

Learn with NALA

Tutor guide



Contents

1. Introduction	4
2. Glossary of terms	5
3. Roles and Responsibilities	6
4. Learner information	8
4.1 What does NALA expect from learners?	8
4.2 How do learners get started on Learn with NALA?	9
4.3 How do learners sign up for new courses?	14
4.4 The learner home page	18
4.5 Where can learners find their courses?	20
4.6 How are courses structured on Learn with NALA?	23
4.7 Initial Assessment/ Recognition of Prior Learning	24
4.8 Can my learner view their progress?	26
4.9 How does a learner check they are ready for QQI submission?	27
4.10 Where can learners find help resources?	31
5. Tutor information	33
5.1 How can I get started on Learn with NALA as a tutor?	33
5.2 Viewing Learner Progress	37
5.3 Checking Grades	41
5.4 Grade Label Glossary for Centre Tutors	41
5.5 What is the Grades view?	43
5.6 Initial Assessment/ Recognition of Prior Learning on Learn with NALA	48

5.6.1 Example Course Structure	49
5.7 How can Tutors check results of What do I Already Know?	50
6. QQI information	51
6.1 Are NALA courses QQI affiliated?	51
6.2 What are the portfolio tasks in each course?	52
6.3 Does Learn with NALA offer Major Awards?	59
6.4 How do I know when a learner is ready for QQI submission?	61
6.5 How can my learner get a major award at Level 2?	65
6.6 How can my learner get a major award at Level 3?	66
6.7 How do I use Learn with NALA for blended learning?	67
6.8 Does NALA offer reasonable accommodations?	69
6.9 What are the tutor responsibilities for assessment?	70
7. Frequently Asked Questions	71
7.1 General queries	71
7.2 Learner course queries	75
7.3 Learner account queries	80
Video Resources	85
For Centre Tutors	85
For Learners	85

1. Introduction

Welcome to the Learn with NALA Tutor Guide. This guide is intended for tutors in Registered Learn with NALA Centres to use the Learn with NALA Learning Management System (LMS) as a blended learning tool.

What is Learn with NALA?

Learn with NALA virtual learning environment (VLE) is made up of:

- 1) a website, www.learnwithnala.ie, where learners can get information about what we offer, create accounts and register for courses
- 2) a Learning Management System (LMS), learn.nala.ie where learners can log in and take their courses. We work in partnership with Desire 2 Learn (D2L) and their Brightspace LMS to deliver our LMS.

We hope you find this document useful to:

- support learners in your centre to use Learn with NALA;
- follow learner progress; and
- support learners submitting portfolio work for a QQI award.

We run many **free webinars** which cover sections of this document. You can register for the webinars on our [upcoming events page on the NALA website](#).

All Learn with NALA Centre responsibilities as well as Centre Contact responsibilities are outlined in our [Memorandum of Understanding](#) document which is signed by all centres.

If you have any questions please contact learn@nala.ie.

If your **learners** have any questions they can contact us on **Freephone 1 800 20 20 80**.

2. Glossary of terms



Learning Management System (LMS)	The core platform or infrastructure that most large providers use to support online learning experiences. For example: Brightspace, Moodle, Canvas.
Blended Learning	A type of education where direct teaching occurs using a mix of on-campus instruction, with online components taking place synchronously, asynchronously or in combination.
Virtual Learning Environment (VLE)	A term used to describe the wider digital learning ecosystem of tools and platforms used for learning that support the LMS.
Tutor	Refers to a person involved in supporting learners. On Learn with NALA, Tutors have their own account type.
Memorandum of Understanding (MOU)	The Memorandum of Understanding is a document agreeing the responsibilities between NALA and a Learn with NALA Registered Centre.
QQI	Quality and Qualifications Ireland is a state agency responsible for promoting the quality and integrity of Ireland's further and higher education system.
Recognition of Prior Learning (RPL)	Recognition of Prior Learning is a process to evaluate the skills and knowledge a person has gained through life outside of formal education and training.

3. 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 centre.

NALA	Learn with NALA Registered Centre
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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. • 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 • 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'.

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.

4. Learner information



4.1 What does NALA expect from learners?

NALA are committed to providing learners with high-quality support and a positive learning experience, in collaboration with their centre tutor.

When learners create an account on Learn with NALA, they agree to our **Terms and Conditions**, **Privacy Policy**, and **Learner Charter**. These documents outline both the support learners can expect and the responsibilities they are asked to uphold.

Key Expectations for Learners

To help create a respectful and effective learning environment, we ask learners to:

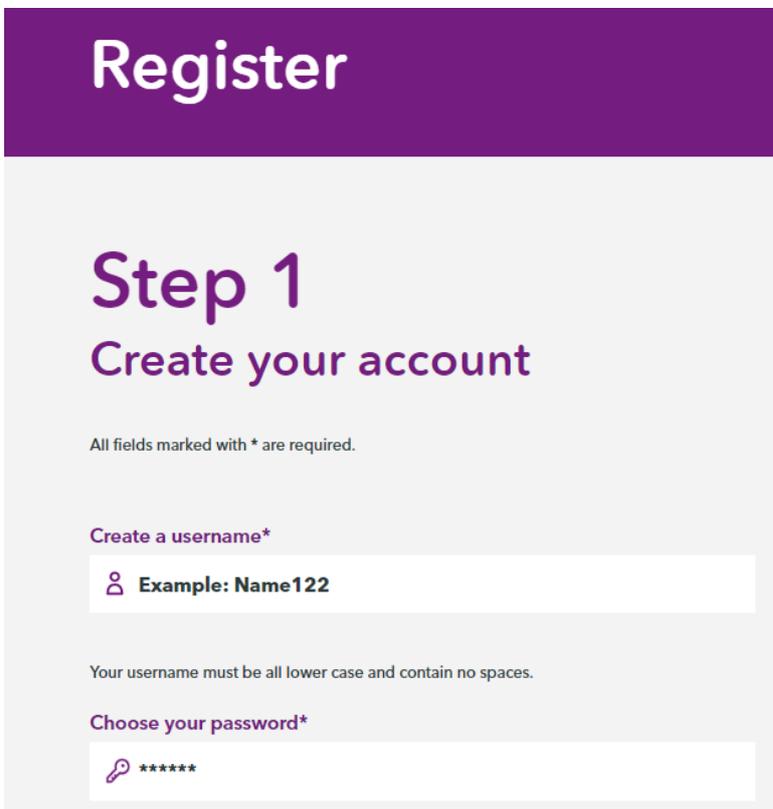
- **Respect others:** Please be respectful to NALA staff and other learners.
- **Keep things private:** If you're in a group session or event, respect the privacy and confidentiality of others.
- **Keep us updated:** If any of your personal information changes, like your address or phone number, please let us know.
- **Ask for help:** If you're having problems, contact our Helpline for support.
- **Take your learning seriously:** Spend some time thinking about what you want to learn and set goals for yourself. If you are working with a tutor, spend time on your work between sessions.
- **Do your own work:** It's okay to ask for help if you find the work difficult, but make sure you use that help to complete your own work.
- **Be honest and responsible in the work that you do:** This is called academic integrity.
 - Any work that you do on the Learn with NALA platform must be your own work, not work that someone else has done, or that someone has done for you. This includes all assessment work in the 'What do I already know?' and 'End Test' sections as well as portfolio submissions.
 - If you find some course work difficult, it is your responsibility to let us know. We are happy to help, but that help must be used to do your own work.

- You can find out more about academic integrity in this useful **academic integrity guide** from Education and Training Boards Ireland (ETBI).
- **Share your thoughts:** Give us feedback so we can improve your learning experience.

4.2 How do learners get started on Learn with NALA?

Step 1: Making a learner's account

Once you have completed your training, you will receive a 'learner link' by email. This link is unique to your centre and is used to create learner accounts and register for courses. We recommend saving this as a Bookmark in your web browser. Only learners who register through your unique centre link will appear in your Tutor view on Learn with NALA.



Register

Step 1

Create your account

All fields marked with * are required.

Create a username*

 Example: Name122

Your username must be all lower case and contain no spaces.

Choose your password*

 *****

You will know that you are using the correct link if your Learning Centre is set to your centre name and cannot be edited. Please see the example below from National Learning Network Hollyhill.

Gender*

Male

Female

Prefer not to say

Other

Date of birth*

Day -- ▾ Month -- ▾ Year **1980** ▾

Learning centre: *

National Learning Network Hollyhill ▾

If this is not your registered Learning Centre please contact your tutor to get the correct link to register.

Terms and conditions

I have read and accepted the [Terms of service](#).*

I agree to the use of my personal data explained in the [Privacy policy](#).*

Create account

All learners need to create an account by completing the online form using their data including their own email address and PPS number.

This section is covered in our YouTube video **How do I sign up for Learn with NALA in a centre?**



Step 2: Register for courses

1. After creating an account, learners can register for one or more courses by going to the 'Online courses' website page and clicking on **Register now** beside a course of interest.

Course level	Course type	Subject		QQI AWARD
Level 3	Short Courses	Health and safety		
Level 3 Health and Safety Awareness				
Click here for more information +				Register now

Hi Bróna,

Thank you for registering for Level 3 Health and Safety Awareness.

To start your course, log in to [Learn with NALA](#) using your username and password:

Your username is: bconroy1

[Get started](#)

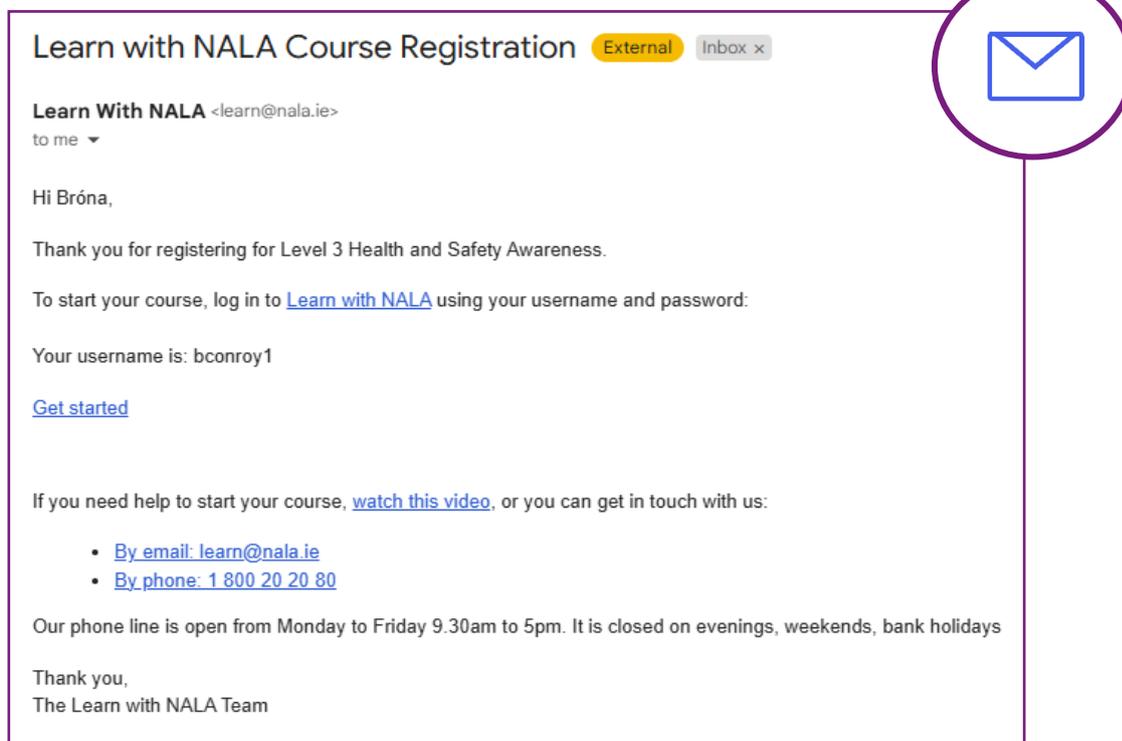
If you need help to start your course, [watch this video](#), or you can get in touch with us:

- [By email: learn@nala.ie](mailto:learn@nala.ie)
- [By phone: 1 800 20 20 80](tel:1800202080)

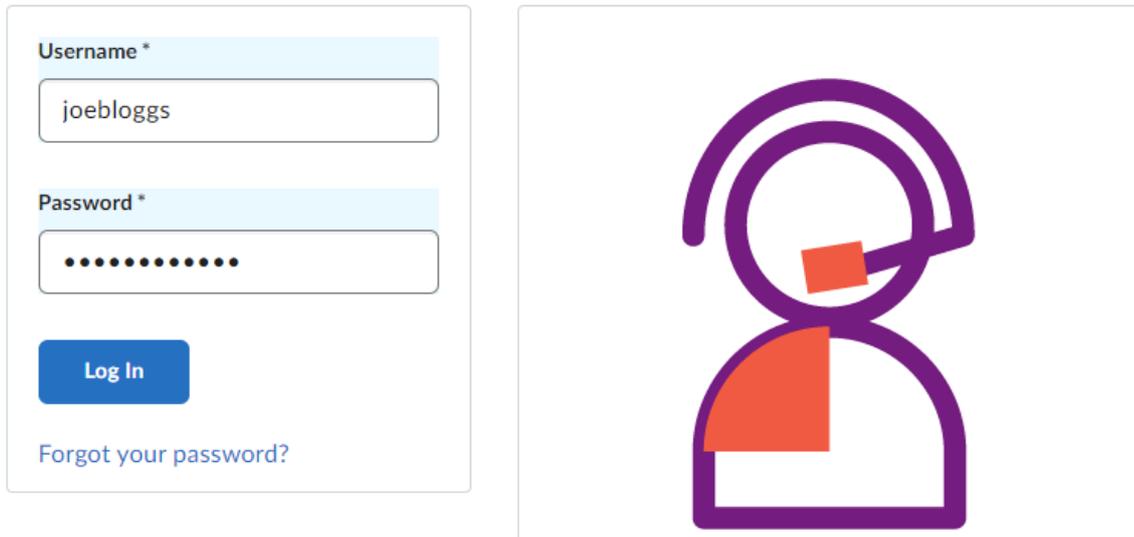
Our phone line is open from Monday to Friday 9.30am to 5pm. It is closed on evenings, weekends, bank holidays New Year.

