 8114055	emackey@nala.ie mwalsh@nala.ie
Eugene Higgins	South West	Cork, Kerry	086 8247983	eugene@nala.ie
Fiona Fay	Midlands	Kildare, Laois, Longford, Offaly, Westmeath	086 8116913	ffay@nala.ie

# NALA corporate membership

## Adult Literacy Schemes

A.B.L.E., Blanchardstown

A.B.L.E.S., Cork

Ballyfermot Adult Learning Centre

Altrusa/VEC Adult Literacy Scheme, Cork

Athlone Reading & Writing Group

Athy Adult Learning Centre

Ballaghaderreen Adult Literacy Scheme

Ballymun Adult Literacy Scheme

Basic Education Service Tallaght (BEST)

Bishopstown Adult Literacy Scheme

Cabra Adult Literacy Scheme

Choices, Shankill

Clondalkin Basic Education Centre

Cork Traveller Literacy Scheme

Co. Carlow Adult Literacy Scheme

Co. Cavan Adult Learning Centre

- Bailieborough Adult Learning Centre

Co. Clare Reading & Writing Scheme

Co. Cork Adult Literacy Services, (East and Harbour)

- Cobh
- Fermoy
- Midleton
- Youghal

Co. Cork Adult Literacy Services, (Mid)

- Ballincollig
- Carrigaline
- Dunmanway
- Kinsale Centre
- Kinsale Road
- Macroom

Co. Cork Adult Literacy Services, (North)

- Charleville
- Kanturk
- Mallow
- Millstreet
- Mitchelstown

Co. Cork Adult Literacy Services, (West)

- Bandon

- Bantry

- Castletownbere

- Clonakilty

- Schull

- Skibbereen

Co. Donegal Adult Literacy Service

- Ballyshannon

- Donegal Town

- Gaeltacht

- Inishowen

- Letterkenny

- Raphoe

Co. Kerry Education Service, Literacy & Life Skills Programme:

- Cahirciveen

- Dingle Adult

- Kenmare

- Killarney

- Killorglin

- Listowel

- Tralee

Co. Laois Adult Literacy Scheme

Co. Limerick Adult Literacy Scheme

- Kilmallock

- Newcastlewest

Co. Longford Adult Literacy Scheme

Co. Mayo Adult Literacy Scheme

- Ballina

- Ballinarobe

- Belmullet

- Castlebar

- Swinford

Co. Meath Adult Literacy Scheme

- Ashbourne/Ratoath

- Dunboyne/Dunshaughlin

- Kells

- Laytown

- Navan

- Trim

Co. Monaghan Adult Literacy Service



**NALA**

- Castleblaney Adult Literacy Service
- Co. Offaly Reading & Writing Scheme
- Co. Sligo Adult Literacy Scheme
- Co. Tipperary (NR) Adult Literacy Scheme
- Co. Tipperary (SR) Adult Literacy Scheme
- Co. Waterford Adult Education Centre
- Co. Wicklow Adult Literacy Scheme
  - Arklow
  - Baltinglass
  - Blessington
  - Bray
  - Carnew
  - Wicklow Town
- Co. Wexford Adult Literacy Scheme
- Drogheda Adult Learning Centre
- Dublin Adult Learning Centre (DALC)
- Dublin City South West Adult Reading & Writing Scheme
- Dundalk Adult Literacy Service
- Dundrum Adult Literacy Scheme
- Dun Laoghaire Adult Learning Centre
- East Galway Adult Literacy Scheme, Loughrea
- Farranree Adult Literacy Scheme
- Fingal Adult Literacy Scheme
- Fingal (North) Adult Education Centre
- Finglas Adult Literacy Scheme
- Galway Adult Literacy Group
- Gort Adult Learning Centre
- Inchicore Adult Literacy Scheme
- JAEN, Jobstown Adult Education Network
- Kildare Adult Learning Centre
- KLEAR, Kilbarrack
- Larkin Community College Adult Literacy Scheme
- LEAP, Leitrim Education for Adults Programme
- Leixlip Adult English Scheme
- Liberties Adult Literacy Scheme
- Limerick Adult Learner Support Services
- Lucan Adult Basic Education Centre
- Mahon Adult Literacy Scheme
- Mallow Adult Learning Centre, Bank Place
- Mullingar Literacy & Employment Centre
- Naas Adult English Centre
- Northside Reading & Writing Centre

Read Write Now/Ballyphehane  
Ringsend Literacy Scheme  
Roscommon Adult Literacy Scheme  
Scéim Foghlana na Gaillimhe  
SIPTU Basic Education Service  
T.A.R.G.E.T., Donaghmede  
Tuam Adult Literacy Centre  
Waterford City Adult Literacy Scheme  
West Galway Adult Literacy Scheme  
Wordaid, Kilkenny  
Write On, Mayfield  
Write Together Group, Churchfield

## **Community Training Centres**

Athlone  
Ballark  
Ballymahon  
Ballymun  
Ballinasloe  
Blackpool/Glen/Faranree  
Bray  
Canal, Dublin  
Clonmel  
Crosscare  
C.E.A.R.T., Wicklow  
Darndale  
Delvin  
Drogheda  
Dun Laoghaire  
Finglas West  
Galway City  
G.K. Workshop  
Kylemore  
Liberties  
Loughrea  
Lourdes Youth & Community Services  
Mayfield  
North Wall, Dublin  
Ogra Dún Dealgan  
PACE  
Ringsend  
Ronanstown  
Southside, Limerick



**NALA**

Sligo  
Stoneybatter  
St. Vincents Trust  
Thurles  
Training Workshop in Horticulture  
Tralee  
Tuam  
Waterford Youth Industries Ltd.  
Youth Training and Development Centre,  
Newbridge

### **Centres for the Unemployed**

Belfast  
Castlebar  
Dundalk  
Enniscorthy  
Fingal  
Finglas  
Kilkenny  
Tallaght

