

Memorandum of Understanding

Between:

National Adult Literacy Agency (NALA)

and



What is the Memorandum of Understanding?

The **Memorandum of Understanding (MOU)** sets out the terms and conditions agreed by NALA and Learn with NALA registered Centres to use the **Learn with NALA** eLearning platform.

Becoming a Learn with NALA Registered Centre

Since 2008, NALA has collaborated with centres to provide eLearning opportunities for adults with unmet literacy, numeracy and digital literacy needs. To make sure learners have a positive experience and to help NALA meet its obligations as a provider, there are a number of practical requirements that NALA and Registered Centres agree to follow.

Learners and centre staff must agree to NALA's:

- **Terms and Conditions**
- **Privacy Policy**
- **Learner Charter**

These outline what learners can expect, and the responsibilities learners and centre staff are asked to uphold.

NALA's relationship with Registered Centres

Learn with NALA eLearning platform has two types of learner accounts:

1. **Centre Learners:** working through a Registered Learn with NALA Centre
2. **Direct Learners:** adult literacy learners who are learning on their own or directly with support from NALA tutors.

Registered Centres get access to:

- the backend of Learn with NALA where they can access course content and resources and monitor and track the progress of their learners;
- training sessions, materials and support information from NALA; and
- support from NALA's Learn with NALA team.

Registered Centres use Learn with NALA (LWN) as a tool for **teaching, learning and assessment**.

Registered centres can:

- opt to use LWN courses as:
 - a resource to support the centre's own local course; or
 - the core programme for learners.
- support learners to complete assessment to go forward for Quality and Qualifications Ireland (QQI) certification:
 - locally in their own centre as part of their own centre's QQI Quality Assurance policies and procedures; or
 - through LWN as part of NALA's QQI Quality Assurance policies and procedures.

NALA is the provider of courses on Learn with NALA while registered centres are the providers of their own local courses.

For all courses on Learn with NALA, NALA is the first provider and is responsible for:

- making sure the programme meets quality standards; and
- carrying out/overseeing assessment.

What NALA requires from Registered Centres

Registered Centres are required to put the following supports in place when using Learn with NALA.

1. Centre set-up and learner access

The Centre will:

- **Nominate a Centre Contact:** Assign a staff member to act as the Centre Contact (NALA's main contact for administration of Learn with NALA) and inform NALA within one week if this contact changes.
- **Keep Learn with NALA free for learners:** ensure learners are not charged for any programme or offering where Learn with NALA is used.
- **Check learner eligibility:** ensure all learners using Learn with NALA:
 - Are aged 16 or over
 - Have literacy, numeracy or digital literacy needs
 - Are able to learn online
- **Ensure access to equipment and internet:** ensure learners have a desktop/laptop/tablet and internet access.
- **Adhere to NALA policies:** Ensure relevant staff understand and adhere to NALA's **Teaching and Learning Policy** and **Online Learning Policy**.

2. Supporting learners to register and get started

The Centre will **Support learners to register on Learn with NALA**, including:

- sharing the correct registration link with their learners:
 - informing learners of what information they need to register;
 - verifying the identity of the learners by checking that their official ID (identification) matches the information used to register on Learn with NALA;
 - ensuring that learners enter the correct personal and contact information such as their name, email address, phone number, date of birth and PPS (Personal Public Service) number; and
 - helping learners understand the **Terms and Conditions, Privacy Policy** and **Learner Charter**.

- **Put consent in place where needed:** Make sure you have an appropriate internal consent process for learners, where relevant.
- **Accounts and logins:** Ensure each learner has their own unique account/login and, where devices are shared, ensure learners are logged into their own account before starting (and log out when finished).

3. Academic integrity and assessment rules

Where learners complete assessment on Learn with NALA, the Centre will follow and ensure their learners follow NALA's **Assessment of Learners** and **Academic Integrity Policies**.

In particular:

- Learners can ask for support, but they must **complete assessments on their own**.
- Learners must **not submit work completed by someone else** and should not use technology such as Artificial Intelligence (AI) tools or search engines to do their assessments.
- Where relevant, Centre staff will inform learners of the reasonable accommodations available and support learners to complete the reasonable accommodations application form prior to completing assessment.
- **Assessment dates:** Centre staff will inform learners of NALA's QQI assessment round dates and ensure learners follow the relevant assessment deadlines.

