This is a Memorandum of Understanding (MOU) between the **National Adult Literacy Agency (NALA)** and [Centre Area Name].

This MOU sets out the terms and understanding between the two parties for the use of NALA’s eLearning website [www.learnwithnala.ie](http://www.learnwithnala.ie) (Learn with NALA), in a blended learning context and its optional use for certification at level 2 and level 3 of the National Framework of Qualifications (NFQ).

This MOU is not a legal undertaking. The signatories will abide by the terms to reach the objective stated in the MOU, by striving to do their best and work together.

Please read each section 1-7 and provide the required information where instructed.

# Parties

## NALA

The National Adult Literacy Agency is a charity and an independent membership organisation. NALA is 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.

## Centre

Please provide introductory information about your centre below:

|  |  |
| --- | --- |
| Centre Area Name |  |
| Address |  |
| Brief description of your centre area and its main functions |  |
| List of centres within your centre area |  |
| Website(s) |  |
| Main Contact Person (Area Coordinator) |  |
| Contact Phone Number |  |
| Contact Email Address |  |
| Other Centre Area staff using Learn with NALA |  |
| Is your centre affiliated with an  ETB (Yes / No)? |  |
| If yes, please state which ETB. |  |
| Does the ETB capture your learners’ data in PLSS (Yes/No)? |  |
| Is your centre a registered  NALA member (Yes/No)? |  |
| Please indicate how you intend to use Learn with NALA at your centre  *(tick as appropriate)* | * for the Recognition of Prior Learning (RPL) at level 2 and level 3 * as a class resource to extend learning time and to reinforce learning * as a teaching and learning and assessment tool with centre support * as a teaching and learning and assessment tool * in a blended learning context in addition to centre based teaching and learning |
| ***Important Notice:*** *All communication from NALA to your centre will be distributed through your centre*  *contact. If any of your centre contact details change (name, phone, email), it is your responsibility to inform NALA of this change.* | |

# Background

NALA’s eLearning website, Learn with NALA, is a high quality, free service with multiple distance learning opportunities for individuals who wish to improve their literacy, numeracy and digital skills. Learn with NALA offers learning opportunities at levels 1 to 4 of the NFQ and certification at level 2 and level 3 of the NFQ. Learn with NALA offers a variety of courses leading to major awards at level 2 and level 3. Learners have access to the NALA DLS Administrator for support, direction and encouragement. Learners also have access to NALA Distance Learning Service Tutors for teaching and learning support.

Learners can work independently or in a Registered Centre. NALA works in partnership with Registered Centres to offer Learn with NALA as a programme to learners in their centre. Registered Centres offer a space where learners can log on and receive a combination of online digital instruction from NALA and face-to-face support from Registered Centre staff. The Registered Centre staff facilitate the learning and offer direction, encouragement and support to learners.

The site can be used in the following ways:

* + independently by individuals at a time and place that suit them,
  + for the Recognition of Prior Learning (RPL) at level 2 and level 3,
  + in a centre as a class resource to extend learning time and to reinforce learning,
  + in a centre as a teaching and learning and assessment tool with centre support, and;
  + in a centre as a teaching and learning and assessment tool in a blended learning context with additional teaching and learning and centre support.

NALA recognises that learners following Learn with NALA programmes in Registered Centres that are teaching and learning centres may be receiving additional teaching and learning support from their centres, for example, learners may also be following similar in-class programmes and / or may be supported by a tutor. When completing assessment on Learn with NALA, those learners must not be given any unfair advantage by the centre or tutor.

NALA recognises that learners following Learn with NALA programmes in Registered Centres that are not teaching and learning centres may need additional teaching and learning support. Teaching and learning support is available from NALA Distance Learning Tutors at a time to suit the learner. Centre staff can assist the learner to access Learn with NALA and can provide direction, encouragement and support. Centre staff must not assist learners when they are completing assessments on Learn with NALA.

# Objective

The objective of this MOU is to:

* + Support individuals to achieve certification at level 2 and level 3 of the NFQ through the use of the eLearning website, Learn with NALA.
  + Support individuals in their learning by providing additional access to learning resources that can be used to reinforce learning.
  + Support individuals in achieving certification for what they already know through the Recognition of Prior Learning (RPL) system that is built into the website.
  + Support Registered Centres in the use of Learn with NALA.

# NALA responsibilities

NALA is responsible for the following:

* + Management and development of Learn with NALA.
  + Validation of eLearning programmes (level 2 and level 3).
  + Provision of teaching and learning support through Learn with NALA.
  + Assessment, verification, results approval, and appeals process.
  + Submission of results to QQI.
  + Distribution of QQI certificates to Registered Centres.
  + Provision of support, advice and training to Registered Centres in the use of the website.
  + Provision of technical support, teaching and learning support to all learners.
  + Evaluation of adherence to the agreement.