### **General**

ADM  
A.E.O. Association  
Age & Opportunity  
A.L.O. Association  
Aonad Resource Centre  
AONTAS  
ARIS, Australia  
Aspire Volunteers  
Association of Community & Comprehensive  
Schools  
Ballinasloe Community Information Centre  
Ballymun Education Support Team (BEST)  
Ballymun Community Law Centre  
Barnardos, Mahon  
Brainwave  
Bray Traveller CDP  
Bridge Project  
BTEI, Rossinver Community Development County  
Ltd  
BTEI, Sligo  
CANDO, Carlow Area Network Development

Casadh  
Centre for Literacy, Canada  
CLASP, Community of Lough Arrow  
COPE Foundation Cork  
Clondalkin Partnership Co.  
Clonmel Youth Training Enterprises  
Collectif Alpha, Belguim.  
Co-Action, Skibberreen  
Combat Poverty Agency  
Comhairle  
Community Action Network  
C.O.R.I.  
Co. Leitrim Partnership  
Co. Monaghan Partnership  
Dochas don Oige  
Doras Luimni  
Dyslexia Association of Ireland  
Dyslexia Awareness  
Duagh Family Resource Centre  
Education Research Centre, Drumcondra, Dublin  
EGSA, Belfast  
Enable Ireland, Cork  
EOLAS  
Exchange House  
FAS, The National Training & Employment Agency  
FAS, Galway  
F.E.T.A.C.  
Finglas/Cabra Partnership  
Focus Point Centre  
Foundation/Homeless Project, Parnell Square  
Francis Street Community Education Centre  
Harmony CDP  
HETAC  
Henrietta Adult & Community Education (HACE)  
IACTO  
Islamic Cultural Centre of Ireland  
I.N.O.U.  
I.N.TO.  
Irish Association for Spina Bifida & Hydrocephalus  
I.V.E.A.  
Ird Duhallow  
Knockanrawley Resource Centre  
LARA, Loreto Convent



**NALA**

Leargas  
Le Cheile Mentoring Project  
Link-Up  
Longford Acorn  
Louisburgh CDP  
Meitheal  
Mercy Family Centre  
Moorehaven Centre, Tipperary Town  
Mullingar Training Development Agency  
National Association for the Deaf  
National Centre for Guidance in Education  
National Council for Curriculum Assessment  
National Office for Victims of Abuse  
National Social Services Board  
Nickol Project, Dublin  
NQAI  
N.C.C.C.A.P.  
NUI Maynooth – Dept. of Adult & Community Education  
OAK Partnership  
Parental Equality – Operation Seahorse  
Pavee Point  
People College  
People with Disabilities in Ireland  
Presentation Education Office  
Prison Education Service  
Project for Adult Guidance in Education  
Raheen CDP  
Raphoe Youth & Community Resource Centre  
Rehab Ballyfermot  
Rehab Donboyne  
Rehab Dun Laoghaire  
Roscrea 200 Ltd  
Rosses CDP  
SAOL Project, Dublin  
SIOL Resource Centre  
Spirasi  
St. Fergal's Resource Centre  
St. Brigid's College  
St. Michaels House, Santry  
Southside CDP  
Tallaght Unemployment Centre  
Teagasc

Teachers' Union of Ireland  
Templeshannon CDP  
The Association of Remedial Teachers of Ireland  
The Phoenix Centre of Learning  
The Shanty Education Project  
Thurlas Action  
Treoir  
Trocaire  
Vincention Partnership for Justice  
Warrenmount Community Education & Development Centre  
Windmill Therapeutic Training  
Waterford Institute of Technology

## **Libraries**

An Chomhairle Leabharlanna  
Blackrock Branch Library  
Blanchardstown Public Library  
Bray Public Library  
Cabinteely Public Library  
Cavan County Library  
Dalkey Branch Library  
Deansgrange Public Library  
Dublin City Council Public Libraries  
Dundrum Public Library  
Dun Laoghaire/Rathdown Public Library Service  
Carlow County Library  
Clare County Library  
Cork County Library  
Cork City Public Libraries  
Cork Public Libraries  
Donegal County Library  
Galway County Library  
Fingal County Libraries  
Ilac Opening Learning Centre  
Kerry County Library  
Kildare County Library  
Kilkenny County Library  
Laois County Library  
Leitrim County Library  
Limerick City Library  
Limerick County Library





NALA

Longford County Library  
Louth County Library  
Mayo County Library  
Meath County Library  
Monaghan County Library  
Offaly County Library  
Roscommon County Library  
Sallynoggin Public Library  
Shankhill Public Library  
Sligo County Library  
South Dublin Library Service  
Stillorgan Public Library  
Tipperary Joint County Libraries  
Waterford City Library  
Waterford County Libraries  
Westmeath County Library  
Wexford County Library  
Wicklow County Library

### **National Learning Network**

Carlow  
Castlebar  
Cavan  
Kilkenny  
Limerick  
Portlaoise  
Swords  
Tallaght  
Waterford  
Wexford

### **Prison Education Service**

Castlerea  
Cork  
Curragh  
Limerick  
Mountjoy  
Loughan House  
Portlaoise  
Wheatfield

### **Senior Traveller Training Centres**

Athy Traveller Club  
Ballygar, Co. Galway  
C.E.A.R.T, Wicklow  
Fealeside, Abbeyfeale  
Madonna House  
Mullingar  
Navan  
Our Lady's, Mallow  
Pavee Point  
SHS Training Centre, Bray  
St. Benin's, Tuam  
St. Brendan's, Loughrea  
St. Canice's, Portlaoise  
St. Catherines, Ballina  
St. Catherines, Carlow  
St. Francis, Cork  
St. Josephs, Leitrim  
St. Mel's, Longford  
St. Oliver's, Clondalkin  
Riverside, Rathkeale  
Tara Workshop, Dundalk  
Traveller Training, Mullingar