Thank you,
The Learn with NALA Team

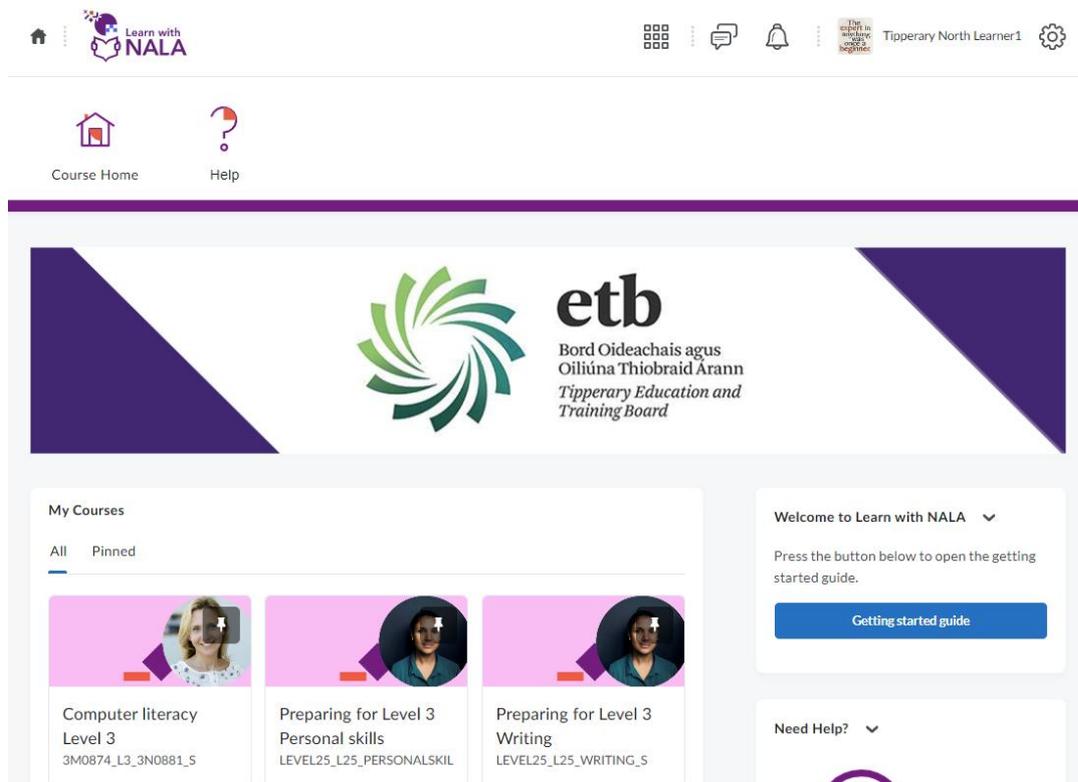
2. Then click on **start your course** as shown above.
3. The learner will get an email with their course information. Their username will also be repeated in the email.



4. The learner is brought to learn.nala.ie. We suggest that you bookmark this page. The learner can enter their username and password to login:



5. The image below shows the home page of Learn With NALA, where as part of the Memorandum of Understanding NALA has with your centre, we place your centre logo or centre name on your centre home page, for example Tipperary Education and Training Board in the next image.



4.3 How do learners sign up for new courses?

1. Go to www.learnwithnala.ie and click on **Explore Courses**

Learn with NALA

How it works Online courses Tutoring service

Log in

Learn for free

Reading, writing, maths, computers and more

Explore courses or Learn more

2. Learners can search for courses, filtering by the subject, level and course that they are interested in.

Search courses

Choose a subject
Click here for subject overview

- All subjects
- Reading
- Maths
- Writing
- Computers
- Communications
- Personal development
- Health and safety
- Finance

Choose a level
Click here for level guide

- All levels
- Level 1
- Level 2
- Preparing for level 3
- Level 3
- Level 4

Choose a course
Click here for course guide

- All courses
- Major awards
- Short courses

NALA

3. Click on a course of choice like Basic Everyday Maths and click on **Register now**. You can see the Course Level, Course Type and Subject in the top section (dark purple). You will also see if the course has a NALA Certificate or is QQI-Affiliated.

Course level	Course type	Subject	
Level 1	Short Courses	Maths	 NALA Certificate

Basic Everyday Maths

[Click here for more information](#) +

Register now

4. You can also pick a major award bundle like Level 2 Certificate in General Learning and automatically sign up for 6 courses within that bundle.

Once a learner picks a bundle they will be automatically enrolled into all courses in that bundle. To see the details of what's included in the bundle, click on the + and see all courses included.

Course level	Course type	Subject	
Level 2	Major Awards	Communications	 QQI AWARD

Level 2 Certificate in General Learning

[Click here for more information](#) +

Register now

5. On the next page under **Existing user**, click on **Login**. The learner enters their username and password.



Welcome to Learn with NALA

Log in to get started.

If you have any questions call us for free on **1 800 20 20 80**.

Show cookies we use

Username *

Password *

[Forgot your password?](#)



6. On the next screen, click **Get Started** to go to the course, or click **Online Courses** on the top navbar to explore more courses.



[How it works](#) [Online courses](#) [Tutoring service](#)

Home — Checkout +

Checkout

Hi Bróna,

Thank you for registering for Level 1 Writing.

To start your course, log in to [Learn with NALA](#) using your username and password:

Your username is: bconroy1

If you need help to start your course, [watch this video](#), or you can get in touch with us:

- [By email: learn@nala.ie](mailto:learn@nala.ie)
- [By phone: 1 800 20 20 80](tel:1800202080)

Our phone line is open from Monday to Friday 9.30am to 5pm. It is closed on evenings, weekends, bank holidays New Year.

Thank you,
The Learn with NALA Team

7. The learner will get an email to the email address they used to register. It will include a

link for them to start their course.



Learn with NALA Course Registration External Inbox x

 **Learn With NALA** <learn@nala.ie>
to me ▾

Hi Bróna,

Thank you for registering for Level 1 Writing.

...

To start your course, log in to [Learn with NALA](#) using your username and password:

Your username is: bconroy1

[Get started](#)

If you need help to start your course, [watch this video](#), or you can get in touch with us:

- [By email: learn@nala.ie](mailto:learn@nala.ie)
- [By phone: 1 800 20 20 80](tel:1800202080)

Our phone line is open from Monday to Friday 9.30am to 5pm. It is closed on evenings, weekends, bank holidays :

Thank you,
The Learn with NALA Team

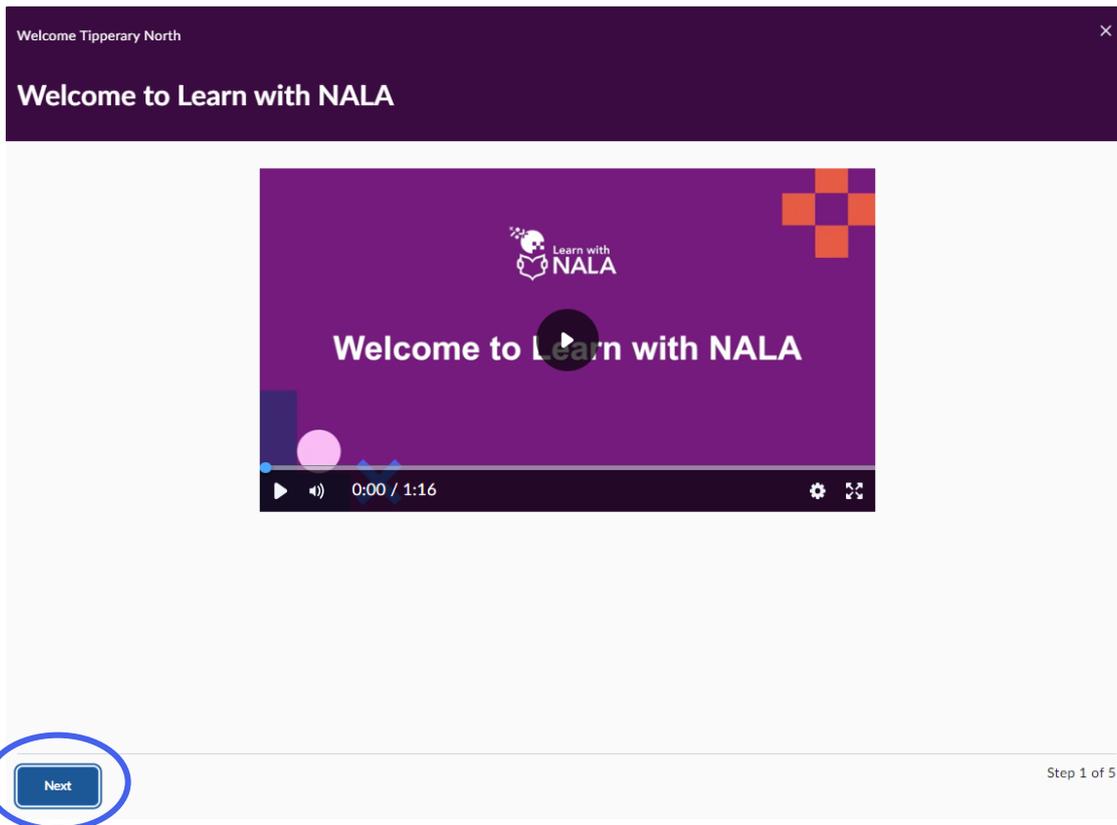
4.4 The learner home page

When a learner logs in to learn.nala.ie, this is what they see. This is an example of a learner account in Tipperary ETB; learners from your centre will see your centre logo on the banner.

The screenshot shows the learner home page interface. At the top, there is a navigation bar with a home icon, the 'Learn with NALA' logo, a grid icon, a chat icon, a notification bell, a profile card for 'Tipperary North Learner1', and a settings gear. Below this is a secondary navigation bar with icons and labels for 'Course Home', 'Help', 'My Progress', and 'Awards'. The main banner features the ETB logo (a green circular graphic) and the text 'etb Bord Oideachais agus Oiliúna Thiobraid Árann Tipperary Education and Training Board'. The 'My Courses' section is active, showing a filter for 'All' and two date ranges: 'March 2020-June 2024' and 'July 2024-June 2026'. A grid of course cards is displayed, including 'Preparing for Level 3 Problem solving', 'Preparing for Level 3 Writing', and 'Preparing for Level 3 Personal skills'. On the right side, a 'Welcome to Learn with NALA' widget contains a 'Getting started guide' button and a 'Need help?' button with a circular image of a learner.

If it is the first time a learner is logging in, the **Getting Started Guide**, also known as the **Welcome Widget** will pop up.

1. The Getting Started Guide



- The **Getting Started Guide** is a pop-up containing five screens with helpful videos and information about the Learn with NALA website.
- The content within the guide has been tailored for different user types. Tutors will see a particular set of videos and information screens, and learners will see a different set. The format and layout will be the same.
- Learners can click through the screens and click on the blue **Dismiss** button when they are done. This will stop the guide from popping up again on subsequent visits to the website.
- If the learner needs to access to the guide again, they can do so at any time by clicking on the blue “Getting started guide” button on their personal homepage.

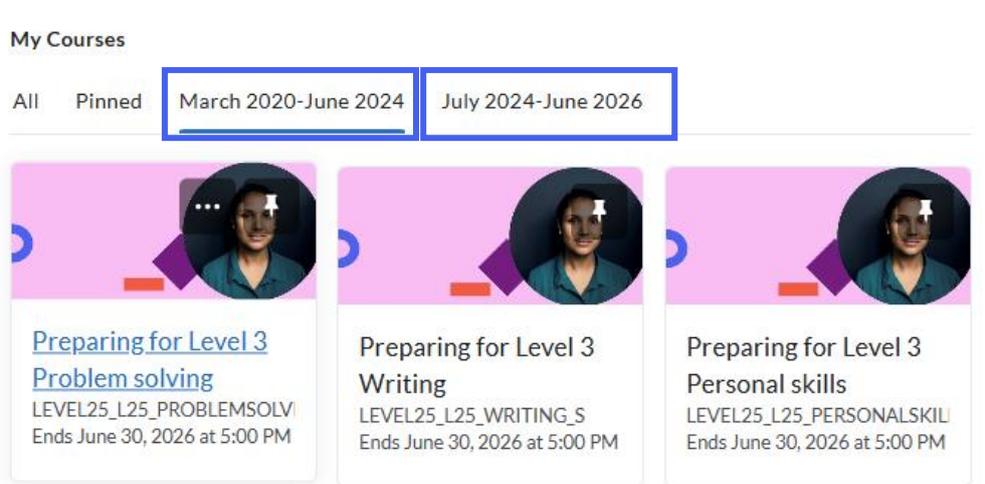
4.5 Where can learners find their courses?

1. Finding Courses:

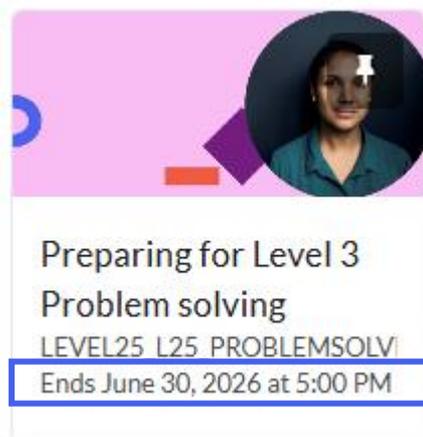
- On the learner home page, all active courses will be available under **My Courses**.

The screenshot shows the learner home page for 'Learn with NALA'. At the top, there is a navigation bar with a home icon, the 'Learn with NALA' logo, and several utility icons (grid, chat, bell, profile, settings). The profile is identified as 'Tipperary North Learner1'. Below the navigation bar are four main menu items: 'Course Home', 'Help', 'My Progress', and 'Awards'. A large banner for 'etb Bord Oideachais agus Oiliúna Thiobraid Árann Tipperary Education and Training Board' is displayed. The 'My Courses' section is highlighted with a blue circle and shows a grid of course cards. The first three cards are for 'Preparing for Level 3' courses: 'Problem solving', 'Writing', and 'Personal skills', all ending on June 30, 2026. To the right, a 'Welcome to Learn with NALA' message includes a 'Getting started guide' button and a 'Need help?' button with a circular image of a woman.

- A learner can find their course based on when they registered, if relevant, courses appear in two registration blocks (or tabs):



- If the learner registered for a course before July 2024, they will find it in the first block (March 2020-June 2024). If they registered after that, it will appear in the second block (July 2024-June 2026).
- The two registration periods give learners two years to complete a course.
- The closing date for the courses are listed on the course.



- Learners can only see the courses they registered for on <https://www.learnwithnala.ie/>.
- You can also find courses by using the Course Selector/ “Waffle” icon  at the top of the page. Clicking on this list will show you a list of all of the courses you are registered on.
- You can click the pin icon next to this list to pin a course to the top for quicker access. Use the waffle icon to quickly jump between courses without going back

to the homepage.

