

NALA Distance Learning Service Learner Charter

What you can expect from NALA's
Distance Learning Service – and
what we expect from you

About this charter

The National Adult Literacy Agency (NALA) works to make sure that people with literacy or numeracy difficulties can fully take part in society and have access to learning opportunities that meet their needs.

This charter explains what you can expect when you use our Distance Learning Service. It tells you what you can expect from us, and it also explains what we expect from you.

What is the Distance Learning Service?

NALA's Distance Learning Service lets you study from your own home, at a time that suits you. You can study online by yourself or work with a qualified tutor over the phone – or, you can do both. You can also work to get a formal QQI qualification for your learning if you want to.

What can you expect from the Distance Learning Service?

NALA aims to provide you with high-quality tutoring and learning support.

When you contact us, we will:

- listen to you and be polite and respectful;
- respect and protect your privacy and confidentiality;
- give you information about Adult Literacy Services in your local area;
- offer you the chance to work with a tutor over the phone or online; and
- offer to post you out printed materials to help with your learning.

If you decide to use the Distance Learning Service, we will:

- take your number and agree to ring you back at a later time;
- discuss your learning options;
- give you guidance based on your needs and interests; and
- support you if you want to get a nationally recognised QQI award at level 2 or 3.

You can also choose to become a member of NALA. You will then get a chance to take part in NALA's learner committees and go to adult learner events that we organise.

What does NALA expect from you?

NALA wants to provide you with the best possible service.

To help us do this, we expect you to:

- be able to take a call when you have arranged to do so with a tutor;
- take your own learning seriously;
- post materials back to us that we ask for;
- show respect for your tutor and other NALA staff members; and
- tell us if any of your personal details change – for example, if you change address or get a new phone number.

How can I contact NALA?

We welcome your feedback, so if you have a compliment, a question or a complaint, you can contact your tutor or call our Freephone line on 1800 20 20 65. You can also contact Joan Butler, the Distance Learning Tutor Coordinator, on 087 624 6769 or by email at jbutler@nala.ie.

You can contact our main office on 01 412 7900 or by email at dls@nala.ie. Or, you can send us a letter, to

National Adult Literacy Agency (NALA)
Sandford Lodge
Sandford Close
Ranelagh
Dublin 6

If you are unhappy with how we deal with your concerns, you can make a formal complaint using our complaints policy. This can be found on our website at <https://www.nala.ie/resources/nala-complaints-policy>

We hope you enjoy learning with our Distance Learning Service.