### **Youthreach Centres:**

Arklow  
Ashbourne  
Athlone  
Athy  
Ballina  
Ballinasloe  
Ballinacollig  
Ballinrobe  
Ballinasloe  
Ballyfermot  
Ballymahon  
Ballymun  
Basin Lane  
Blanchardstown  
Bonnybrook  
Bray  
Cavan  
Castleblaney



NALA

Clondalkin  
Cork – The Glen  
Delvin  
Dominic Place  
Drogheda  
Dundalk  
Dungarvan  
Ennis  
Enniscorthy  
Fermoy  
Hospital  
Harmonstown  
Galway  
Kilkenny  
Kiltimagh  
Kilrush  
Kingscourt  
Knocknaheeney  
Letterfrack  
Letterkenny  
Lettermore  
Limerick  
Listowel  
Lucan  
Mallow  
Miltown  
Monaghan  
Mountmellick  
New Ross  
North Great George Street  
Rathfarnham  
Roscrea  
Rush  
Sligo  
Swords  
Tallaght  
Tralee  
Tuam  
Waterford  
Wexford  
Wicklow  
Youghal

## **Vocational Education Committees (VEC)**

City of Cork V.E.C.  
City of Dublin V.E.C.  
City of Galway VEC  
City of Limerick V.E.C.  
City of Waterford V.E.C.  
Co. Carlow V.E.C.  
Co. Cavan V.E.C.  
Co. Clare V.E.C.  
Co. Cork VEC  
Co. Donegal V.E.C.  
Co. Dublin V.E.C.  
Co. Galway V.E.C.  
Co. Kerry V.E.C  
Co. Kildare V.E.C.  
Co. Kilkenny V.E.C.  
Co. Laois V.E.C.  
Co. Leitrim V.E.C.  
Co. Limerick V.E.C.  
Co. Longford V.E.C.  
Co. Louth V.E.C.  
Co. Mayo V.E.C  
Co. Monaghan V.E.C.  
Co. Offaly V.E.C.  
Co. Roscommon V.E.C.  
Co. Sligo V.E.C.  
Co. Tipperary (NR) V.E.C.  
Co. Tipperary (SR) V.E.C.  
Co. Waterford V.E.C.  
Co. Westmeath V.E.C.  
Co. Wexford V.E.C.  
Co. Wicklow V.E.C.  
Dun Laoaghaire VEC

# Accounts



NALA

(A company limited by guarantee)

YEAR ENDED 31st DECEMBER 2006

## COMPANY INFORMATION

**Company Secretary:** Anne Gannon

### Registered Office

76 Lower Gardiner Street  
Dublin 1

**Registered No.** 342807

### Bankers

Allied Irish Banks  
37 Upper O'Connell Street  
Dublin 1

### Auditors

Sean Conlon & Co  
Certified Public Accountants  
Spade Centre  
North King Street  
Dublin 7



NALA

## **NATIONAL ADULT LITERACY AGENCY LIMITED REPORT OF THE DIRECTORS**

The Directors submit their report together with the audited financial statements for the company's year of operation ended 31st December 2006.

### **PRINCIPAL ACTIVITIES AND REVIEW OF THE BUSINESS**

The company (NALA) continues the work of the National Adult Literacy Agency (NALA).

The Agency was established in 1980 and from that time has campaigned for recognition and response to the adult literacy problem in Ireland. The company continues that work. The following represents recent achievements:

- \* raised public awareness of the extent and nature of adult literacy difficulties;
- \* put literacy on the political agenda;
- \* secured increased funding for adult literacy and numeracy work for the VEC Adult Literacy Service as well as the recently created Workplace Basic Education Fund; and
- \* increased access to tuition through distance learning options such as CD-ROM and online tuition and the highly acclaimed television series Read Write Now and Really Useful Guide to Words and Numbers.

NALA is funded by the Department of Education and Science through the National Development Plan 2000-2006 and the EU Structural Fund.

Note 2 lists the other government grants received.

### **RESULTS**

The Directors' report for 2006 shows a surplus of €68,429 with accumulated reserves at the 31st December 2006 of €111,710.

No dividend is allowed because the company is limited by guarantee.

### **STATEMENT OF DIRECTORS' RESPONSIBILITIES**

Company law requires the Directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and of the surplus or deficit of the company for that year. In preparing those financial statements the directors are required to:

- select suitable accounting policies and then apply them consistently
- make judgements and estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Directors are responsible for keeping proper books of account which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 1963 to 2006.



NALA

## REPORT OF THE DIRECTORS (continued)

### ACCOUNTING RECORDS

The Directors acknowledge their responsibilities under Section 202 of the Companies Act 1990 to keep proper books and records for the company and to this end have a bookkeeper employed.

The books and records are kept at the registered office.

### AUDITORS

The auditors, Sean Conlon, & Co., will be reappointed in accordance with section 160 (2) of the Companies Act, 1963.

Approved on behalf of the Board By:

Frances Ward

Dated: 8th February 2007

Joan Butler



## REPORT OF THE AUDITORS

### INDEPENDENT AUDITOR'S REPORT

to the Members of National Adult Literacy Agency Limited.

We have audited the financial statements of National Adult Literacy Agency Limited on pages 60 to 68 which have been prepared under the historical cost convention and the accounting policies set out on page 62.

This report is made solely to the company's members as a body in accordance with the requirements of the Companies Acts 1963 to 2006. Our audit work has been undertaken so that we might state to the company's members those matters that we are required to state to them in the audit report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company or the company's members as a body for our audit work, for this report, or for the opinions we have formed.

### RESPECTIVE RESPONSIBILITIES OF DIRECTORS AND AUDITORS

The directors' responsibilities for preparing the Annual Report and the financial statements in accordance with applicable law and Irish Accounting Standards are set out in the Statement of Directors' Responsibilities.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and the Auditing Standards promulgated by the Auditing Practices Board in Ireland and the United Kingdom.