The screenshot shows the 'Learn with NALA' interface. At the top left is the 'Learn with NALA' logo. To the right are icons for a grid, chat, notifications, and a user profile for 'MS Mike Smith' with a settings gear. Below this is a navigation bar with icons and labels for 'Course Home', 'Help', 'My Progress', and 'Awa'. A dropdown menu is open, listing several course topics, each with a double-headed arrow icon on the right:

- Personal and interpersonal skills - 3M0874_L3_3N0564_S
- Communications level 3 - 3M0874_L3_3N0880_S
- Computer literacy - 3M0874_L3_3N0881_S
- Personal effectiveness - 3M0874_L3_3N0565_S
- Maths level 3 - 3M0874_L3_3N0929_S
- Career preparation - 3M0874_L3_3N0896_S

Below the navigation bar is a banner with a large orange 'X' and the text 'National Áisíneacht Ná'.

4.6 How are courses structured on Learn with NALA?

To view a course, click on any of the courses listed. From there you will be brought to the course home page. The **Course Home** icon should be visible.



Course Home

You can complete a course by clicking on **Content** and then working your way through the blocks on the lessons page.



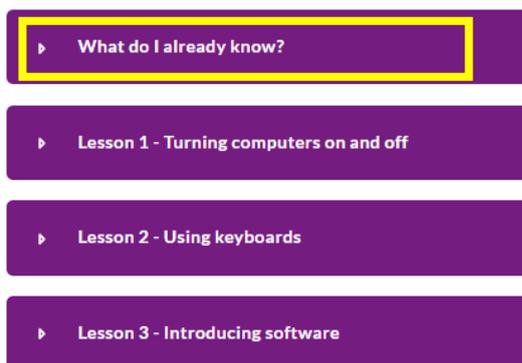
Content

On Learn with NALA, courses are structured into 3 main blocks of content that map to QQI learning outcomes. The page below is the lessons page with learners starting at the top and working their way to the bottom:

- Initial Assessment – What do I already know?
- Lesson Content
- Summative Assessment
- End Test
- Portfolio (if applicable)



4.7 Initial Assessment/ Recognition of Prior Learning



The “**What do I Already Know?**” initial assessment gives learners the option to test their skills before completing the lessons.

On Learn with NALA, all Level 2 and 3 courses include a section called “**What do I Already Know?**” for Recognition of Prior Learning. Learners do not need to complete the What do I already Know section, it is optional. If they don’t want to complete the What do I already Know section they can start at Lesson 1.

We use Recognition of Prior learning because many learners come to adult education with mixed abilities and may have previous knowledge of some of the learning outcomes of the course.

If learners complete every task in the ‘What do I already know’ assessment successfully, then the **summative assessment** called End Test will appear as shown below.



This learner has answered all the questions in the What do I Already Know assessment and can move straight to the End Test without having to complete Lessons 3-8.

The goal is to see and complete an End Test, and where applicable, complete Portfolio work, successfully. The image below shows how to progress through a course on Learn with NALA.

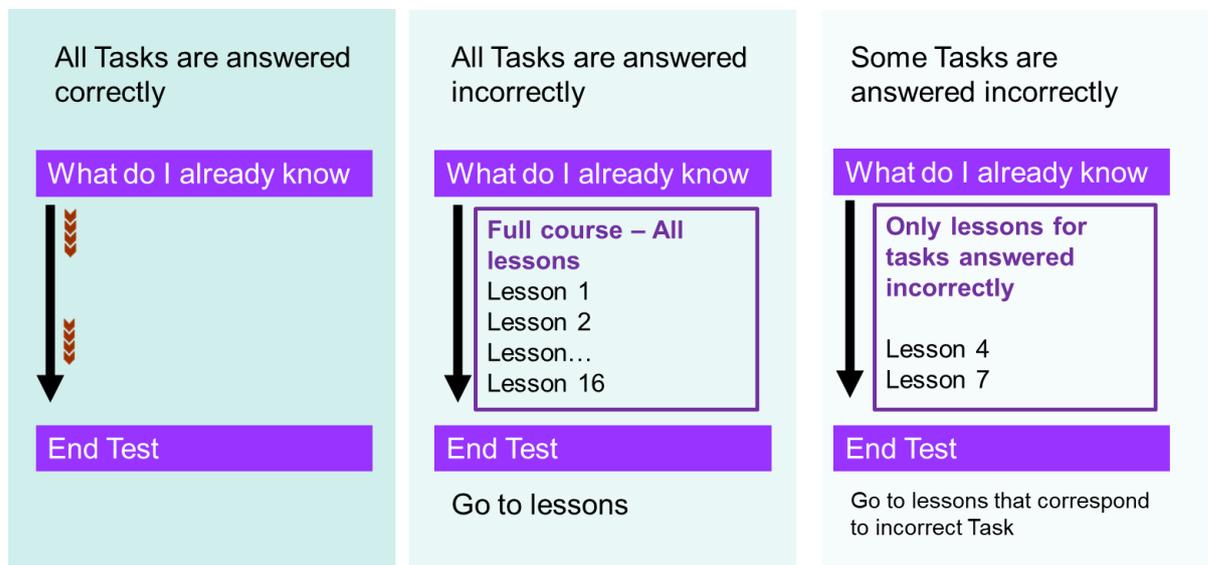


Figure 2 Pathways to course completion

- Alternatively, learners can also complete all of the lessons and the end test will appear (See: Block 2 in the middle of Figure 2 Pathways to Course Completion) If the learner successfully completes the End Test and where applicable, Portfolio work, then they have completed all the work necessary for a QQI award.
- If the learner gets all tasks wrong in the initial assessment 'What do I already know' then they can complete **all** lessons to get the End Test to appear.
- Understandably, some learners may prefer to complete all of the lessons regardless of their result in the What Do I Already Know Initial assessment. This option is also available to them.

4.8 Can my learner view their progress?



1. When learners log in, they can click on [My Progress](#) or they can click on their profile name in the top right-hand corner and Progress.

[Profile](#)

[Notifications](#)

[Account Settings](#)

[Progress](#)

[Log Out](#)

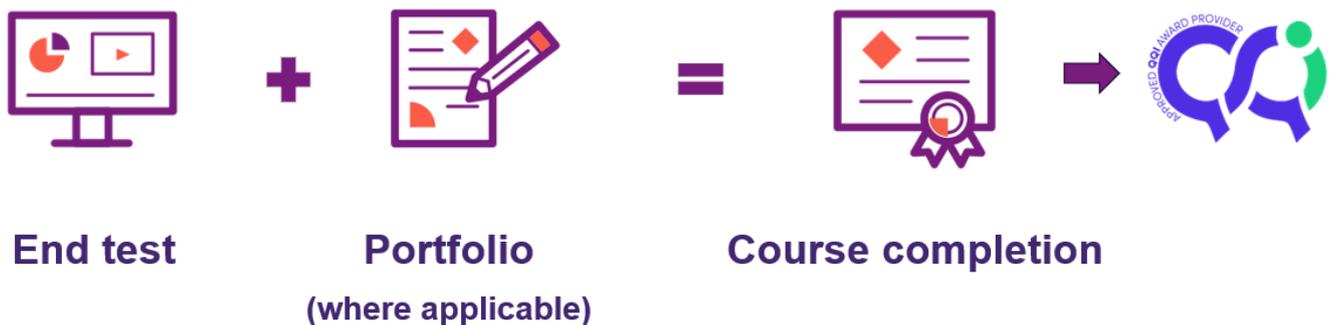
2. The learner can see all courses that they are enrolled in and get a Progress Summary. In this example, the learner can click on each course on the left-hand side and see their progress in each course.

The screenshot shows the NALA learner interface. At the top, there is a navigation bar with the NALA logo and several icons. Below this is a secondary navigation bar with icons for Course Home, Help, My Progress, and Awards. The main content area is divided into a left sidebar and a main panel. The sidebar contains a list of courses with their status: 'Computer literacy Level 3' (Unsuccessful), 'Digital media Level 3' (Successful), and 'Internet skills Level 3' (Successful). The main panel displays the 'Progress Summary' for the selected course, 'Computer literacy Level 3'. It shows the current grade as 'Unsuccessful' and 'Grades Received: 0'. Below this, it shows 'Content' progress: 'Topics Visited: 0 / 135', 'Total Visits: 0', 'Time Spent: 0d 0h 0m 0s', and 'Completed: 0 / 135'.

4.9 How does a learner check they are ready for QQI submission?

Learners are automatically put forward for a QQI award for Level 2 and Level 3 courses upon successful completion of course assessment.

Learners must pass the **end test** and **portfolio tasks** to be put forward for internal verification in NALA.



In NALA, we typically have two QQI rounds each year in May and November.

NALA lets the learner know they are ready for QQI assessment in four ways.

1.  Within My Progress
My Progress
2.  QQI Ready Badge
3.  Notification
4.  Email



1. Within My Progress

My Progress on the Learner homepage will bring the learner to their progress in all the courses they have signed up to. In the example below, the learner is checking Maths Level

3.

Progress Summary Print Help

Maths Level 3
July 2024-June 2026
Successful

Digital media Level 3
July 2024-June 2026
In progress

Functional mathematics Level 3
July 2024-June 2026
In progress

Setting learning goals Level 2
March 2020-June 2024
Unsuccessful

Grades

Current Grade
Successful

Grades Received: 66

Content

Topics Visited	Total Visits	Time Spent
346 / 346	497	0d 5h 33m 19s

100 % Completed: 346 / 346

Topics Visited: 346

Assignments

Assignment Submissions	Late Submissions	Awaiting Grade
100 % (3/3)	0	0

100 %

Graded Submissions: 3

End Test results:

The learner can attempt a question as many times as needed, and only the **highest grade** is held. As soon as the learner gets 100% in any question, then the learner has successfully passed that question.

They click on the relevant course in the left sidebar and navigate to Assignments and click the dropdown arrow for Graded Submissions. They can select Details to read the feedback the NALA Tutor has left.

Assignments

Assignment Submissions 100 % (3/3) Late Submissions 0 Awaiting Grade 0

100 %

Graded Submissions: 3

 **Assignment 2 - Measurement** Pass
 Received: Apr 3, 2025 2:24 PM
 [Details](#)

 **Assignment 1 - Maths Drawings** Pass
 Received: Apr 1, 2025 1:42 PM
 [Details](#)
 01 April 2025
 Well done, , on finishing Assignment 1.
 Your work has gone through for a final check and will be submitted to QQI in May, 2025.
 Regards,
 Noelle

 **Assignment 3 - Data Collection** Pass
 Received: Mar 20, 2025 3:48 PM
 [Details](#)



2. QQI Ready Badge



If the learner has passed their End Test and completed the portfolio tasks, they will receive a “QQI ready” badge. This shows the learner that they have completed everything and are ready to be assessed in the next QQI round

The badge can be found in the learner’s awards



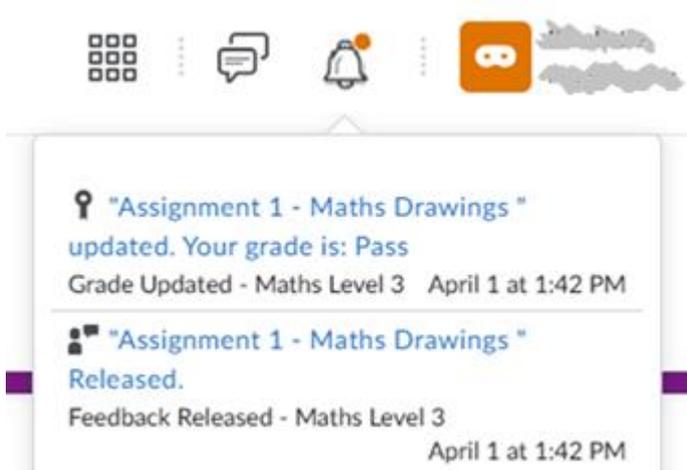
3. Email

When the learner submits portfolio work, they will automatically receive an email saying they have submitted work. The work is now waiting to be graded.



4. Notification

They will also see an **orange notification mark beside the bell symbol** when they login to their account.



4.10 Where can learners find help resources?

2. Video Help section on Learn with NALA



1. Learner help resources can be found in the navigation bar by clicking **Help**



2. Click on the video icon **Help** to go to the video help section.
3. The video help section includes videos on:
 - How do I register for a course?
 - How do I access my course?
 - What is 'What Do I Already Know'?
 - How do I check my results for What Do I Already Know?
 - How do I check my grades?
 - How do I check my results for the End Test?
 - How do I submit my Portfolio?
 - Level 2 Listening and Speaking Assessment
 - Level 2 Writing Assessment

3. YouTube Video Help Resources

We have a number of videos available for Learners on our **YouTube channel**. See the video resources section at the end of this document for more information.

- **Introduction to Learn with NALA**
- **How it works**
- **More about how it works**
- **How to register**
- **Course Guide**
- **Level Guide**
- **Subject Guide**
- **How to create an account**

Find our **learner help playlist** on YouTube



5. Tutor information

5.1 How can I get started on Learn with NALA as a tutor?

NALA manually sets up all centre tutors on Learn with NALA. Each centre has a nominated centre contact. NALA receives a list of tutor names and email addresses for set up on Learn with NALA through that centre contact. NALA creates all tutor accounts and automatically enrolls tutors into all available courses. NALA sends an email to the centre contact with the login details.

If there is a change to the tutors in a centre, the centre contact gets in touch with NALA. New centre tutors must complete training on Learn with NALA.

1. Logging in:

- Go to <https://learn.nala.ie> using the username and password given by email. You will only be able to view progress of learners in your centre through this account.



Welcome to Learn with NALA

Log in to get started.

If you have any questions call us for free on **1 800 20 20 80**.

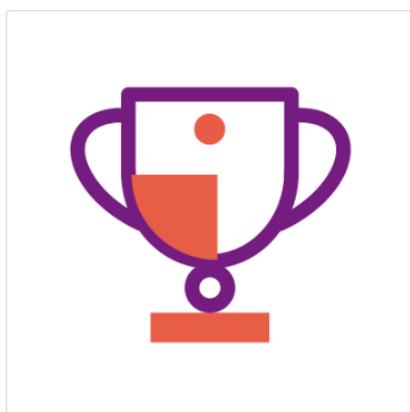
Show cookies we use

Username *

Password *

Log In

Forgot your password?



You can click on “Forgot your password?” to change your password from the one given to

you by NALA.