# Registered centre responsibilities

Collaboration between NALA and Registered Centres works to provide a quality service for learners. Since 2008 NALA has worked with a wide range of centres to support them in their use of NALA’s online learning platform offering certification to learners.

Please see below the following Registered Centre responsibilities and tick the box at the end to indicate your agreement with these terms.

[Centre Area Name] is responsible for the following:

## Centre administration

* + There must be a designated Centre Area Contact to manage the use of Learn with NALA within all associated centres.
  + Centres are responsible for having computer and internet access available for learners. For groups it is very useful to have access to headphones to listen to audio and video on Learn with NALA.
  + Centres are responsible for managing learner registration.
  + Centres are responsible for monitoring learner progress and ensuring information shared is accurate.
  + Centres must not charge for any individual who uses the eLearning website.
  + Centres must take out NALA small organisation or large organisation membership which is renewed annually.

## Centre staff role and requirements

* + The Centre Area Contact must ensure the relevant staff are familiar with the Learn with NALA programme and have completed training with NALA on the platform.
  + The Centre Area Contact must ensure the relevant staff are kept up to date about the key dates for certification, where relevant, and other developments on Learn with NALA.
  + Centre staff must be familiar with the NALA Registered Centre Procedure (NALA QA Manual, Section 10.2[[1]](#footnote-1))
  + Centre staff are to be aware of the QQI Assessment and Standards, revised 2013.
  + Centre staff support learners in the use of Learn with NALA and provide motivational support.

## Assessment requirements

* + Where learners within centres complete assessment work for QQI certification purposes on Learn with NALA:
    - Centre staff are responsible for ensuring that assessments are the work of an individual learner. Learn with NALA includes protective measures such as randomisation to ensure against copying of work.
    - Learners must not be given an unfair advantage when carrying out assessments. Centre staff must not assist learners with assessments. Reasonable accommodation is available for learners.
    - Centre staff are responsible for reviewing learner portfolio work before submission to NALA to ensure the work adheres to NALA standards for learner assessment.

## Data protection and consent

* + Centres are responsible for ensuring the secure storage of learner information including the storage of learner account details.
  + As a SOLAS funded provider, NALA is required to share learner details on the SOLAS Programme Learner Support System (PLSS). This applies only to learners who are in centres that are not affiliated with an ETB. In such cases, the centre must ensure that learners are aware and consent to sharing their details on the SOLAS PLSS system. For learners under 18 consent is required from a parent or guardian.
  + In ETB affiliated centres, the centre registers their learners on PLSS as normal and is required to report that their learners use Learn with NALA under the ‘Application Resources’ tab by indicating that the learner is ‘Availing of NALA WriteOn’.

Failure to meet any of the terms above may result in accounts being suspended and learner submissions being deemed deferred or incomplete.

# Funding

NALA is a publicly funded service and Learn with NALA is a publicly funded education resource. There is no cost to the individual for using the website.

Centres must become a member of NALA. The cost of membership is €50 for small organisations and €150 for large organisation. Membership is renewed annually. This cost represents a small contribution to the running of the programme.

# Duration

This MOU shall become effective upon signature by the NALA CEO and the authorised official from [Centre area name] and will remain in effect until terminated by either party. The MOU will be reviewed every five years.

# Signatories

## National Adult Literacy Agency (NALA)

## Colleen Dube, CEO (or designated authorised signatory)

## Sandford Lodge, Sandford Close, Ranelagh, Dublin 6 Telephone: 01 412 7900

## Email: [cdube@nala.ie](mailto:cdube@nala.ie) Main website: [www.nala.ie](http://www.nala.ie/)

## eLearning website: [www.learnwithnala.ie](http://www.learnwithnala.ie).

## Please provide information about your centre below:

|  |  |
| --- | --- |
| Centre Area Name |  |
| Affiliated ETB (if applicable) |  |
| Authorised Signatory Name[[2]](#footnote-2) |  |
| Position |  |
| Signatory Email Address |  |
| Signatory Phone Number |  |
| Contact Email Address |  |
| * Our Centre agrees to meet the Registered Centre responsibilities in this MOU. * I confirm that I am authorised to sign this Memorandum of Understanding on behalf of my centre. | |

Date: [Centre authorised signature and company stamp]

\* Centre / Company Stamp \*\*

Date: [NALA authorised signature]

1. <https://www.nala.ie/publications/nala-quality-assurance-manual/> [↑](#footnote-ref-1)
2. In the case of ETB centres the authorised signatory is the Chief Executive or designated authorised signatory. [↑](#footnote-ref-2)