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Acts. We also report to you whether in our opinion: proper books of account have been kept by the company; whether at the balance sheet date there exists a financial situation requiring the convening of an extraordinary general meeting of the company; and whether the information given in the Directors' Report is consistent with the financial statements. In addition, we state whether we have obtained all the information and explanations necessary for the purposes of our audit and whether the company's Balance Sheet and Income and Expenditure Account are in agreement with the books of account.

We report to the shareholders if, in our opinion, any information specified by law regarding Directors' remuneration and Directors' transactions is not given and, where practicable, include such information in our report.

We read the other information contained in the Annual Report and consider whether it is consistent with the audited financial statements. This other information comprises only the directors report. We consider only the implications for our report if we become aware of any misstatements or material inconsistencies with the financial statements. Our responsibilities do not extend to other information.



NALA

## **INDEPENDENT AUDITOR'S REPORT** (Continued)

### **BASIS OF OPINION**

We conducted our audit in accordance with Auditing standards issued by the Auditing Practices board. Our audit includes an examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgments made by the directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free of material misstatement or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

### **OPINION**

In our opinion the financial statements give a true and fair view of the state of affairs of the company at the 31st December 2006, and of its surplus for the year then ended and give, in the requisite manner, the information required by the Companies Acts, 1963 to 2006.

We have obtained all the information and explanations which we considered necessary for the purposes of our audit. In our opinion, proper books of account have been kept by the company. The financial statements are in agreement with the books of account.

In our opinion the information given in the Directors' Report on page 56/57 is consistent with the financial statements.

**Sean Conlon & Co.**  
**Registered Auditors**  
**St. Pauls Church**  
**North King Street**  
**Dublin 7.**

**8th February 2007**



NALA

## INCOME & EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31st DECEMBER 2006

			2006	2005
			€	€
<b>INCOME</b>	<b>continuing operations</b>	<b>NOTES</b>		
Government Grants		2	<b>2,516,447</b>	2,007,517
Other Income		3	<b>399,913</b>	371,561
Resource Room		4	<b>10,458</b>	8,490
<b>TOTAL INCOME</b>			<b><u>2,926,818</u></b>	<b><u>2,387,568</u></b>
<b>EXPENDITURE</b>				
Administration			<b>422,057</b>	339,013
Premises			<b>38,412</b>	59,903
Development & Research			<b>2,397,920</b>	1,967,054
<b>TOTAL EXPENDITURE</b>		<b>Page 11</b>	<b><u>2,858,389</u></b>	<b><u>2,365,970</u></b>
<b>SURPLUS (Deficit) for the Year</b>			<b><u>68,429</u></b>	<b><u>21,598</u></b>

There are no other recognised gains or losses.

James Ward

Approved on Behalf of the Board By:

Joan Butler



NALA

## NATIONAL ADULT LITERACY AGENCY LIMITED

### BALANCE SHEET AS AT THE 31<sup>st</sup> DECEMBER 2006

	NOTES	2006 €	2005 €
<b>FIXED ASSETS</b>	5	<b>40,328</b>	38,770
<b>CURRENT ASSETS</b>			
Stocks: Resource Room		<b>15,282</b>	23,285
Stationery		<b>2,576</b>	2,576
Debtors	8	<b>55,632</b>	138,120
Bank Balance & Cash on Hand		<b>485,129</b>	542,915
		<b>558,619</b>	<b>706,896</b>
<b>CREDITORS</b> ( Falling due within one year)	9	<b>- 487,237</b>	- 702,385
<b>NET CURRENT ASSETS</b>		<b>71,382</b>	4,511
<b>TOTAL ASSETS LESS LIABILITIES</b>		<b>111,710</b>	<b>43,281</b>

REPRESENTED BY:

Surplus	<b>111,710</b>	43,281
	<b>111,710</b>	<b>43,281</b>

Approved on Behalf of the Board By:

James Ward



NALA

## NATIONAL ADULT LITERACY AGENCY LIMITED

### NOTES ON THE ACCOUNTS FOR THE YEAR ENDED 31st DECEMBER 2006

#### 1. ACCOUNTING POLICIES

The financial statements have been prepared under the historical cost convention.

##### Tangible Fixed Assets

Fixed Assets are stated at cost less depreciation.

Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life on a straight line basis, as follows:

All Fixed Assets      25%

Where grants are received in the year and the related expenditure is to be incurred in a later year the grants are shown as deferred income, under creditors and accruals, in the balance sheet.

#### 2. Government Grants:

	2006	2005
	€	€
Department of Education - Core Grant	<b>314,000</b>	298,000
& Science                      - Special allocation	<b>1,481,000</b>	1,368,000
- Deferred grant to 2006 - Note 9	<b>-110,575</b>	40,000
- Deferred grant from 2005	<b>126,000</b>	- 126,000
Other Government Grants		
• Department of Social & Family Affairs	<b>45,000</b>	38,259
• Department of Health & Children	-	79,427
• FÁS - Integrating Literacy	<b>63,052</b>	60,000
• FÁS - Safe & Well	<b>169,992</b>	250,172
• FÁS - Services to Business	<b>285,966</b>	368,064
• FÁS - Steps to Safety	<b>49,500</b>	-
• FÁS - other	<b>19,867</b>	22,433
• Deferred FÁS	<b>- 37,240</b>	- 430,838
• Department of Foreign affairs (CEI)	<b>57,500</b>	97,500
• Deferred Department of Foreign Affairs (CEI)	<b>- 5,000</b>	- 57,500
• Statistics Office	<b>22,440</b>	
• HSE	<b>106,600</b>	
• Deferred HSE	<b>- 87,905</b>	
• Dept of An Taoiseachs Office	<b>9,500</b>	
• Deferred Dept of An Taoiseachs Office	<b>- 9,500</b>	
• Fingal County Council	<b>16,250</b>	
	<b><u>2,516,447</u></b>	<b><u>2,007,517</u></b>