2. Finding Courses:

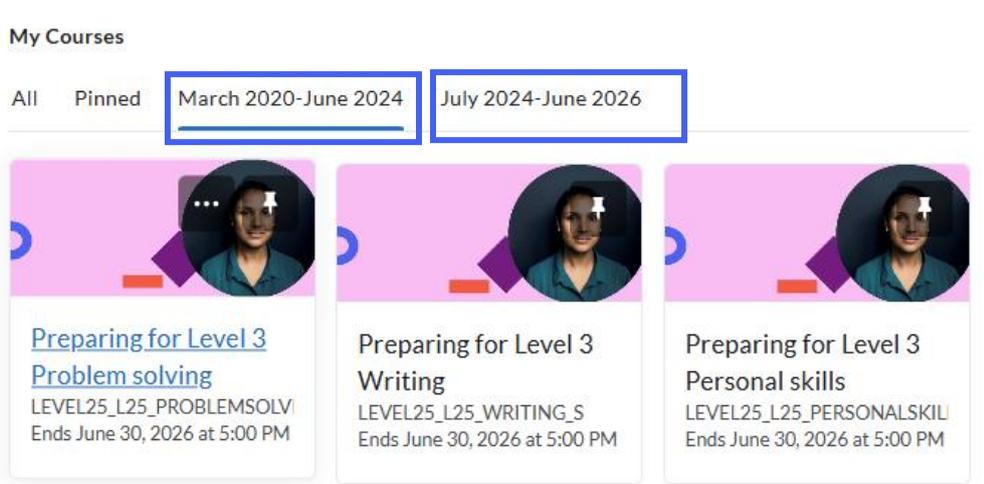
Tutors have a similar but slightly different view to learners on Learn with NALA with access to more features. On the tutor home page, all active courses will be available, under My Courses.

The screenshot displays the tutor interface for Learn with NALA. At the top, there is a navigation bar with a home icon, the 'Learn with NALA' logo, and several utility icons (grid, chat, notifications, profile, settings). Below this, two buttons labeled 'Course Home' and 'Help' are visible. The main banner area features the 'gretb' logo and the text: 'Bord Oideachais agus Oiliúna na Gaillimhe agus Ros Comáin / Galway and Roscommon Education and Training Board'. The 'My Courses' section is highlighted with a yellow circle and shows a filter for 'All' (selected), 'March 2020-June 2024', and 'July 2024-June 2026'. Three course cards are displayed:

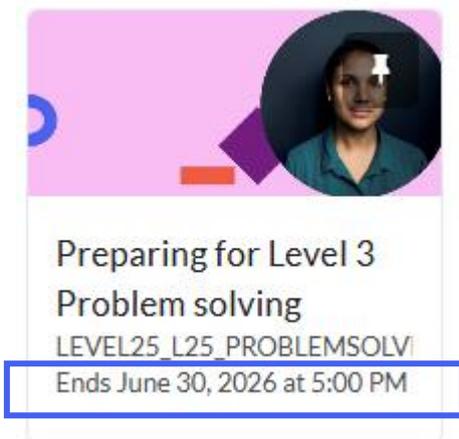
- Communications Level 3**
3M0874_L3_3N0880_N
Ends June 30, 2026 at 5:00 PM
- Maths Level 3**
3M0874_L3_3N0929_N
Ends June 30, 2026 at 5:00 PM
- Application of number Level 3**
3M0874_L3_3N0928_N
Ends June 30, 2026 at 5:00 PM

On the right sidebar, there is a 'Welcome to Learn with NALA' message with a dropdown arrow, followed by the text: 'Press the button below to open the getting started guide.' and a blue 'Getting started guide' button. Below that is a 'Subscribe for updates' section with a dropdown arrow and the text: 'Subscribe here to our e-zine for tutors and centre staff on training, QQI rounds and news about Learn with NALA.'

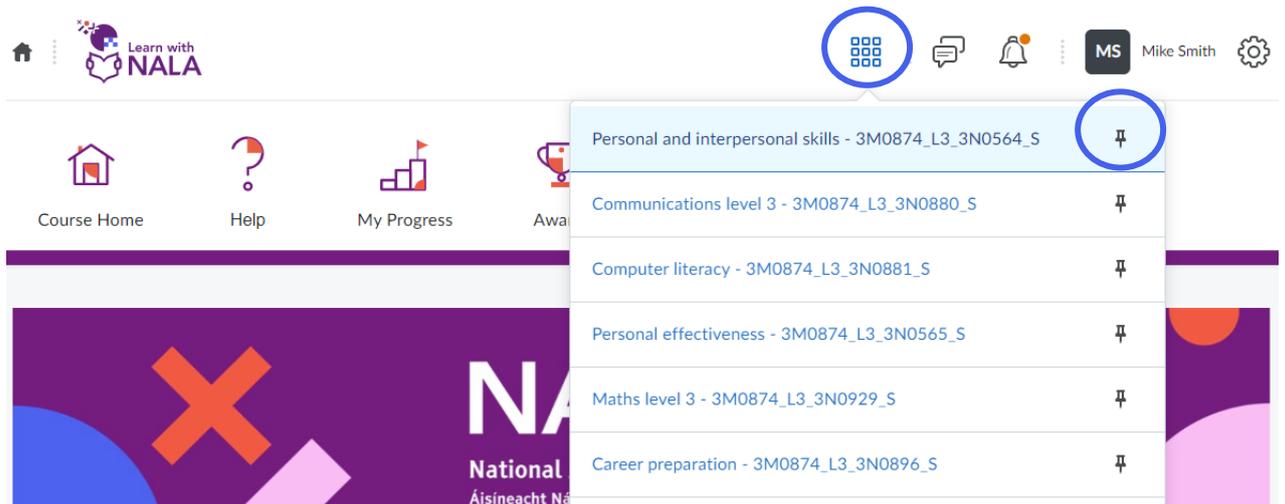
- A tutor can view courses based on when their learners registered, courses appear in two registration blocks (or tabs):



- If the learner registered for a course before July 2024, the tutor can view them in the first block (March 2020-June 2024). If they registered after that, they will appear in the second block (July 2024-June 2026).
- The closing date for the courses are listed on the course.



- Tutors have access to all courses without having to register for them. This is to allow you to try out courses before using them with learners.
- You can also find your courses by using the Course Selector/ “Waffle” icon  at the top of the page. Clicking on this list will show you a list of your courses.



- You can click the pin icon next to this list to pin a course to the top for quicker access. Use the waffle icon to quickly jump between courses without going back to the homepage.

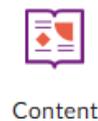


- To view a course, click on any of the courses listed. From there you will be brought to the course home page. The **Course Home** icon should be visible.



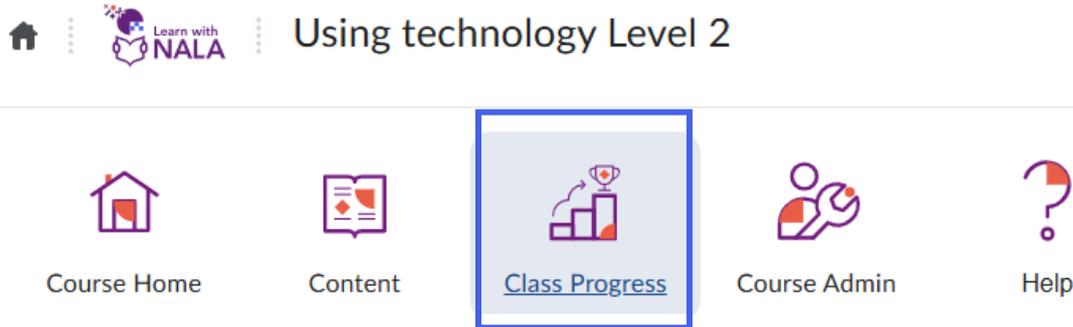
- At any time, you can return to the site home page by clicking on the house icon on the top left: 

- You can follow a course just like a learner by clicking on **Content** and then working your way through the blocks on the lessons page.



5.2 Viewing Learner Progress

Tutors can view learner progress. When your learners have created accounts and logged in, you will be able to see how they are getting on in each course.



On the course home page, click on **Class Progress** to see who has logged in, **grades** if any and what **content** they have visited.

Name	Logins	Content Visited	Grades	Checklist
canning, siobhan	Logins: 4	100 % Visited: 51 / 51	Successful	No checklist items
dillon, jemma	Logins: 9	94 % Visited: 48 / 51	Successful	No checklist items
houlihan, mike	Logins: 8	100 % Visited: 51 / 51	Successful	No checklist items
tighe, sean	Logins: 8	100 % Visited: 51 / 51	Successful	No checklist items

*Please note: these are dummy accounts and not actual learner names.

1. Learner's Name: Click on a learner's name to view their details. You are brought to the Progress Summary screen below.

- You can click on **Grades** to view grades for initial assessment/What do I already know tasks and for End test(s). Click on the dropdown arrow to see all items.

Canning, Siobhan

Using technology Level 2
July 2024-June 2026
Successful

Summary
Grades
Content

Progress Summary

Grades

Current Grade
Successful

Grades Received: 6

Content

Topics Visited	Total Visits	Time Spent	Completion
51 / 51	64	0d 1h 0m 52s	100 % Completed: 51 / 51

Topics Visited: 51

2. Logins

Logins	Content Visited	Grades
Date: 5/5/2025 Sessions: 0 Logins: 9	100 % Visited: 51 / 51	Successful
Logins: 9	94 % Visited: 48 / 51	Successful

- You can also view progress on a lesson under **Logins**. You can hover over the Logins column on the class progress page to get an overview of how many times the learner has logged into the course.



Canning, Siobhan



Using technology Level 2

July 2024-June 2026

Successful

Summary

Grades

Content

Progress Summary

Grades

Current Grade

Successful

Grades Received: 6

Content

Topics Visited 51 / 51 Total Visits 64 Time Spent 0d 1h 0m 52s

100 % Completed: 51 / 51

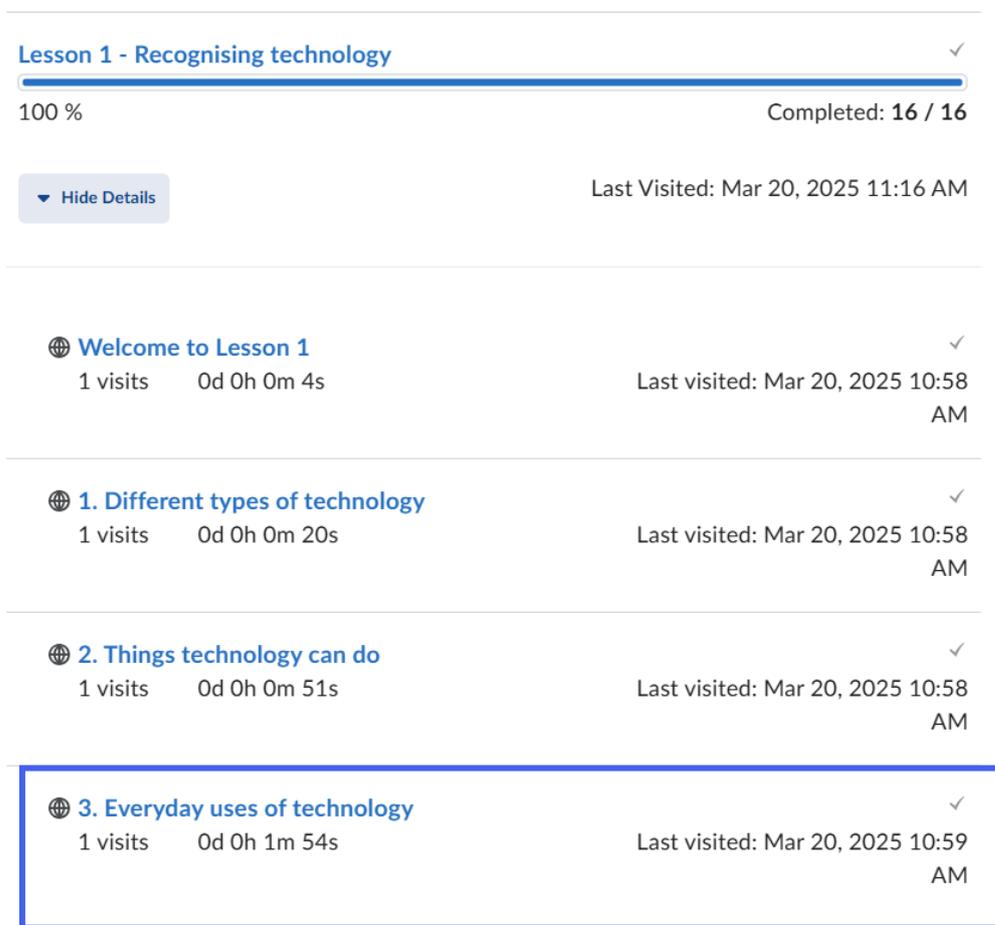
Topics Visited: 51



3. Content

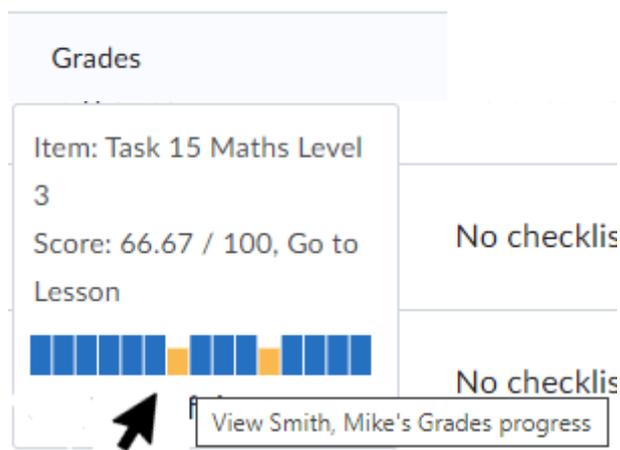
Logins	Content Visited	Grades
Logins: 4	100 % Visited: 51 / 51	Successful
Logins: 9	94 % Visited: 48 / 51	Successful
Logins: 8	100 % Visited: 51 / 51	Successful
Logins: 8	100 % Visited: 51 / 51	Successful

Click on Content Visited to view the learner's progress with course content. Click the dropdown arrows to see how long the learner has spent doing modules.



For example, in the figure above, the learner spent 1 minute and 54 seconds on the lesson: Everyday uses of technology.

4. Grades



You can scroll over the graph under Grades above and see the result for each Task and Question attempted.

5.3 Checking Grades

- For courses leading to QQI awards at Level 2 and 3, in the **Progress Summary** page, click on the **Grades** section to see if a learner has attempted the:
 - Initial assessment '**What do I already know**'
 - summative assessment, **End Test**.

If there are no grades, then the learner has not attempted these sections yet.

Note: this is only available for courses leading to QQI awards and not for courses at Level 1 and Preparing for Level 3.

5.4 Grade Label Glossary for Centre Tutors

Use this guide with the “Grades View” and “Class Progress” tools to understand and support learner progress.

