This is a Memorandum of Understanding (MOU) between:

**National Adult Literacy Agency (NALA)**

And

[Centre 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 below information:

1. Centre name above (page 1)
2. Centre details in the table in section 5 (pages 6-7)
3. Confirmation of agreement to the LWN Registered Centre responsibilities set out in the MOU (page 7)
4. Name, position and signature from an authorised centre signatory (page 7)
5. Official stamp from your centre (page 7)

Return this MOU along with a high resolution copy of your centre logo to learn@nala.ie.

# Background

The National Adult Literacy Agency is a charity and an independent membership organisation. NALA is committed to making sure people with unmet literacy numeracy and digital literacy needs can fully take part in society and have access to learning opportunities that meet their needs.

NALA’s eLearning website, Learn with NALA, is a high quality, free service with online learning opportunities for individuals who wish to improve their literacy, numeracy and digital skills. Learn with NALA (LWN) offers learning opportunities at levels 1 to 3 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 Learn with NALA Support Officers for support, direction and encouragement. Learners also have access to NALA Adult Literacy Educators for teaching and learning support.

Learners can work independently or in a LWN Registered Centre. NALA works in partnership with LWN Registered Centres to offer Learn with NALA as a programme to learners in their centre. LWN 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 LWN Registered Centre staff. The LWN Registered Centre staff facilitate the learning and offer direction, encouragement and support to learners.

The Learn with NALA eLearning website 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 LWN 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 LWN Registered Centres that are not teaching and learning centres may need additional teaching and learning support. Teaching and learning support is available from NALA’s Adult Literacy Educators 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.

# Objectives

The objectives of this MOU is to set out:

* How NALA and LWN Registered Centres will work together;
* The responsibilities of LWN Registered Centres;
* The responsibilities of NALA;
* How NALA will support LWN Registered Centres in the use of Learn with NALA;
* How individuals in LWN Registered Centres will be supported in their learning on the website.

# Roles and responsibilities

Collaboration between NALA and LWN Registered Centres works to provide a quality service for learners. The following table outlines the roles and responsibilities for NALA and the LWN Registered Centre. Please tick the box at the end of the document to indicate your agreement with these terms.

|  |  |
| --- | --- |
| NALA | Learn with NALA Registered Centre |
| * + Ongoing management and development of Learn with NALA
	+ Validation of eLearning programmes
	+ Provision of teaching and learning support
	+ Training for centre staff
	+ Assessment, verification, results approval, and appeals process.
	+ Submission of results to QQI
	+ Distribution of QQI certificates to LWN Registered Centres
	+ Provision of support, advice and training to LWN 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
	+ Learners in centres that do not report learner data on SOLAS’ Programme Learner Support System (PLSS) have their details registered on PLSS by NALA[[1]](#footnote-1)
 | * + Designate a Centre Contact
	+ Ensure the Centre Contact carries out their responsibilities as outlined in the table below
	+ Update NALA on a change of Centre contact or any change of LWN Registered Centre information.
	+ Maintain NALA organisational membership[[2]](#footnote-2)
	+ Ensure no learner is charged for programmes / offerings where Learn with NALA is used
	+ Ensure all learners using Learn with NALA are over 16
	+ Ensure an appropriate internal consent process in place for learners where relevant
	+ Provide desktop computer / laptop / tablet and internet access to learners
	+ Ensure devices used by learners use Brightspace supported browsers[[3]](#footnote-3)
	+ Provide headphones to learners where required
	+ If the centre registers learners on SOLAS’ Programme Learner Support System (PLSS), report that learners use Learn with NALA under the ‘Application Resources’ tab by indicating that the learner is ‘Availing of NALA WriteOn’.
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|  |
| --- |
| Centre Contact Responsibilities |
| * Update NALA on change of Tutor details
* Liaise with NALA on training requirements
* Ensure the relevant staff:
	+ Are familiar with LWN and have completed training with NALA on the platform.
	+ Are kept up to date about developments on LWN.
	+ Are familiar with the NALA Registered Centre Procedure (NALA QA Manual, Section 10.2).
	+ Offer any interested learner in their centre the opportunity to use LWN.
	+ Support learners through the registration process including ensuring they enter the correct data and understand the terms and conditions and privacy policy.
	+ Monitor learner progress.
* Where learners within centres complete assessment work for QQI certification purposes on Learn with NALA, the Centre Contact must ensure that:
	+ The centre adheres to NALA assessment standards (NALA Quality Assurance Manual, 10.3.1 Standards)
	+ Centre staff are aware of the QQI Assessment and Standards, revised 2013.
	+ Centre staff review learner portfolio work before submission to NALA to ensure the work adheres to NALA standards for learner assessment.
	+ Centre staff ensure that assessments are the work of an individual learner.
	+ Centre staff do not assist learners with assessments. Reasonable accommodation is available for learners.
	+ Learners are not given an unfair advantage when carrying out assessments.
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# Duration

This MOU shall become effective upon signature by the NALA CEO and the authorised official from the designated centre 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 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

Please provide introductory information about your centre below. Please fill out this form in **block capitals.**

|  |  |
| --- | --- |
| Centre Name |  |
| Address (including Eircode) |  |
| Centre contact number |  |
| Brief description of your centre and its main functions |  |
| Website(s) |  |
| Main Contact Person  |  |
| Contact Phone Number |  |
| Contact Email Address |  |
| Centre Contact willing to join mailing list to receive Learn with NALA news and updates  |  [ ]  Yes [ ]  No |
| Additional Tutor accounts required(Include full name and email address for each account) |  |
| Is your centre affiliated with anETB (Yes / No)? |  |
| If yes, please state which ETB. |  |
| Does the ETB capture your learners’ data in PLSS (Yes/No)? |  |
| Is your centre a registeredNALA member (Yes/No)? |  |
| ***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.* |

|  |  |
| --- | --- |
| Authorised Signatory Name[[4]](#footnote-4) |  |
| Position |  |
| [ ]  Our Centre agrees to meet the LWN 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. As a SOLAS funded provider, NALA is required to share learner details on the SOLAS Programme Learner Support System (PLSS). As ETB centres submit learner data to PLSS, this applies only to learners who are in Learn with NALA Registered Centres that are not affiliated with an ETB. [↑](#footnote-ref-1)
2. 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. [↑](#footnote-ref-2)
3. See: https://documentation.brightspace.com/EN/brightspace/requirements/all/browser\_support.htm for up to date requirements. [↑](#footnote-ref-3)
4. In the case of ETB centres the authorised signatory is the Chief Executive or designated authorised signatory. [↑](#footnote-ref-4)