NALA

### 3. Other Income:

	2006	2005
	€	€
Membership fees	23,541	19,073
Conference fees	6,790	5,810
Miscellaneous	8,334	2,557
Training fees	6,435	3,480
POBAL (ICT)	27,947	50,794
POBAL (ICT) Deferred	- 1,953	- 16,672
POBAL (CDR)	24,561	24,609
POBAL (CDR) Deferred	- 24,561	
VOX	9,319	747
Plain English income	40,210	45,785
Bank interest received	7,878	16,967
Visual Learning	540	0
EBS	30,000	131,517
EBS deferred	- 30,000	
Reprise	-	2,641
Workplace	2,805	4,722
LAT	4,370	10,000
RUG (BCI)	273,108	-
RUG deferred	- 71,350	-
RUG (RTE)	4,500	-
Leargas	2,762	1,790
CDVEC (Citizenship Booklet)	-	3,000
Gill & MacMillan Distribution	-	500
Donations/ Raffle	100	2,316
Enterprise Ireland (Incompany Training Measure)	54,577	61,925
	<b>399,913</b>	<b>371,561</b>

### 4. Resource Room:

	€	€
Opening Stocks of Books	23,285	27,932
Purchases for the year	49,634	77,564
	<b>72,919</b>	105,496
Closing Stocks of Books	- 15,282	- 23,285
Cost of Books sold	57,637	82,211
Sales for the year	68,095	90,701
Surplus ( Deficit)	<b>10,458</b>	<b>8,490</b>

In the opinion of the Directors there are no material differences between the replacement cost of stock and the balance sheet amounts.





NALA

## 5. Tangible Fixed Assets:

	TOTAL	OFFICE EQUIPMENT	FIXTURES & FITTINGS
<b>COST</b>			
Cost at 31.12.2005	78,943	72,994	5,949
Additions	26,532	25,132	1,400
At 31.12.2006	<b>105,475</b>	<b>98,126</b>	<b>7,349</b>
<b>DEPRECIATION</b>			
At 31.12.2005	40,173	37,152	3,021
Charge for Year	29,974	23,433	1,541
At 31.12.2006	<b>65,147</b>	<b>60,585</b>	<b>4,562</b>
<b>NET BOOK VALUE</b>			
At 31 December 2006	40,328	37,541	2,787
At 31 December 2005	38,770	35,842	2,928



NALA

## National Adult Literacy Agency Limited

### Notes on the Accounts for the year ended 31st December 2006

#### 6. Staff numbers and costs

2006

2005

The average number of persons employed by the company during the year were as follows:

24

23

The aggregate payroll costs of these persons were as follows:

2006

2005

€

€

Salaries

1,084,533

874,398

Social Welfare

111,210

88,980

1,195,743

963,378

Salaries include €68,997 and €16,834 which appear in expenditure under RUG and FÁS Services to Business.

#### 7. Pension information:

€

€

Employer contribution to pension scheme

66,158

47,619

The company operates a defined contribution scheme. The company contributes 10% of employees salary. The scheme is operated by New Ireland Assurance.

#### 8. Debtors

2006

2005

€

€

Debtors for books

20,718

16,834

Prepayments

34,914

91,286

Enterprise Ireland (Incompany Training Measure)

-

30,000

55,632

138,120

#### 9. Creditors (Due within one year):

2006

2005

€

€

Creditors & Accruals

50,825

43,998

Tax & Social Welfare

58,328

27,377

Deferred Dept. of Education & Science

351,570

126,000

Deferred FÁS

-

430,000

Deferred POBAL

26,514

16,672

Dept. of Foreign Affairs - CEI grant

-

57,500

487,237

702,385

Grants are deferred in respect of estimated, but specific expenditure, to be expended during the following year. The Bank holds no security from the Directors or members of the company.



NALA

	2006 €	2005 €
<b>10. Other Expenses</b> €732,942		
Leargas	3,214	1,790
Workplace	400	1,526
FÁS services to business	73,948	32,426
FÁS Safe & Well	147,172	80,008
FÁS Steps to Safety	35,100	
FÁS Launch	11,235	
FÁS Apprentice	54,880	
Education and Skills	14,702	
HSE Plain English	1,995	
Central Statistics Office	21,855	
Fingal Sports Pack	8,143	
RUG Step 5	359,182	
Miscellaneous	1,116	
	<b>732,942</b>	<b>115,750</b>
Miscellaneous		
Donation: Shades of Praise	-	3,012
Miscellaneous	4,414	2,893
	<b>4,414</b>	<b>5,905</b>

#### 11. Corporation Tax

None arises because no trading activity takes place.

#### 12. Related Party Transactions:

None arise.

#### 13. Borrowings and Leases:

There are no borrowings or leases

#### 14. Director's Interests:

Directors have no interests in the company.

#### 15. Share Capital:

The company is limited by guarantee and has no share capital.