 Label	Meaning	Context	Tutor Tip
Pass	The learner completed a task, End Test question, or Portfolio item successfully.	Seen in the End Test, Portfolio, or Initial Assessment Tasks.	Celebrate the success and encourage continued learning.
Redo	The learner must retry an End Test question/ Portfolio assignment.	For End Test or Portfolio.	Direct the learner to review content and retry the specific item only.
Go to Lesson	The learner didn't pass a task in 'What Do I Already Know?'	Only appears in the Initial Assessment section. Task can't be	Encourage learner to complete the lesson. Task status won't

		repeated.	change, and that's okay.
No grade yet	The learner hasn't yet attempted the end test/ portfolio assignment.	Seen in the Overall End Test Grade section and portfolio sections of the Grades View.	Help the learner complete end test questions/ submit their portfolio work.
More to do	'More to do' if they have attempted some or all of the End Test/ Portfolio but have not got all of the questions correct.	May be seen when portfolio or some end test questions are still pending. We do not use the grade label 'Referred'.	Check Grades View and encourage learners to try again or keep going.
In progress	The learner has started the course or assessment but hasn't completed all required parts.	Overall course completion. May be reflected in Progress or Grades views.	Encourage consistent progress and set short achievable goals.
Successful	The learner has finished all required work (End Test + Portfolio) for the course.	Overall course completion. Appears in My Progress, triggers QQI-ready status.	Congratulate learner. They're now ready for QQI verification by NALA.

- Initial assessment results are called **Tasks**. In the example below, the learner has attempted tasks in the block 'What do I already know' in the course Digital Media Level 3.

Task 3 - Digital media Level 3

Pass 

[▶ Feedback](#)

Last Modified: Sep 16, 2024 2:53 PM

Task 2 - Digital media Level 3

Pass 

[▶ Feedback](#)

Last Modified: Sep 16, 2024 2:52 PM

Task 1 - Digital media Level 3

Go to Lesson 

[▶ Feedback](#)

Last Modified: Sep 16, 2024 2:50 PM

- They have answered all tasks correctly, except Task 1. In this case, the learner would need to work their way through Lesson 1 to get the End Test to appear.
- Summative assessment/End test results are listed as **Questions**. In the example below, the learner has attempted all questions but needs to redo questions 1.2 and 2.1 again.

End test question 2.2 - Digital media Level 3

Pass 

[▶ Feedback](#)

Last Modified: Apr 28, 2025 11:45 AM

End test question 2.1 - Digital media Level 3

Redo 

[▶ Feedback](#)

Last Modified: Apr 28, 2025 11:45 AM

End test question 1.2 - Digital media Level 3

Redo 

[▶ Feedback](#)

Last Modified: Apr 28, 2025 11:44 AM

5.5 What is the Grades view?

As a tutor you can view progress by clicking on **Course Admin** and **Class Progress** or you can click on **Grades**.

- 
 Course Home
- 
 Content
- 
 Class Progress
- 
 Course Admin
- 
 Help

Course Administration

- Category
- Name

Learner Management

 [Class Progress](#)

Assessment

 [Grades](#)

Here you can see learners on the course, and scroll across to see results for each task or question or portfolio tasks, found on the right of all the grade items.

The learner highlighted in the box below needs to do question 9.2 again.

Last Name ▲, First Name	Question 8.2 Internet skills Level 3 ▼	Question 9.1 Internet skills Level 3 ▼	Question 9.2 Internet skills Level 3 ▼
	Redo	Redo	Redo
	Pass	Pass	Pass
	Pass	Pass	Pass
	Pass	Pass	Redo

Beside each learner name you can scroll across and see either 'red' Redo or green 'Pass' for each Task from the initial assessment and each Question for the End Test(s). Redo may mean that the learner hasn't tried a Task/Question either, so the **My Progress** view can be used to see if the learner attempted it.

As a tutor you can view if a learner has submitted **portfolio** work or not by clicking on the course in question > Course Admin > Grades and under Enter Grades you can search for a learner and scroll across to the last grade items in the list which are always the portfolio items:

Portfolio Task 1 Website screenshots ▼	Portfolio Task 2 Email ▼
Not done yet	Not done yet
Not done yet	Not done yet
Pass	Pass

If portfolio work is not done, then the status will be 'Not done yet', otherwise once graded it will either be 'Pass or Redo'. Please note that NALA tutors will give feedback in the feedback box which the learner can view themselves.

- Portfolio grades will also appear under Grades within Class Progress, when you click on a particular learner.

Graded Items ▼	
Portfolio Task 3 Taking pictures ▶ Feedback	Redo ■ Last Modified: Apr 2, 2023 10:55 PM
Portfolio Task 1 Screen grabs ▶ Feedback	Redo ■ Last Modified: Apr 2, 2023 10:46 PM
Portfolio Task 2 Texting ▶ Feedback	Pass ■ Last Modified: Apr 2, 2023 10:22 PM

- If you click on **Feedback** above, you will see the Feedback that a NALA tutor has given to a learner, which you can use to support your learner going forward. Below is an example of specific feedback given to a learner who did not pass a

portfolio task.

Dear [REDACTED]

Thank you for submitting Assignment - 1 Screen Grabs for Internet Skills Level 3.

You are nearly there!

Your screen grabs for Google.ie is fine.

Please see instructions below:

- **Google.ie results page with a search for NALA:**

Open the Google Search bar. Type in **NALA**, press Enter Button and take a screen shot.

- **Nala.ie homepage**

Search for NALA in the Google search bar. Click on the result that says **NALA:HOME** to open the webpage and then take a screen shot. You took a screen grab of Learnwithnala.ie.

Please paste all three screen grabs onto a page in Microsoft Word or a similar programme (all in one document).

Please contact me if you have any questions.

087-4000000

Kind regards,

Cait

NALA Verifier

[REDACTED]@nala.ie

1. What are IAG and QQI Grades?

IAG ▼	QQI ▼
100	Successful
100	Successful
100	Unsuccessful

IAG (Initial Assessment Grade):

Indicates that the learner passed some or all of the block 'What do I already know'. This grade doesn't affect their final grade but just indicates that Recognition of Prior Learning was used.

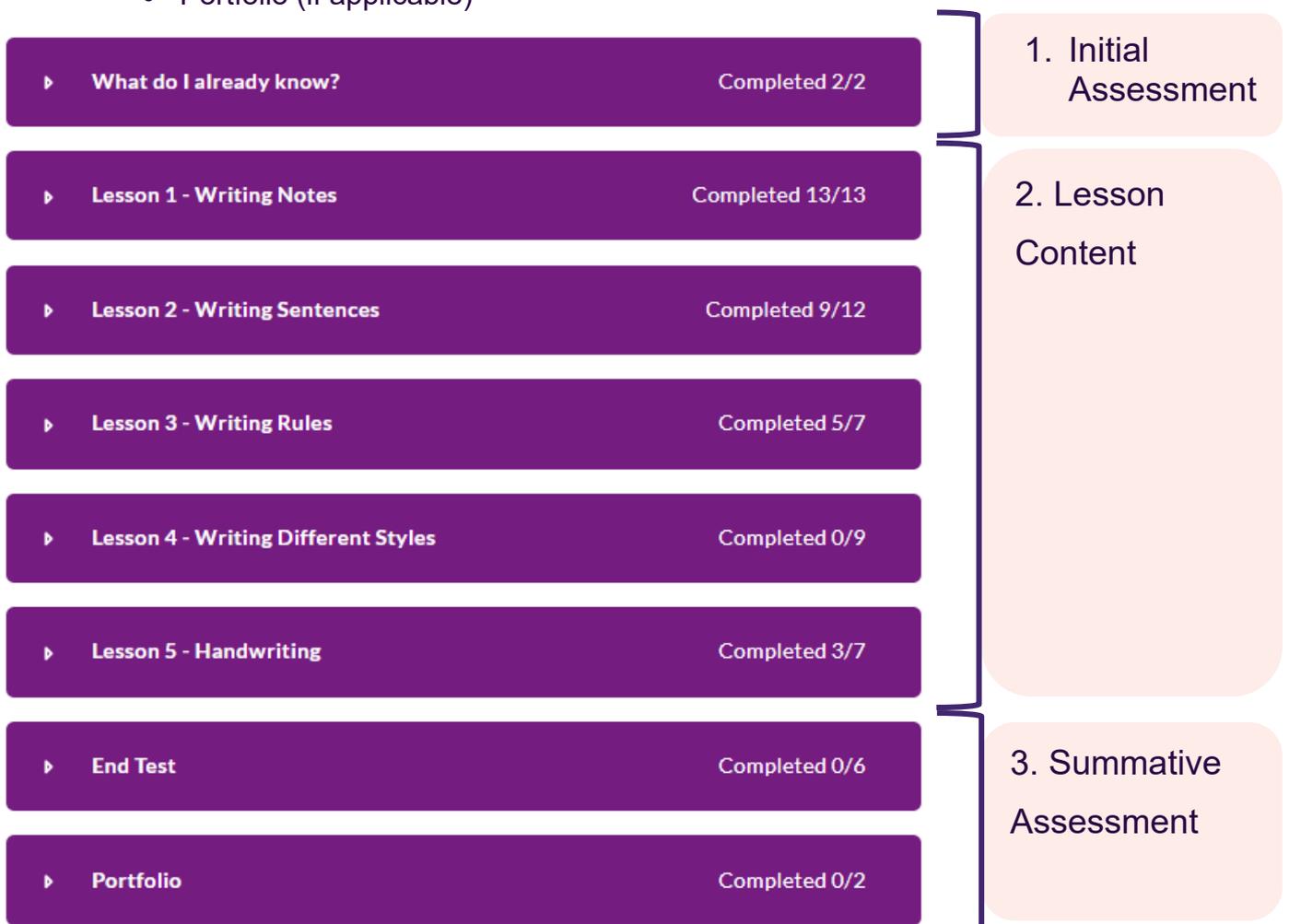
QQI grade: is the final grade that triggers NALA to check the learner work and put the learner forward for a QQI award.

2. Clicking on the  [User Progress](#) symbol beside a learner will bring you to the progress view where you can see grades and content completed.

5.6 Initial Assessment/ Recognition of Prior Learning on Learn with NALA

On Learn with NALA, courses are structured into 3 main blocks of content that map to QQI learning outcomes. The page below is the lessons page with learners starting at the top and working their way to the bottom:

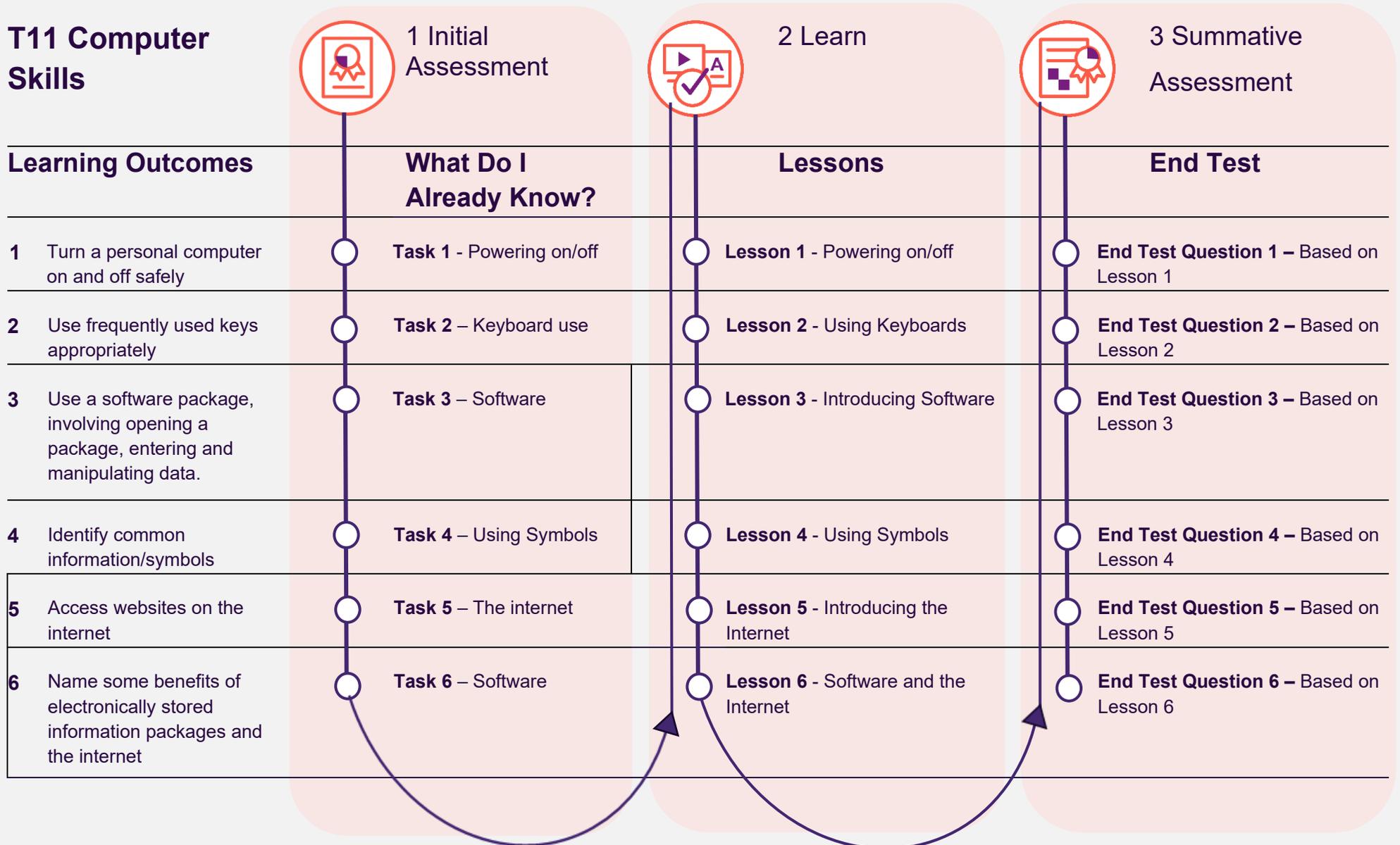
1. Initial Assessment – What do I already know?
2. Lesson Content
3. Summative Assessment
 - End Test
 - Portfolio (if applicable)



5.6.1 Example Course Structure

Courses are structured with blocks of content that map to **QQI learning outcomes**

T11 Computer Skills



5.7 How can Tutors check results of What do I Already Know?

Initial assessment results are called **Tasks**.

In the example below, the learner has attempted tasks in the block 'What do I already know' in the course Digital media level 3.

Task 3 - Digital media Level 3 ▶ Feedback	Pass  Last Modified: Sep 16, 2024 2:53 PM
Task 2 - Digital media Level 3 ▶ Feedback	Pass  Last Modified: Sep 16, 2024 2:52 PM
Task 1 - Digital media Level 3 ▶ Feedback	Go to Lesson  Last Modified: Sep 16, 2024 2:50 PM

- They have answered all tasks correctly, except Task 1. In this case, the learner would need to work their way through Lesson 1 to get the End Test to appear.
- Summative assessment/End test results are listed as **Questions**. In the example below, the learner has attempted all questions but needs to redo questions 1.2 and 2.2 again.