If any staff member in the centre suspects that there may be an academic integrity issue, they are required to report it to the Learn with NALA Coordinator at learn@nala.ie.

4. Centre Contact responsibilities (day-to-day administration)

The Centre will ensure there is a named Centre Contact who will:

- **Keep NALA updated** on changes to tutor/contact details and any changes to the Centre's registered information
- **Liaise with NALA on training requirements**
- Ensure relevant staff:
 - are familiar with Learn with NALA and have all completed NALA training on the platform
 - are kept up to date about developments on Learn with NALA

- are familiar with the **NALA Registered Centre Procedure**
- offer any interested learner in the Centre the opportunity to use Learn with NALA
- **Monitor learner progress and support engagement:** Monitor learners' progress on Learn with NALA and actively support participation by helping learners to overcome barriers, maintain motivation, and access additional teaching support where needed (either within the centre or by referral to an Education and Training Board (ETB) or NALA).
- **Learner support:** The Centre Contact is the first point of contact for learner support and local technical issues; unresolved platform issues are escalated to NALA learn@nala.ie.

NALA's role and responsibilities

- Manage and develop the Learn with NALA platform
- Provide support and training to Registered Centres in the use of the platform, including access to self-service support resources
- Provide technical support and teaching and learning support to learners
- Manage assessment, verification, results approval, and the appeals process
- Submit results to QQI
- Validate eLearning programmes
- Distribute QQI certificates to LWN Registered Centres
- Evaluate adherence to this agreement
- Where centres do not report learner data on PLSS (Programme Learner Support System), register learner details on PLSS (as required for reporting).
- As the provider, the courses operate under NALA's quality assurance system.

Signatories

Centre: Please give us some basic information about your centre. Please type into this form or fill it out in block capitals.

| | |
|--|--|
| Centre Name | |
| Address (including Eircode) | |
| Centre contact number | |
| Short description of what your centre does | |
| Website(s) | |
| Main contact person (full name) | |
| Main contact phone number | |
| Main contact email address | |
| Would the Centre Contact like to get the Learn with NALA ezine? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Do you need extra tutor accounts? List full name and email address for each account. Please note: we will email the tutors with a registration form to set up their account. | |
| Is your centre affiliated with an Education and Training Board | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| If yes, which ETB? | |
| Does the ETB enter your learners' data on PLSS? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Is your centre a registered NALA member? | <input type="checkbox"/> Yes <input type="checkbox"/> No |

Duration

This Memorandum of Understanding (MOU) starts on the date it is signed by the NALA Chief Executive Officer (CEO) and the Centre's authorised signatory. It stays in place until either NALA or the Centre ends it by giving written notice.

We will review this MOU every five years.

Authorised Signatory

| | |
|--|--|
| Authorised signatory name¹ | |
| Position | |

We agree to meet the Learn with NALA Registered Centre responsibilities set out in this MOU.

I confirm I am authorised to sign this Memorandum of Understanding on behalf of the Centre.

_____ **Date:** _____
Centre authorised signature

Click above the line to upload or write in above.

_____ **Date:** _____
NALA authorised signature

Click above the line to upload or write in above.

Colleen Dube, CEO (or designated authorised signatory)
Sandford Lodge, Sandford Close, Ranelagh, Dublin 6, D06 YF65
Email: cdube@nala.ie
Telephone: 01 412 7900

¹ In the case of ETB centres the authorised signatory is the Chief Executive or designated authorised signatory.

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

National Adult Literacy Agency (NALA)

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Websites:

nala.ie

learnwithnala.ie

Learn with NALA helpline: 1 800 20 20 80

Email: learn@nala.ie

Company Registration Number: 342807

Registered Charity Number: 20020965

CHY (Charity) Number: 8506



National Adult Literacy Agency

Áisíneacht Náisiúnta Litearthachta do Aosaigh



Rialtas na hÉireann
Government of Ireland

SOLAS
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