#### 16. The financial statements were approved by the Directors on the 8th February 2007.



NALA

# NATIONAL ADULT LITERACY AGENCY LIMITED

## DETAILED EXPENDITURE FOR THE YEAR ENDED 31st DECEMBER 2006

	NOTES	2006 €	2005 €
<b>ADMINISTRATION</b>			
Salaries		263,625	172,093
Pensions		11,690	9,889
Telephone		20,568	29,242
Stationery & Photocopying		14,581	16,770
Postage		47,424	53,069
Bank Charges		1,614	1,060
Subscriptions & Advertising		2,442	795
Executive Committee Expenses		10,461	9,089
Audit & Accountancy		9,604	7,074
Miscellaneous		4,411	5,905
Office Equipment Maintenance		10,663	14,291
Depreciation	5	24,974	19,736
Total Administration		<b>422,057</b>	<b>339,013</b>
<b>PREMISES</b>			
Rent & Cleaning		26,576	43,557
Insurance		5,741	5,356
Heat & Light		3,522	3,450
Repairs & Maintenance		2,573	7,540
Professional fees		-	-
Total Premises		<b>38,412</b>	<b>59,903</b>
<b>DEVELOPMENT &amp; RESEARCH</b>			
Salaries		846,287	791,285
Pension		54,468	37,730
Other expenses	10	732,942	115,750
Travel & Subsistence		34,140	26,887
Assessment / Research		4,824	28,113
Quality framework		114,429	127,101
Practitioner Training		101,812	141,388
Family Literacy		89,828	25,285
Distance Learning		33,114	68,907
Materials Development		19,767	- 39,726
Health Strategy		13,300	21,765
ICT Learning		10,033	77,547
Numeracy Strategy		37,990	6,761
ESOL Training		11,277	41,638
Printing & Publishing		53,161	76,628
Meetings/ Seminars		35,244	32,382
Website update		5,096	3,631
Advertising/Promotion		4,628	20,506
Staff Training / Development		9,703	5,670
Learner Development		39,308	36,155



## NALA

Plain English	<b>28,887</b>	46,701
POBAL(ICT) Dormant accounts	<b>12,855</b>	50,796
POBAL(CDR) Dormant accounts	<b>7,136</b>	24,562
EBS Building Society	<b>24,750</b>	89,577
Incompany Training Measure	<b>11,722</b>	45,161
Literacy Implementation	-	7,029
CEI (Dept. of Foreign Affairs)	<b>19,384</b>	40,935
Strategic Plan	<b>41,835</b>	16,890
Total Development & Research	<b><u>2,397,920</u></b>	<b><u>1,967,054</u></b>
<b>TOTAL EXPENDITURE</b>	<b><u>2,858,389</u></b>	<b><u>2,365,970</u></b>



NALA

## Links with organisations in 2006

Since our establishment, we have developed links with a wide variety of organisations nationally and internationally. In addition we have developed partnerships with organisations in relation to specific projects and work programmes. The aim of this activity is to place adult literacy on the agenda of policymakers and other organisations and to raise awareness of the issue.

### **Aontas**

We work with Aontas on an ongoing basis to develop adult literacy in Ireland.

### **Basic Skills Agency (UK)**

We work with the Basic Skills Agency on a variety of projects.

### **Comhairle**

Since 2002, we were nominated as a Ministerial appointment onto the board of Comhairle.

### **Community Platform**

We are a member of the Community Platform and attend Platform meetings on a monthly basis. We work closely with member organisations in the Platform on adult literacy issues and we facilitated literacy awareness training for interested groups in the summer.

### **Cork Institute of Technology (CIT)**

We work with CIT in relation to technical support for literacy tools and the development of a number of interactive CDs.

### **Department of Social and Family Affairs**

The Department is the main funder of our plain English work.

### **Department of Education and Science**

The Department provides the core funding for NALA's work.

### **Department of Enterprise, Trade and Employment**

The Department funds our work in workplace basic education.

### **Department of Foreign Affairs**

The Department funded our work supported by the Communicating Europe Initiative.

### **EBS Building Society**

The EBS funds our three-year financial literacy project.

### **Education Equality Initiative**

NALA are represented on the Education Equality Initiative.

### **FÁS**

We work with FÁS in relation to workplace basic education initiatives delivering adult literacy support to FÁS client groups.

### **Fingal Sports Partnership**

We work with Fingal Sports Partnership on the Sports Literacy Integration Project.

### **Further Education and Training Awards Council (FETAC)**

NALA contributes to the FETAC Quality Assurance Consultation Network and has also assisted in the FETAC Technical Advisory Group to the NQAI.

### **GAA**

The GAA are a partner with NALA in relation to the Sports Literacy Integration Project.

### **Integrate Ireland**

Integrate Ireland and NALA have mutual representation on working groups on developing ESOL support.

### **Irish Deaf Society (IDS)**

Irish Deaf Society Linkup is a literacy project for and led by the deaf community.

### **Irish Dyslexia Association (IDA)**

NALA works with IDA on specific learning difficulties support.





NALA

### **Financial Regulator**

IFSRA have been working with NALA in relation to our financial literacy project.

### **Irish Social Policy Association (ISPA)**

NALA is a member of the national organising committee of ISPA, which allows us to ensure that adult literacy is high on the social policy research agenda.

### **Irish Trade Union Trust (ITUT)**

We sit on the ITUT board. ITUT is the social solidarity arm of Services Industrial Professional Technical Union (SIPTU), with one of its services being the SIPTU Basic English Scheme.

### **Irish Vocational Education Association**

We continuously work in partnership with the IVEA to address the adult literacy issue in Ireland.

### **Literacy Implementation Group (LIG)**

The Literacy Implementation Group brings together all adult literacy stakeholder groups who monitor the implementation of adult literacy sections of the Government White Paper of the future of adult education.

### **Money Advice and Budgeting Service (MABS)**

MABS have been working with NALA in relation to our financial literacy project.

### **National Adult Literacy Advisory Group**

NALA took a full part in the work of NALAG particularly on developing the National Adult

### **Literacy and Numeracy Implementation Plan.**

National Adult Learning Council (NALC) NALA has been a member of NALC since 2002. NALC guides the strategic development of adult and basic education in Ireland.

### **National Qualifications Authority of Ireland (NQAI)**

We have been appointed to the NQAI as the Minister's nomination for the Community and Voluntary sector. The main task of the NQAI is to put together and oversee a national qualifications framework.

### **National Learning Network (formerly National Training and Development Institute (NTDI))**

We support the work of National Learning Network through training, resources, seminars and in particular the Literacy Integration project.

### **National Research and Development Centre for Adult Literacy and Numeracy (NRDC)**

The NRDC is a UK centre dedicated to conducting research and development projects in the fields of adult literacy, numeracy and ESOL. It is based in the University of London in the Institute of Education.