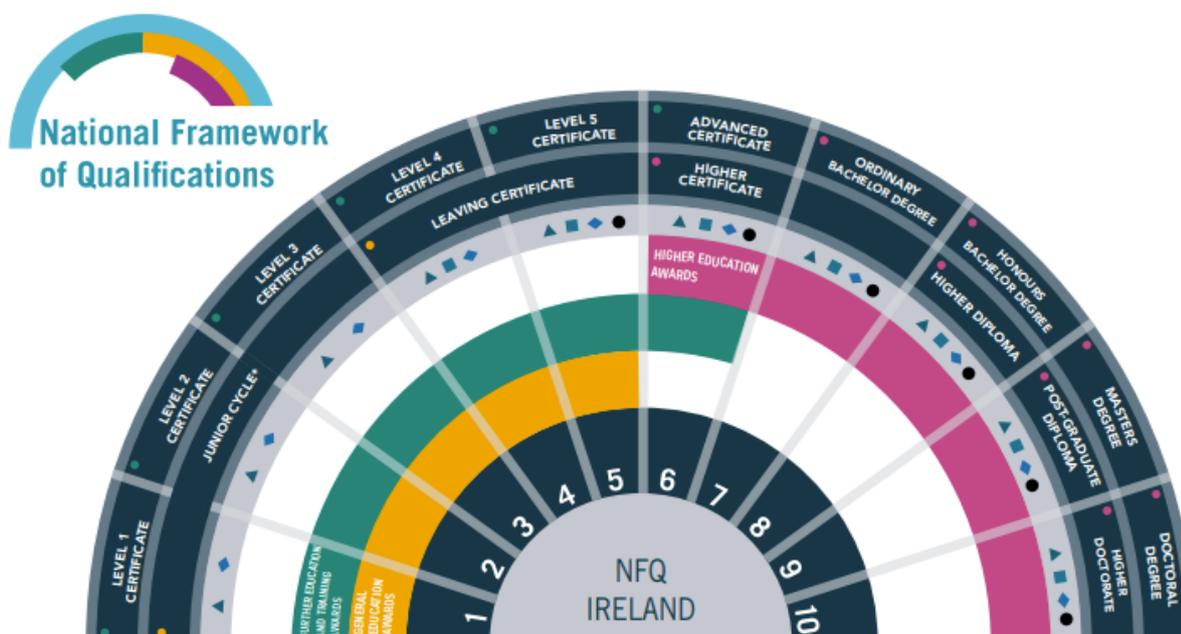
End test question 2.2 - Digital media Level 3 ▶ Feedback	Pass  Last Modified: Apr 28, 2025 11:45 AM
End test question 2.1 - Digital media Level 3 ▶ Feedback	Redo  Last Modified: Apr 28, 2025 11:45 AM
End test question 1.2 - Digital media Level 3 ▶ Feedback	Redo  Last Modified: Apr 28, 2025 11:44 AM

6. QQI information

6.1 Are NALA courses QQI affiliated?

On **Learn with NALA**, we offer a range of courses at levels 1-3 of the National Framework of Qualifications (NFQ).

You can refer to **QQI's National Framework of Qualifications** to understand more about the levels.



Course Awards:



Level 1 and Preparing for Level 3

Learners are awarded a NALA Certificate on completion.



Level 2 and 3

Courses lead to QQI awards, which means that learners can gain a QQI award when they successfully complete the course. NALA will carry out internal verification and external authentication on that learner's work.

6.2 What are the portfolio tasks in each course?

1. The learner's portfolio is always visible at the end of a block of lessons, for example Career Preparation below.

A screenshot of a learner's portfolio interface. It shows three main sections: 'Lesson 9 - Joining the workplace' (Completed 15/15), 'End test' (Completed 20/20), and 'Portfolio' (Completed 2/3). The 'Portfolio' section is expanded, showing a 'Launch Unit' button and a list of tasks: 'Instructions', 'Task 1 CV information file upload' (with a checkmark), and 'Task 2 Mock interview' (with a checkmark).

Item	Progress
Lesson 9 - Joining the workplace	Completed 15/15
End test	Completed 20/20
Portfolio	Completed 2/3
Launch Unit	
Instructions	
Task 1 CV information file upload	✓
Task 2 Mock interview	✓

2. As a tutor, it is a good idea to familiarise yourself with the portfolio tasks so that you can **support learners when it is time to submit**.

Level 1

Level 1	Course Title	Award	Portfolio Task
	Computer Skills	NALA Certificate	N/A
	Data Handling	NALA Certificate	
	Listening and Speaking	NALA Certificate	
	Pattern and Relationship	NALA Certificate	
	Personal Decision Making	NALA Certificate	
	Problem Solving	NALA Certificate	
	Quantity and Number	NALA Certificate	
	Reading	NALA Certificate	
	Setting Learning Goals	NALA Certificate	
	Shape and Space	NALA Certificate	
	Using Technology	NALA Certificate	
	Writing	NALA Certificate	

Level 2

Level 2	Code	Course Title	Award	Portfolio Task
	M2T11	Computer Skills	QQI Minor Award	N/A
	M2N08	Data Handling	QQI Minor Award	
	M2N06	Pattern and Relationship	QQI Minor Award	
	M2L12	Personal Decision Making	QQI Minor Award	
	M2N09	Quantitative Problem Solving	QQI Minor Award	
	M2N05	Quantity and Number	QQI Minor Award	
	M2C01	Reading	QQI Minor Award	
	M2L13	Setting Learning Goals	QQI Minor Award	
	M2N07	Shape and Space	QQI Minor Award	
	M2T10	Using Technology	QQI Minor Award	

	M2C03	Listening and Speaking	QQI Minor Award	1 - Phone call: with NALA where we ask a few short questions to test listening and speaking skills
	M2C02	Writing	QQI Minor Award	1 – Writing sentences: Using a pen and paper, pick one topic and write 5 sentences about it.

Preparing for Level 3

Preparing for Level 3	Course Title	Award	Portfolio Task
	Algebra	NALA Certificate	N/A
	Measurement	NALA Certificate	
	Numbers	NALA Certificate	
	Reading	NALA Certificate	
	Writing	NALA Certificate	
	Problem Solving	NALA Certificate	
	Personal Skills	NALA Certificate	
	Algebra	NALA Certificate	
	Measurement	NALA Certificate	

Level 3

Level 3	Code	Course Title	Award	Portfolio Task
	3N0928	Application of Number	QQI Minor Award	1 – Drawings: Draw 3 maths drawings *This is the

			same portfolio task as Maths Portfolio Task 1
3N0896	Career Preparation	QQI Minor Award	<p>1 – Write a CV: Download the file ‘CV information’. Use full sentences, correct spelling and grammar. Save a copy of your file.</p> <p>2 – Mock interview Call NALA on Freephone 1 800 20 20 80 to arrange for a mock interview with a NALA tutor.</p>
3N0880	Communications	QQI Minor Award	<p>1 – A conversation: Write about a recent conversation that you have had.</p> <p>2 - Phone call: Have a telephone conversation with a NALA tutor.</p> <p>3 - Online chat: Have an online conversation with a NALA tutor on topics that interest you.</p>
3N0881	Computer Literacy	QQI Minor Award	<p>1 - Create a word processing document: Create and upload a word processing document</p> <p>2 - Workspace review: Fill out the Workspace review form based on a review of your workspace.</p>
3N0552	Digital Media	QQI Minor Award	<p>1 - Screen grabs: Take screen grabs of a music or podcast platform and some website, paste them into a document, and upload then for a</p>

			<p>NALA tutor to review.</p> <p>2 - Texting: Send a text to NALA's freephone number.</p> <p>3 - Taking pictures: Take 3 pictures, paste them into a document and upload them for a NALA tutor to review.</p> <p>4 - Shooting video: Take 2 short videos and upload them.</p>
3N0930	Functional Mathematics	QQI Minor Award	N/A
3N0532	Health and Safety Awareness	QQI Minor Award	<p>1 – Taking pictures: You will need access to firefighting equipment, such as a fire blanket and fire extinguisher.</p> <p>2 - Taking part in a fire drill: You will need to provide proof that you have taken part, such as a photo or a letter from a Fire Officer.</p> <p>3 – Written assignment: you will be asked to answer some questions about fire safety and hygiene. You will need to write full sentences and use correct punctuation, capitalisation and spelling.</p>
3N0931	Internet Skills	QQI Minor Award	<p>1 - Screen grabs: Take screen grabs of some websites, paste them into a document, and upload then for a NALA tutor to review.</p> <p>2 - Email: Send an email to NALA's freephone service containing the</p>

			information outlined in the instructions. A NALA tutor will review the email and give your feedback.
3N0921	Managing Personal Finances	QQI Minor Award	N/A
3N0929	Mathematics	QQI Minor Award	<p>1 – Drawings: Draw 3 maths shapes.</p> <p>2 – Measurement file upload Download the Measurement File, answer the questions and upload it online.</p> <p>3 - Complete a data survey Download the word document and complete the questions on data collection. Upload the form online.</p>
3N0564	Personal and Interpersonal Skills	QQI Minor Award QQI Minor Award	<p>1- Personal profile: Download a Word document and complete your personal profile and upload it</p> <p>2 - Describing relationships: Download a Word document and complete all sections in the document.</p>
3N0565	Personal Effectiveness	QQI Minor Award	<p>1- Personal learning plan file upload: Download a Word document and complete your Personal learning plan and upload it</p>

6.3 Does Learn with NALA offer Major Awards?

Yes, Learn with NALA offers bundles of courses to allow you to facilitate major awards in your centre.

Please note that it is not always necessary to complete all of the subjects offered in each bundle on to achieve the award. It is recommended that tutors review the QQI course descriptor (linked below) to check the credit requirements. (See Section 6.4 & 6.5 for more information on credit requirements for Major Awards)

Course Code	Level	Course Title	Subjects included:
P1GL0	Level 1	Certificate in General Learning (Major Award)	<ol style="list-style-type: none"> 1. Problem solving 2. Shape and space 3. Pattern and relationship 4. Quantity and number 5. Computer skills 6. Data handling 7. Using technology 8. Listening and speaking 9. Reading 10. Writing 11. Personal Decision Making 12. Setting Learning Goals
P2GL0	Level 2	Certificate in General Learning (Major Award)	<ol style="list-style-type: none"> 1. Reading 2. Writing 3. Listening and Speaking 4. Pattern and Relationship 5. Using Technology 6. Personal Decision Making
	Preparing for Level 3	Preparing for Level 3 - (Major Award)	<ol style="list-style-type: none"> 1. Algebra 2. Measurement 3. Numbers 4. Problem Solving 5. Personal Skills 6. Reading 7. Writing
3M0874	Level 3	Certificate in General Learning (Major Award)	<ol style="list-style-type: none"> 1. Communications 2. Self Advocacy 3. Mathematics 4. Computer Literacy

			<ol style="list-style-type: none"> 5. Internet Skills 6. Personal Effectiveness
3M0935	Level 3	Certificate in Employability Skills (Major Award)	<ol style="list-style-type: none"> 1. Mathematics 2. Computer Literacy 3. Personal and Interpersonal Skills 4. Communications 5. Career Preparation 6. Managing Personal Finances
3M0877	Level 3	Certificate in Information and Communication Technologies (Major Award)	<ol style="list-style-type: none"> 1. Mathematics 2. Computer Literacy 3. Internet Skills, Communications 4. Personal Effectiveness 5. Digital Media

Get more information about courses in our YouTube video **Learn with NALA - Course**

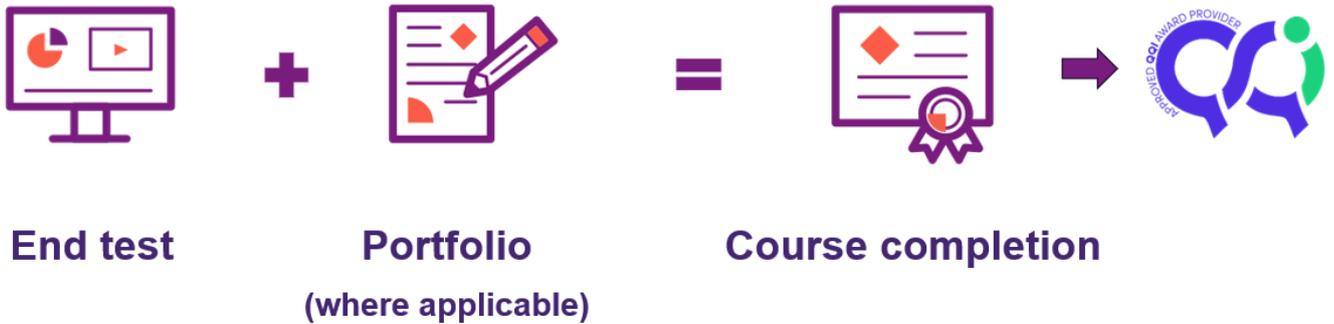
Guide



6.4 How do I know when a learner is ready for QQI submission?

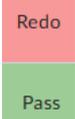
Learners are automatically put forward for a QQI award for Level 2 and Level 3 courses upon course completion.

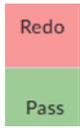
Learners must pass the **end test** and **portfolio tasks** to be put forward for internal verification in NALA.



In NALA, we typically put learner work forward for the June and December QQI certifications rounds each year. Assessment and portfolio work is completed for these rounds in May and November.

Tutors can check learner's End Tests and Portfolios for QQI assessment in two ways.

1.  In Grades View
2.  Within Class Progress
Class Progress



1. Grades View

The most popular way for Tutors to check their learner's work is through the **Grades View**.

As a tutor you can view if a learner has submitted work or not by clicking on the course in question > **Course Admin** > **Grades**

Application of number Level 3

Course Home Content Class Progress **Course Admin** Help

Course Administration

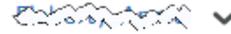
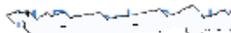
Category	Name
Learner Management	
Class Progress	
Assessment	
Grades	

All items called questions are End Test questions. See example below where the learner has not passed the End Test question 1.1 and 1.2 and can “Redo”. The learner can attempt a question as many times as needed, and only the **highest grade** is held. As soon as the learner gets 100% in any question, then the learner has successfully passed that question.

Question 5.1 Number	Question 5.2 Number	Question 1.1 Measurement	Question 1.2 Measurement
Pass	Pass	Redo	Redo

On the learner's account, they can go to **Content**, then **End test** and complete the **questions that were marked "redo"**.

