

Learn with NALA Tutor Guide



NALA

National Adult Literacy Agency
Áisíneacht Náisiúnta Litearthachta do Aosaigh

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V1.0	cwhelan	24/7/20 – First version on how to get started
V2.0	cwhelan	5/10/20 – Updated FAQs and added 'How can I monitor progress' and 'Grades view' sections

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How do learners get started on the platform?

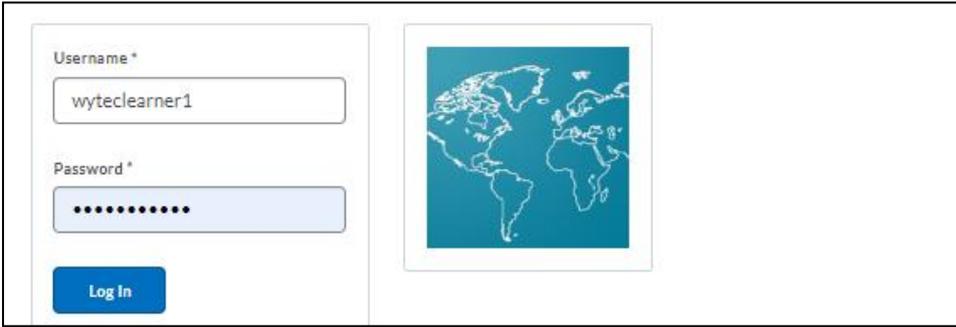
Your will receive a 'centre link' by email. This link is used to create learner accounts and register for courses. We recommend saving this as a Bookmark in Google Chrome.

1. All learners will need to create an account by completing a form using their own email address and PPS number.
2. After creating an account, learners then need to register for one or more courses available under **Start now**. Clicking on Register now beside a course of interest. More courses will become available throughout 2020 and 2021.

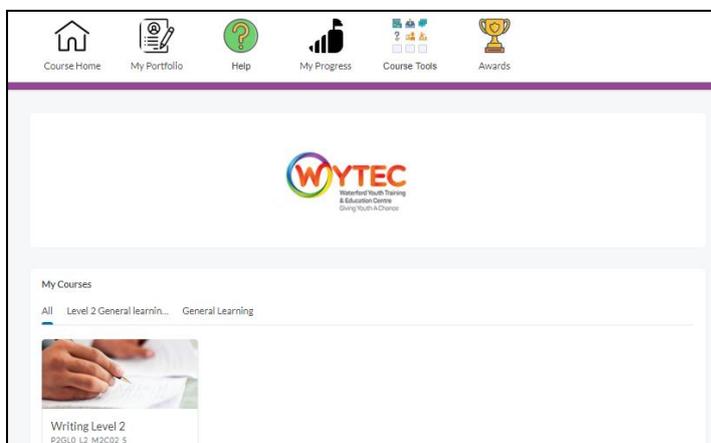
3. The next page will give a summary of the username and password. It is a good idea that learners keep this information safe for example by printing it out or making a note of it.

4. Then click on **clicking here** as shown above.

5. The learner is brought to the e-learning part of the platform. If necessary the learner can enter their username and password in the login below:



6. The image below shows the home page of our e-learning platform, where, as part of our partnership with centres, we are placing a logo for each centre on the home page, for example WYTEC in the next image.



7. To get started on a course, click on the course for example on the image for Writing Level 2 above, and then click on **Content**. Click on the first block and work through activities by clicking on the **Next** button.

How can learners get QQI certification?

1. Courses are structured as on WriteOn, with blocks of content that map to Quality and Qualifications (QQI) learning outcomes. The page below is the new lessons page similar to the ladders page seen on WriteOn, only this time learners start at the top and work their way to the bottom.

What do I already know?	Completed 0/2
Lesson 1 - Writing Notes	Completed 0/12
Lesson 2 - Writing Sentences	Completed 0/12
Lesson 3 - Writing Rules	Completed 0/7
Lesson 4 - Writing Different Styles	Completed 0/9
Lesson 5 - Handwriting	Completed 0/7
Portfolio	Completed 0/2