### **RTÉ**

RTÉ is one of the major partners involved in developing the 'Literacy through the media' project through the TV literacy series.

### **Senior Traveller Training Centres (STTC)**

NALA support the work of STTC through training, resources, seminars and in particular the Integrating Literacy project.

### **Skillnets**

NALA is working with Skillnets to boost awareness of and training in relation workplace basic education.

### **Women's Health Council (WHC)**

NALA is represented on the board of the WHC.

### **Youthreach**

We support the work of Youthreach through training, resources, seminars and in particular the Integrating Literacy project. Other committees and working groups on which NALA was represented or involved with in 2004



NALA

## **Other organisations with which NALA was involved in 2006**

- Pobal (formerly ADM) Partnerships Education Coordinators
- Adult Education Guidance Initiative
- Adult Education Officers Association (AEOA)
- Adult Literacy Organisers Association (ALOA)
- Basic Education Tutors Association (BETA)
- Chief Executive and Education Officers Association (CEEEOA)
- City of Dublin VEC
- Community Radio Forum (CRF)
- Community Workers Co-operative (CWC)
- County Dublin VEC
- Dublin Adult Learning Centre (DALC) Board of Directors
- EU Committee on Basic Skills
- IILT Working Group on Material Development
- Institute of Bankers in Ireland
- Inter-Departmental Group on Literacy and Unemployment
- Insurance Institute of Ireland
- Irish Insurance Federation
- Irish National Organisation for the Unemployed (INOUE)
- Irish Prison Service
- Library Council
- Local Development and Training Institute (LDTI)
- National BUA Centre Advisory Committee
- National Centre for Guidance in Education
- National Educational Psychological Service (NEPS)
- National University of Ireland (NUI), Maynooth
- SPIRASI
- Starbucks Ireland
- The Wheel
- Vocational Education Committees (VECs)
- Waterford Institute of Technology (WIT)

# Glossary

**Accreditation**

A process that allows a person to get credits from a particular institution, such as a college or university for a course that they have completed

**Ad hoc**

Something that is not regular or planned and happens only when necessary

**Analyse**

A process of studying the details of something to understand or explain it

**Assessment framework**

A guide to knowing what stage a learner is at when they start tuition and how well they are progressing

**Attribute**

A quality or characteristic that someone or something has

**Benchmark**

A point of reference

**Best practice**

A term to describe good quality work or good working habits

**Brainstorming**

A method of giving ideas and opinions freely within a group of people to generate new ideas about a problem

**Collate**

A way to analyse and compare information to identify points of agreement and differences

**Consensus**

Agreement between all members of a group on a particular subject

**Consistent**

Something that happens or behaves in a similar way

**Curriculum**

A set of topics that make up an educational course

**Distance education**

A form of learning that takes place in a person's home without supervision

**Educational Disadvantage Committee**

A Government committee devise solutions to tackle educational disadvantage

**Educational Equality Initiative**

A programme funded by the National Development Plan under which different projects develop different ways of tackling educational disadvantage

**Empowerment**

A process of transferring power from influential people to poor communities and individuals who have been traditionally excluded from decision making

**Ethos**

An idea or belief of a particular person or group that guides their actions

**Evaluation**

A process of studying something carefully to see how good or bad it is

**Facilitator**

A person who helps a group to develop and work together effectively towards their common goal

**Focus group**

A group of people who are brought together to discuss what they think about something

**Framework**

A basic structure that supports something, such as a building, and gives it its shape

**Generic**

General, not specific

**Guiding principles**

Values or rules that guide an action or decision

**Holistic**

A way of describing something that deals with the whole of something or someone, not just their parts

**Implement**

A system or plan to make something happen



NALA

### **Library Council (An Chomhairle Leabharlanna)**

An organisation set up to advise local authorities and the Government on libraries

### **Local Government**

Local and regional bodies, including County Councils, City Councils, Urban District Councils and Town Councils, set up by the Department of the Environment and Local Government, that provide services to local communities

### **Mentor**

An experienced person who gives help and advice to a less experienced person

### **Mission statement**

A statement that explains a person's, group's organisation's main aim

### **Monitor**

A process of watching something carefully and recording your results

### **National Development Plan**

The Government's plan to use EU and other funds to develop the economy and to help spread resources more equally between different groups in society

### **National Literacy Expert Advisory Group**

A group made up of all those with an interest and input in adult literacy that oversees how the adult literacy sections of the Government White Paper are implemented

### **Networking**

A process of using social events to meet people who might be useful to you

### **Partnership**

A process of two or more people or organisations working together to achieve something

### **Performance indicator**

A way to measure whether a person or an organisation is meeting their objectives

### **Plain English**

A way of writing and designing material that makes it easier to read and understand

### **Process**

A series of actions to achieve a result

### **Qualitative**

A way of describing something that refers to how good it is

### **Quality**

A way of saying how good or bad something is

### **Quantitative**

A way of describing something that refers to how much (or how many) of it there is

### **Return to Education**

A nine hour a week basic education programme for people on Community Employment schemes

### **Skillnets**

Skillnets is responsible for the operation of The Training Networks Programme. Skillnets facilitates an enterprise-led approach to training and development through supporting the development of flexible and effective training delivery methods amongst those enterprises that previously had difficulty in accessing or benefiting from training.