If portfolio work is not done, then the status will be **'Not done yet'**, otherwise once graded it will either be **'Pass or Redo'**.

Learner ▲		QQI ▼	Portfolio Task 1 Maths Drawings File Upload ▼
   ▼	Successful		Pass
   ▼	Unsuccessful		Redo

If work has been submitted and **not viewed by the NALA tutor** it will appear with a file symbol and an orange dot, if **it has been viewed** then only the file symbol appears. Clicking on the file will bring you to the submission.

 Not done yet	Not done yet
 Not done yet	Not done yet



2. Within Class Progress

Class Progress

End Test results and Portfolio grades and feedback will also appear under Grades within **Class Progress**, when you click on a particular learner.

End Test results:

As a tutor you can view the Learner's End Test results by clicking on the course in question then Class Progress, then click on the learner's name and Grades.

! Remember: End Test Questions are called **Question 1, 2, 3** etc, if you see grades for Task 1, 2, 3 etc this is referring to the Initial Assessment/Recognition of Prior Learning section and not the End Test. Learners do not need to pass the Initial Assessment to be

6.5 How can my learner get a major award at Level 2?

Learners can sign up for a bundle like Level 3 Certificate in General Learning available on the **courses home page** and complete all those courses, or learners can use a combination of courses to get a major award. The course bundles have been set up to ensure that learners meet the requirements for the major awards.

Once learners have completed the necessary minor awards, they will **automatically receive a major award** which NALA will post to centres along with certificates for the minor awards.

To get a Level 2 Major award in General Learning, a learner must achieve **30 credits**. This can be achieved through a combination of courses but must include:

Code	Title	NFQ Level	Credit Value
A minimum credit value of 5 from the following component(s)			
M2C01	Reading	2	5
M2C02	Writing	2	5
M2C03	Listening and Speaking	2	5
A minimum credit value of 5 from the following component(s)			
M2N05	Quantity and Number	2	10
M2N06	Pattern and Relationship	2	5
M2N07	Shape and Space	2	5
M2N08	Data Handling	2	5
M2N09	Quantitative Problem Solving	2	5
The remaining credit value of 20 can be obtained by using vocationally relevant component(s) from level 2. A maximum of 5 credits may be used from either level 1 or level 3.			

See <https://qsearch.qqi.ie/WebPart/AwardDetails?awardCode=P2GL0>

Each of the component courses (for example, Reading, Writing, Listening and Speaking) are available on Learn with NALA. Other awards can be achieved outside of Learn with NALA in a centre. The QQI database will add up all the credits.

Other awards available on Learn with NALA have credits as follows:

Setting Learning Goals 5 credits

Personal Decision Making 5 credits

Using Technology 5 credits

These can be used towards getting 30 credits for the major award.

6.6 How can my learner get a major award at Level 3?

To get a Level 3 Major award such as **General Learning**, a learner must achieve **60 credits**. This can be achieved through a combination of courses but must include:

Code	Title	NFQ Level	Credit Value
All of the following component(s)			
3N0880	Communications	3	10
A minimum credit value of 10 from the following component(s)			
3N0564	Personal and Interpersonal Skills	3	10
3N0565	Personal Effectiveness	3	10
A minimum credit value of 10 from the following component(s)			
3N0928	Application of Number	3	5
3N0929	Mathematics	3	10
3N0930	Functional Mathematics	3	5
A minimum credit value of 10 from the following component(s)			
3N0542	Spreadsheets	3	10
3N0550	Database	3	10
3N0551	Desktop Publishing	3	10
3N0588	Word Processing	3	10

3N0881	Computer Literacy	3	10
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See <https://qsearch.qqi.ie/WebPart/AwardDetails?awardCode=3M0874>

Each of the component courses (for example: Communications, Personal and Interpersonal Skills, Personal Effectiveness, Mathematics, Computer Literacy) are available on Learn with NALA. Other awards can be achieved outside of Learn with NALA in a centre. The QQI database will add up all the credits.

Other awards available on Learn with NALA have credits as follows:

Career Preparation	10 credits
Digital Media	10 credits
Internet Skills	10 credits

These can be used towards getting 60 credits for the major award.

See also requirements for **Level 3 Major award in Information and Communication Technologies** and **Level 3 Major award in Employability Skills**

6.7 How do I use Learn with NALA for blended learning?

1. Learn with NALA can be used in a variety of ways in LWN registered centres, including as a teaching and learning tool to support the primary programme.
2. On Learn with NALA, learners can dip in and out of each of the lessons by clicking on the lesson. By clicking on a lesson block in the lesson page, all the activities in the lesson become visible.

[Launch Unit](#)

Lesson 1 - Skimming and scanning

0/10 ▼

[Launch Lesson](#)[Start Here](#)[1. Skimming and scanning](#)[2. Definitions of scanning and skimming](#)[3. Scanning text](#)[4. Skimming text](#)

3. You can direct a learner to particular content by telling them what activities to go to. Remember each lesson maps to a learning outcome from a QQI award. For example, in the course Personal Decision Making Level 2, Lesson 1 maps to the QQI outcome PDM1 'Explore possible influences on decision making'. You can search for QQI award descriptors using the [QSearch on the QQI site](#). They are also linked in the course descriptor for all our courses on the '[Online courses](#)' page on the Learn with NALA website.
4. We recommend that you become familiar with the content, by following a course through your tutor account. You will have access to all of the courses on your tutor account. We ask that you do not make a test learner account for yourself as this impacts the accuracy of our reporting as well as the costs of maintaining the virtual learning environment (VLE).

6.8 Does NALA offer reasonable accommodations?

Yes, NALA implements the principles of equality and support for people with a wide range of needs.

We have endeavored to make our assessments as accessible as possible but we are aware of specific situations where learners may need reasonable accommodation. In so far as is possible, NALA will assist learners who need special accommodation to complete assessments.

The reasonable accommodation will be implemented in a fair and impartial manner and will in no way advantage or disadvantage the learner.

Learners who are in need of special accommodation will be put in touch with the Learn with NALA Coordinator to see how best to accommodate their needs in assessment. The Learn with NALA Coordinator may seek additional details and supporting evidence. The Learn with NALA Coordinator will also work with the learners' tutor if necessary to see how best to implement the reasonable accommodation. Please contact us on 1800 20 20 80 if you have any questions about reasonable accommodation for your learners.

6.9 What are the tutor responsibilities for assessment?

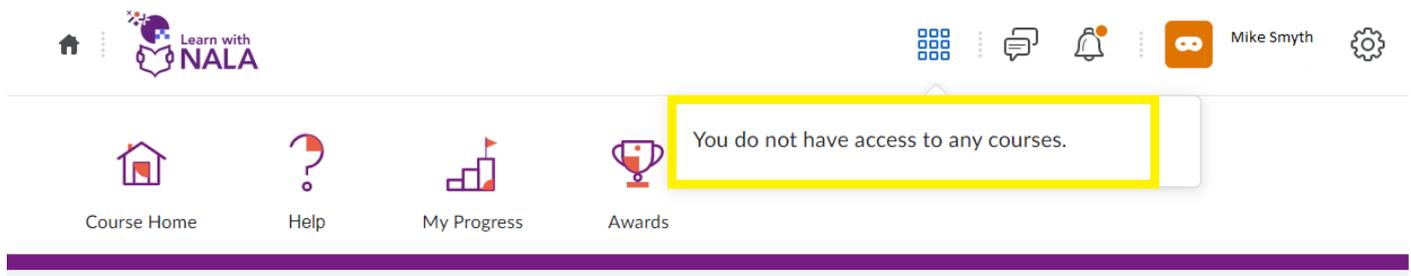
Where learners within centres complete assessment work for QQI certification purposes on Learn with NALA, the Centre Contact must ensure that:

- 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.

7. Frequently Asked Questions

7.1 General queries

1. I don't see any courses for my learner

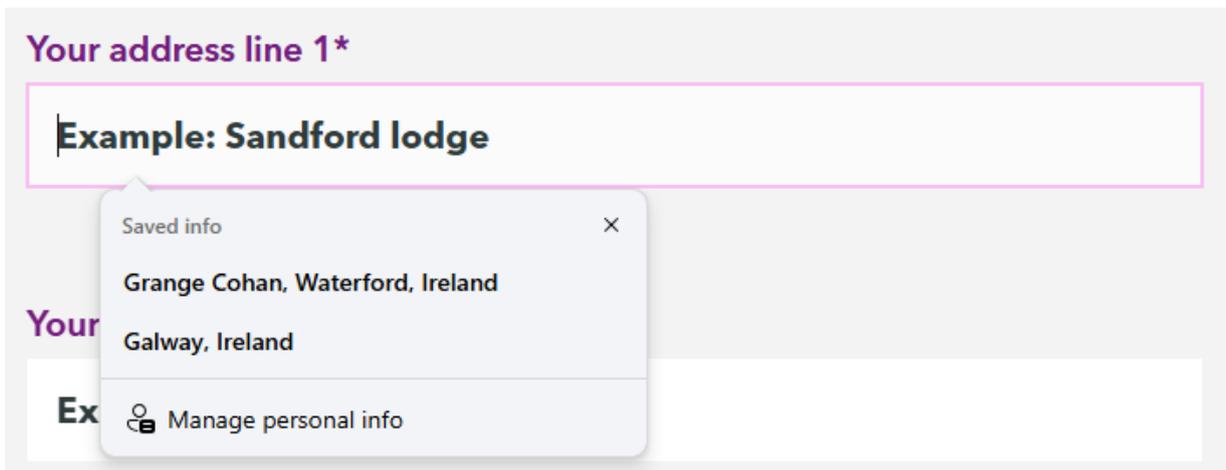


Your learner has an account but has not registered for courses.

- The learner can go to <https://www.learnwithnala.ie/> and click on **Explore Courses**.
- Click on **Register now** beside a course of interest.
- Then click on **Log in** under Existing user.
- The learner types in their username and password. They will then be registered on that course. **See section 4.2 for more.**

2. Learners are sharing a computer and information is appearing from the last user, how can I clear this?

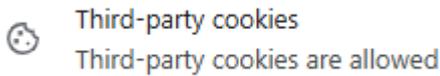
Google Chrome and other internet browsers try to be helpful to keep information but this is not useful if multiple learners are using the same computer. For example, when filling out the address field below:



You need to set your browser up to clear cookies and site data and turn off autofill each time it is closed.

For example, in Google Chrome click on the  icon in the top right-hand corner. Then scroll down to Settings.

Click on **Privacy and security**  **Privacy and security** and then **Third-party cookies**



Click on Block third-party cookies



Repeat for **Autofill and passwords** and under Addresses and more and more go to **Save and fill addresses** move the switch across so it is 'off'



Then close the browser. The next time it is opened, personal information from other users will not be shown.

Your IT department could also install an extension to clear this information.

3. I don't see any courses for my tutor account

You should be automatically enrolled into courses. They will appear under **My Courses > All**. If a course doesn't appear for you please contact NALA and we will check this for you.

4. I don't see my centre logo

Make sure you are using the latest version of your internet browser (for example, the latest version of Chrome or Edge) close the browser and open again.

If you or a learner don't see a logo for your centre when you log in, please contact learn@nala.ie

5. I've noticed an issue/something isn't working on the website. How do I let NALA know?

On your tutor homepage, on the right-hand side you will notice a box that says "report an issue". You can click on the online form link to report an issue directly to the NALA team.

My Courses

All March 2020-June 2024 July 2024-June 2026

 <p>Communications Level 3 3M0874_L3_3N0880_N Ends June 30, 2026 at 5:00 PM</p>	 <p>Application of number Level 3 3M0874_L3_3N0928_N Ends June 30, 2026 at 5:00 PM</p>	 <p>Computer skills Level 2 P2GL0_L2_M2T11_N Ends June 30, 2026 at 5:00 PM</p>
 <p>Application of number Level 3 3M0874_L3_3N0928_V2_E Ends June 30, 2028 at 5:00 PM</p>	 <p>Career preparation Level 3 3M0874_L3_3N0896_N Ends June 30, 2026 at 5:00 PM</p>	 <p>Career preparation Level 3 3M0874_L3_3N0896_V2_E Ends June 30, 2028 at 5:00 PM</p>
 <p>Communications Level 3 3M0874_L3_3N0880_V2_E Ends June 30, 2028 at 5:00 PM</p>	 <p>Computer literacy Level 3 3M0874_L3_3N0881_N Ends June 30, 2026 at 5:00 PM</p>	 <p>Computer literacy Level 3 3M0874_L3_3N0881_V2_E Ends June 30, 2028 at 5:00 PM</p>
		

Welcome to Learn with NALA

Press the button below to open the getting started guide.

Getting started guide

Subscribe for updates

Subscribe here to our e-zine for tutors and centre staff on training, QQI rounds and news about Learn with NALA.



Call us for free on: 1 800 20 20 80

Email: learn@nala.ie

Use this [online form](#) to report an issue to the Learn with NALA team.

7.2 Learner course queries

1. The End Test hasn't appeared for my learner

The End Test for our level 2 and 3 courses only appears if the learner has completed all the learning outcomes for the course.

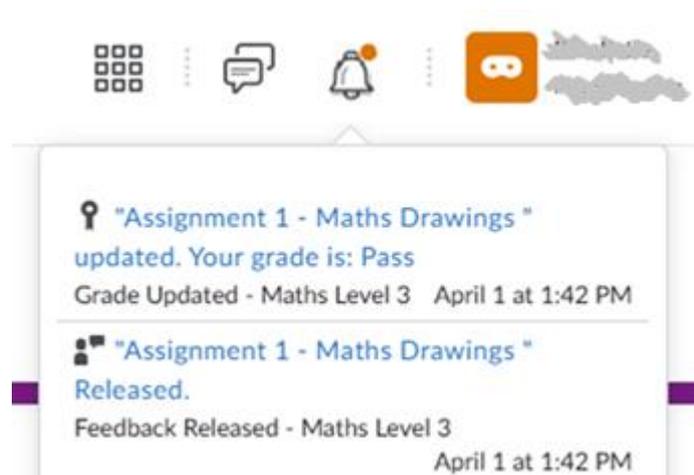
Check learner progress and make sure that the learner has completed every lesson. If you are using the "What do I already know?" Recognition of Prior Learning, check that the learner has completed the lessons based on incorrect tasks.

! There can be a slight delay in the End Test appearing. We recommend to logout and login again after 5 minutes and the End Test should appear. If the End Test still hasn't appeared, please contact **1 800 20 20 80** or email learn@nala.ie.

2. My learner has submitted portfolio work. What happens next?

A NALA tutor will correct learner work in due course and submit and publish feedback in the portfolio area. Please note there is a large volume of submissions to review and NALA tutors may take several weeks to review.