### **Social cohesion**

A process of bringing together economic, social, health and educational policies to help people take part in society

### **Social exclusion**

A process of preventing certain groups from accessing power and decision-making bodies or building up social and community networks because they are poor or they do not have enough education or life skills

### **Social inclusion**

A process of making sure that people who are poor or marginalised can take part in the decision-making process so that they can raise their standard of living and improve their quality of life

### **Social interaction**

A process of talking to or doing things with other people

### **Social partnership**

A way of reaching agreement between the Irish Government and various social partners – employers, trade unions, farmers and community

and voluntary groups – on pay, tax, working conditions and social welfare, and other economic and social issues

**Social partnership agreement**

A document outlining a range of steps agreed by the Government and the social partners on economic and social issues

**Stakeholder**

A person who has an interest in an organisation, a project or an issue

**Statutory**

Something decided or controlled by law

**Strategic intent**

A statement of what a person, group or organisation intends to do

**Tender**

An application by a person or group to do a piece of work, describing how they plan to do the work, when, and how much they will charge

**Traveller Training Centre**

A local organisation that provides vocational training for adult Travellers

**White Paper**

A document produced by the Government that outlines its future plans on a particular topic

**Youthreach Centre**

A local training unit that provides vocational and basic skills to early school leavers under 18 years of age



NALA

# List of acronyms and abbreviations

## **ABE**

Adult Basic Education – the development of competence in adult skills, such as literacy numeracy and communications, that people need to take part fully in society

## **ADM**

Area Development Management – an organisation set up by the Department of An Taoiseach that funds and oversees local development projects

## **AEOA**

Adult Education Organisers' Association

## **AGM**

Annual General Meeting

## **ALO**

Adult Literacy Organiser

## **ALOA**

Adult Literacy Organisers' Association

## **ALS**

Adult Literacy Service

## **BETA**

Basic Education Tutors' Association – an organisation representing paid adult literacy tutors

## **BSA**

Basic Skills Agency – an organisation that supports and develops ABE in England and Wales

## **CAIT**

Community Application of Information Technology Initiative

## **CDP**

Community Development Project

## **CE**

Community Employment – a FÁS employment training programme

## **CEEEOA**

Chief Executive and Education Officers' Association – an organisation representing Chief Executive Officers and Education Officers in VECs

## **CEO**

Chief Executive Officer – the most senior management position in a VEC

## **CIF**

Construction Industry Federation – a body representing employers in the building sector

## **CTC**

Community Training Centre – a training unit, in different centres around Ireland, providing vocational and adult basic education skills to early school leavers over 18 years of age

## **CWC**

Community Workers Co-op

## **DES**

Department of Education and Science

## **DETE**

Department of Enterprise, Trade and Employment

## **ESOL**

English for Speakers of Other Languages

## **EU**

European Union

## **FÁS**

Foras Áiseanna Saothair – the national training and employment authority

## **FSAI**

Food Safety Authority of Ireland – a body established by the Department of Health and Children to oversee food safety improvements

## **FETAC**

Further Education Training Awards Council

## **EGSA**

Education Guidance Service for Adults - a local, independent, voluntary organisation that aims to connect adults with learning in Northern Ireland.

## **IBEC**

Irish Business Employers Confederation – the





## NALA

organisation representing all employer bodies and associations

### **ICCPE**

Irish Centre for Continuing Pharmaceutical Education

### **ICT**

Information and Communications Technology

### **ICTU**

Irish Congress of Trade Unions – the organisation representing all trade unions around the country

### **ISC**

Information Society Commission – responsible for developing ICT in Irish society

### **ISME**

Irish Small and Medium Enterprises Association – an organisation representing small and medium businesses

### **ITUT**

Irish Trade Union Trust

### **IVEA**

Irish Vocational Education Association – an organisation representing Vocational Education Committees

### **MLJ**

Mapping the Learning Journey - an assessment framework to support the teaching and learning process in adult basic education.

### **NALAG**

National Adult Literacy Advisory Group - the main stakeholders in adult literacy NALA brought together to develop a plan to help achieve the goals outlined in the White Paper

### **NALC**

National Adult Learning Council – a body established by the Department of Education and Science to oversee the implementation of the White Paper ‘Learning for Life’

### **NALP**

National Adult Literacy Programme

### **NAPS**

National Anti-Poverty Strategy – a Government plan to tackle poverty

### **NCCA**

National Council for Curriculum and Assessment

### **NCGE**

National Centre for Guidance in Education

### **NDP**

National Development Plan – a Government medium-term plan for economic and social development

### **NQAI**

National Qualifications Authority of Ireland – a Government-funded body that manages qualifications at national level

### **NTDI**

National Training and Development Institute – an independent education organisation that provides courses in different centres around Ireland for disabled people

### **SIPTU**

Services, Industrial, Professional and Technical Union

### **Teagasc**

The Irish Agricultural and Food Development Authority

### **VEC**

Vocational Education Committee A committee that manages adult and further education at county (and sometimes city) level

### **VTOS**

Vocational Training Opportunities Scheme

### **VTSU**

Vocational Training Support Unit

### **WAI**

Web Accessibility Initiative – an international group of companies, disability representatives, universities, governments and research centres that have developed guidelines for making the Internet easier for disabled people to use

### **WIT**

Waterford Institute of Technology



NALA



## National Adult Literacy Agency

An Áisíneacht Náisiúnta Litearthachta do Aosaigh

### What is NALA?

The National Adult Literacy Agency (NALA) is an independent membership organisation, concerned with developing policy, advocacy, research and offering advisory services in adult literacy work in Ireland. NALA was established in 1980 and has campaigned since then for the recognition of, and response to, the adult literacy issue in Ireland.

### National Adult Literacy Agency

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Dublin 1

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Fax (01) 855 5475

Email [literacy@nala.ie](mailto:literacy@nala.ie)

### NALA Mullingar

Telephone (044) 9340374

Fax (044) 9345834

Email [pkiernan@nala.ie](mailto:pkiernan@nala.ie)

### NALA Cork

Telephone (021) 427 8655

Fax (021) 427 8665

Email [mmurray@nala.ie](mailto:mmurray@nala.ie)

### Websites:

NALA website: [www.nala.ie](http://www.nala.ie)

Literacy learning and tuition website: [www.literacytools.ie](http://www.literacytools.ie)

The Really Useful Guide to Words and Numbers website: [www.rug.ie](http://www.rug.ie)

Freephone support line: 1800 20 20 65



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