When the learner logs in, they will see a notification as an **orange dot beside the bell symbol**. If the learner clicks on the bell, then they will see a **notification** about portfolio feedback once done:



If the learner then clicks on the notification itself they will see the feedback:

Feedback for Assignment 1 - Maths Drawings

Submission Feedback

Overall Feedback

01 April 2025

Well done, 🎉, on finishing Assignment 1.

Your work has gone through for a final check and will be submitted to QQI in May, 2025.

Regards,

Noelle

Score

● Pass

3. Does my learner have to ‘apply’ to do an award?

No. Once the learner has created an account, and successfully completed assessments and where applicable portfolio work, then NALA will carry out internal verification and external authentication on that learner’s work. In NALA, we typically have two QQI rounds each year in May and November.

If everything is correct, then NALA will **automatically** forward the learner for a QQI award in that course. If we don’t have up-to-date information for the learner (for example, a PPS number) we cannot proceed. In this instance, we will attempt to make contact with your centre to clarify the correct information. QQI certificates are be dispatched to centres as soon as possible after NALA receives them.

It should be noted that the learner does not have to complete the award through Learn with NALA. Some centres will opt out of completing the End Test/ Portfolio and use the platform as a teaching tool only.

4. I’m checking progress for a learner and the learner has not passed tasks and it says ‘Go To Lesson’, what does this mean?

Tasks are activities in the block ‘What do I already know’.

This is an initial assessment or Recognition of Prior Learning (RPL).

The result of Tasks can be seen by clicking on course > Course Admin > Class Progress

> Grades.

If the task has not be passed, the result will be **Go to Lesson**, indicating that the learner must go to that Lesson. The learner must click on Content and then click on the lesson, there is no hyperlink to the lesson.

Progress Summary

 Print  Help

Grades

Current Grade

Unsuccessful

 Unsuccessful

Grades Received: 14	
Task 14 Communications Level 3 ▶ Feedback	100 / 100 Pass Last Modified: Nov 29, 2021 10:41 PM
Task 13 Communications Level 3 ▶ Feedback	66.67 / 100 Go to Lesson Last Modified: Nov 29, 2021 10:39 PM
Task 12 Communications Level 3 ▶ Feedback	100 / 100 Pass Last Modified: Nov 29, 2021 10:36 PM

Note: you must click this drop-down arrow to see grades.

In the example above, the learner has not got Task 12 correct and must do Lesson 12. The task cannot be repeated and the status will never change.

If a Task **doesn't appear in the list above then the learner has not attempted the Task**. The learner must click on the block 'What do I already know', go to Start here and then do the tasks. The tasks will then disappear from 'What do I already know' once attempted.

Alternatively, a learner can go through lessons. The End Test will only appear once one of three paths has been done see Figure 2 Pathways to course completion.

5. The learner has done all the lessons but task grades still say ‘Go to Lesson’ in My Progress. Will this affect the learner’s overall result?

No. The status for tasks will stay ‘Go to Lesson’ and the task will stay as not passed. The initial assessment tasks can’t be repeated but they won’t affect the overall grade.

The tasks in the first block ‘What do I already know’ act as Recognition of Prior Learning (RPL), where the learner can apply their existing skills and knowledge to skip content if they want.

6. My learner has done the End test but the status for the learner is ‘Unsuccessful’, what has gone wrong?

Check to ensure that all Questions have been passed. Every learning outcome/lesson will have one question at Level 2 and two questions at Level 3. For example, in Maths, and Data, the fourth learning outcome, should look like this:

End test question 4.2 - Data handling	Pass 
▶ Feedback	Last Modified: Feb 26, 2025 9:57 PM
<hr/>	
End test question 4.1 - Data handling	Pass 
▶ Feedback	Last Modified: Feb 26, 2025 9:56 PM

! Ticks may appear on the lessons screen which only shows that pages have been visited but questions have not necessarily been attempted. We recommend learners to go to My Progress and check their results or for tutors to go to Class Progress or Grades to check results. For questions please call us on 1 800 20 20 80 or email learn@nala.ie.

7. My learner has done the End test, all questions are listed and everything says ‘Pass’ but the status for the learner is still ‘In progress’, what has gone wrong?

If all questions have been successful passed in the End Test, then that particular course may have portfolio work which has to be either:

- a) submitted or
- b) if submitted, graded and repeated if necessary until the quality is ‘pass’.

You can click on the course > Course Admin > Class Progress > learner name > Grades

to see if there is a grade for the portfolio tasks, for example Maths at Level 3 has 3 portfolio tasks.

8. In Maths there seems to be more than one End test, is this correct?

Yes. Maths and Communications at Level 3 have more than one End test, due to the QQI learning outcomes being grouped into sections. For Maths there are 5 End tests which map to the Maths Level 3 QQI learning outcomes **and in Communications there are 3 End tests** which map to the **Communications Level 3 QQI learning outcomes**.

Learners must pass all End tests to successfully complete the course, along with portfolio work.

The End tests must be completed first before portfolio work is submitted for review.

Note, the End tests can be done out of sequence and will only appear when either their respective tasks or lessons have been successfully completed. For example, the Algebra End test will appear only if Tasks 12, 13 and 14 are correct, or Lessons 12, 13 and 14 have been completed or a combination of both.

9. If my learner fails the End test, do they need to go back and do lessons again?

Do they need to do the whole End test again?

The learner does not need to repeat any lessons. They can check My progress, view the Grades dropdown and only repeat the questions in the End Test that are listed as Redo.

End test question 2.2 - Digital media Level 3	Pass 
▶ Feedback	Last Modified: Apr 28, 2025 11:45 AM
End test question 2.1 - Digital media Level 3	Redo 
▶ Feedback	Last Modified: Apr 28, 2025 11:45 AM
End test question 1.2 - Digital media Level 3	Redo 
▶ Feedback	Last Modified: Apr 28, 2025 11:44 AM

10. Do I have to enter grades for my learner?

No. The system will automatically enter grades for each Task and Question attempted in

the blocks 'What do I already know', and End test(s).

NALA tutors will grade portfolio work. We do recommend however that you check portfolio work to ensure learners submit their best effort.

Please review the [NALA Quality Assurance Manual](#) for further information.

This means that for:

1. Any courses with forms or written submissions, learners should write full sentences, using correct punctuation, spelling and grammar.
2. Maths drawings at level 3 have been submitted online and by post, that drawings are accurately measured, have measurements and angles marked in and ideally submitted on graph paper.
3. The Career preparation mock interview, learners listen to the questions asked, answer with full answers, show interest, give opinions and take part in the conversation. We recommend a 'mock' interview in advance of the scheduled one with NALA to ensure the learner is ready.

7.3 Learner account queries

1. My learner has forgotten their username and/or password. How can this be obtained?

Username

The learner's username is in the email that is first sent to them when they register.



Learn With NALA <learn@nala.ie>

to me ▾

Hi Bróna,

Thank you for registering for Level 3 Health and Safety Awareness.

To start your course, log in to [Learn with NALA](#) using your username and password:

Your username is: bconroy1

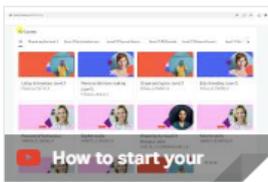
[Get started](#)

If you need help to start your course, [watch this video](#), or you can get in touch with us:

- [By email: learn@nala.ie](mailto:learn@nala.ie)
- [By phone: 1 800 20 20 80](tel:1800202080)

Our phone line is open from Monday to Friday 9.30am to 5pm. It is closed on evenings, weekends, bank holidays

Thank you,
The Learn with NALA Team



Go to <https://learn.nala.ie>

The learner should type in their username. Click on Forgot your password and you will be sent a password reset email.



Welcome to Learn with NALA

Log in to get started.

If you have any questions call us for free on **1 800 20 20 80**.

Show cookies we use

Username *

Password *

[Forgot your password?](#)

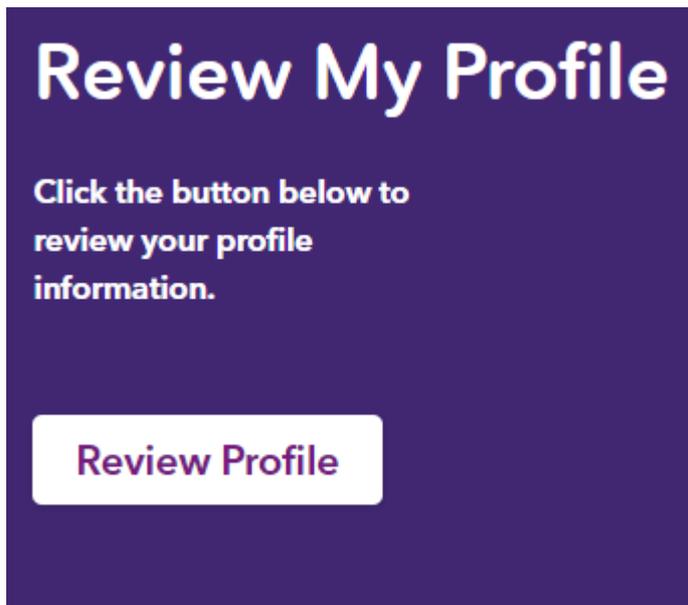
Call us on **Freephone 1 800 20 20 80** if you need help.

2. My learner has a new email address. Can they update their details?

- Yes. Learners can go to <https://www.learnwithnala.ie/>
- Click on **My account** at the top of the page



- On the next page click on **Login** and the learner enters their username and password.
- Then under **Review My Profile** click on **Review Profile**.

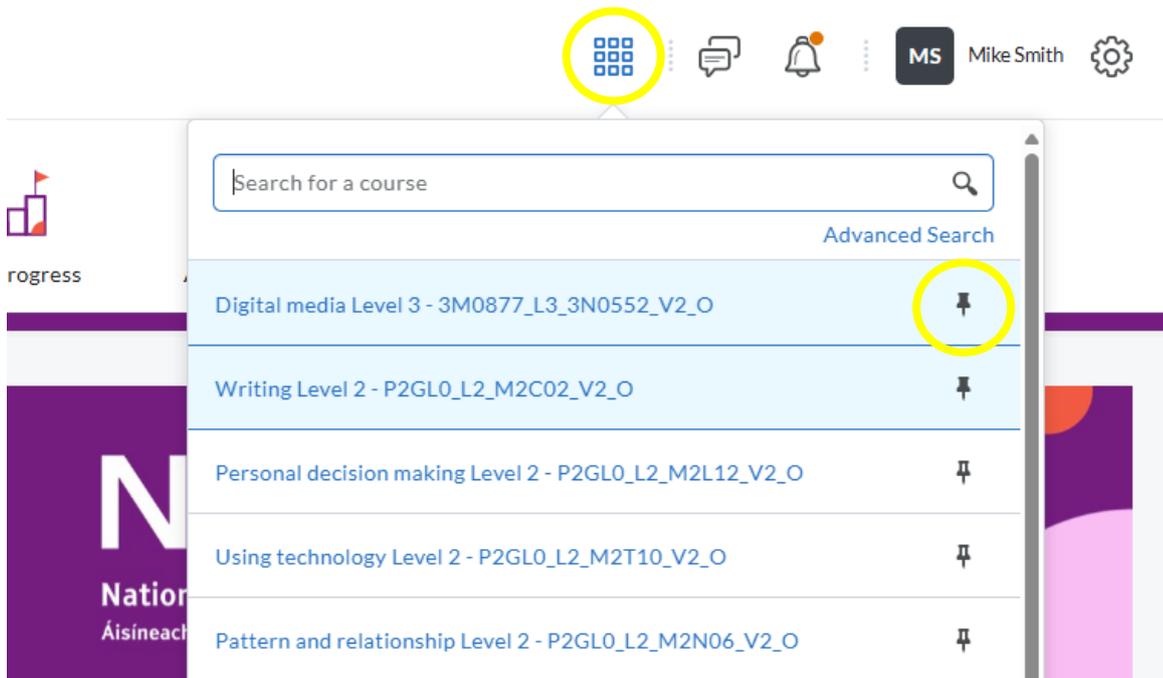


- Then make any changes necessary to the form and **Save**.
- To go back to your courses, go to [learn.nala.ie](https://www.learnwithnala.ie/)

3. Can my learner pin favourite courses?

The learner can click on the waffle symbol and click on the  pin symbol beside a

course of interest.



Then on the home page of the learner's account, under My Courses, a Pinned area is created with all pinned courses. Click on a pin again to 'unpin' from this area.

My Courses

All **Pinned** March 2020-June 2024 July 2024-June 2026

Digital media Level 3
3M0877_L3_3N0552_V2_O
Ends June 30, 2028 at 5:00 PM

Writing Level 2
P2GL0_L2_M2C02_V2_O
Ends June 30, 2028 at 5:00 PM

[View All Courses \(2\)](#)

Video Resources

For Centre Tutors

1. **Webinar How to get started with Learn with NALA as a centre tutor** – how to create an account for a learner, register the learner for a course and start a course
2. **Webinar Using Learn with NALA as a Blended Learning Tool** – how to use Learn with NALA as a tool for blended learning in the classroom
3. **Portfolio work and QCI standards for tutors** – a webinar on portfolio requirements for Listening and Speaking, and Writing at Level 3, plus Career Preparation, Maths and Personal Effectiveness at Level 3
4. **Learn with NALA webinar Top 5 questions asked in 2020** – a webinar on the most common questions in 2020: how to update learner details, how does a learner get through a course, if a learner has failed Tasks or Questions how can they repeat, how can I support learners with portfolio work, what are the next courses coming online and how to enrol a learner

For Learners

- **Getting started with Learn with NALA YouTube Playlist** – a video guide with 12 videos about getting started on Learn with NALA. The playlist includes:
 - **Learn with NALA | Introduction** – an introduction to getting started with Learn with NALA
 - **Learn with NALA | Course Guide** - a guide to the different types of courses and certificates available on Learn with NALA.
 - **Learn with NALA | Level Guide** – reviews the different levels of courses learners can choose from.
 - **How do I sign up for Learn with NALA in a centre** – a guide for centre learners about using the learner link to create an account.

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, providing online learning courses, providing a tutoring service and by lobbying for further investment to improve adult literacy, numeracy and digital literacy skills.

National Adult Literacy Agency (NALA)

Sandford Lodge
Sandford Close
Ranelagh, Dublin 6
D06 YF65

Websites:

nala.ie
learnwithnala.ie

Learn with NALA helpline: 1 800 20 20 80

Email: learn@nala.ie

Registered Charity Number: 20020965

Charity Number: 8506

Company Number: 342807



Rialtas na hÉireann
Government of Ireland

SOLAS
learning works