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

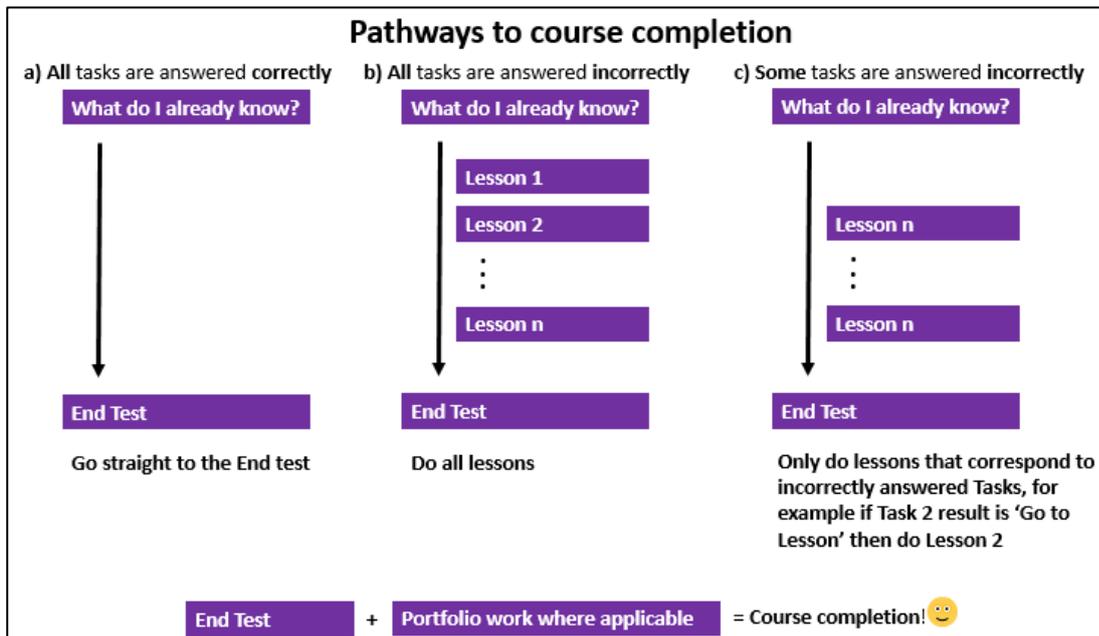


Figure 1 Pathways to course completion

2. Learners can start by clicking on the first block called 'What do I already know'. This is our Recognition of Prior Learning (RPL) tool. It is an **initial assessment** to test the learner's skill in this topic. If learners have prior knowledge and complete every task in the

assessment successfully, then the **summative assessment** called End Test will appear as shown below and they can skip the lessons and go straight to the End test for the course. 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.

The 'What do I already know' block is optional and learners can choose not to complete it and go straight to the lesson if they wish. Equally, if they are successful in this block, they can still choose to go through the lessons before completing the End test if they wish.

What do I already know?	Completed 2/2
Lesson 1 - Writing Notes	Completed 0/12
Lesson 2 - Writing Sentences	Completed 0/12
Lesson 3 - Writing Rules	Completed 0/7
Lesson 4 - Writing Different Styles	Completed 0/9
Lesson 5 - Handwriting	Completed 0/7
End Test	Completed 6/6
Portfolio	Completed 2/2

- 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.
- If the learner gets some of the tasks wrong in the initial assessment 'What do I already know' then they only need to complete corresponding lessons for the End test to appear. For example, progress for the learner below shows that they have passed all task items, except Task 1. This means that the learner needs to complete Lesson 1 and only Lesson 1 and the End Test will appear.

Task 5 Reading L2	100 / 100 Pass
▶ Feedback	Last Modified: Jun 12, 2020 4:58 PM
Task 4 Reading L2	100 / 100 Pass
▶ Feedback	Last Modified: Jun 12, 2020 4:58 PM
Task 3 Reading L2	100 / 100 Pass
▶ Feedback	Last Modified: Jun 12, 2020 4:58 PM
Task 2 Reading L2	100 / 100 Pass
▶ Feedback	Last Modified: Jun 12, 2020 4:58 PM
Task 1 Reading L2	66.67 / 100 Go to Lesson
▶ Feedback	Last Modified: Jun 12, 2020 4:57 PM

How to view learner progress is shown in the section [How to get started on Learn with NALA as a tutor.](#)

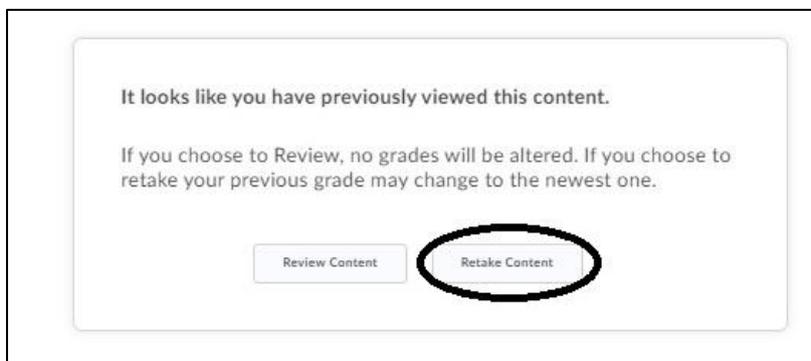
If the learner get some of the tasks wrong in the summative assessment 'End test' then they only need to retake the questions they got wrong. This is seen in the results as **Redo**. For example in the results below, the learner only needs to redo Question 5 and Question 2.

Question 6 Quantity and Number L2	16.67 / 100 Pass
▶ Feedback	Last Modified: Jul 2, 2020 5:11 PM
Question 5 Quantity and Number L2	0 / 100 Redo
▶ Feedback	Last Modified: Jul 2, 2020 5:11 PM
Question 4 Quantity and Number L2	0 / 100 Pass
▶ Feedback	Last Modified: Jul 2, 2020 5:11 PM
Question 3 Quantity and Number L2	22.22 / 100 Pass
▶ Feedback	Last Modified: Jul 2, 2020 5:11 PM
Question 2 Quantity and Number L2	0 / 100 Redo
▶ Feedback	Last Modified: Jul 2, 2020 5:10 PM
Question 1 Quantity and Number L2	75 / 100 Pass
▶ Feedback	Last Modified: Jul 2, 2020 5:10 PM

All Questions in the End Test must be listed here. At Level 2 there is 1 question for every lesson/learning outcome, but at Level 3 there are 2 questions for every lesson/learning outcome, for example Maths results for the last question in Data will look like this:

Question 4.2 Data	100 / 100 Pass
▶ Feedback	Last Modified: Sep 30, 2020 2:49 PM
Question 4.1 Data	100 / 100 Pass
▶ Feedback	Last Modified: Sep 30, 2020 2:48 PM

The learner can redo questions by clicking on **Content**, then **End test** and **Start here**. Then use the **Next** button to forward to the relevant question. Click on **Retake Content** to redo the question.



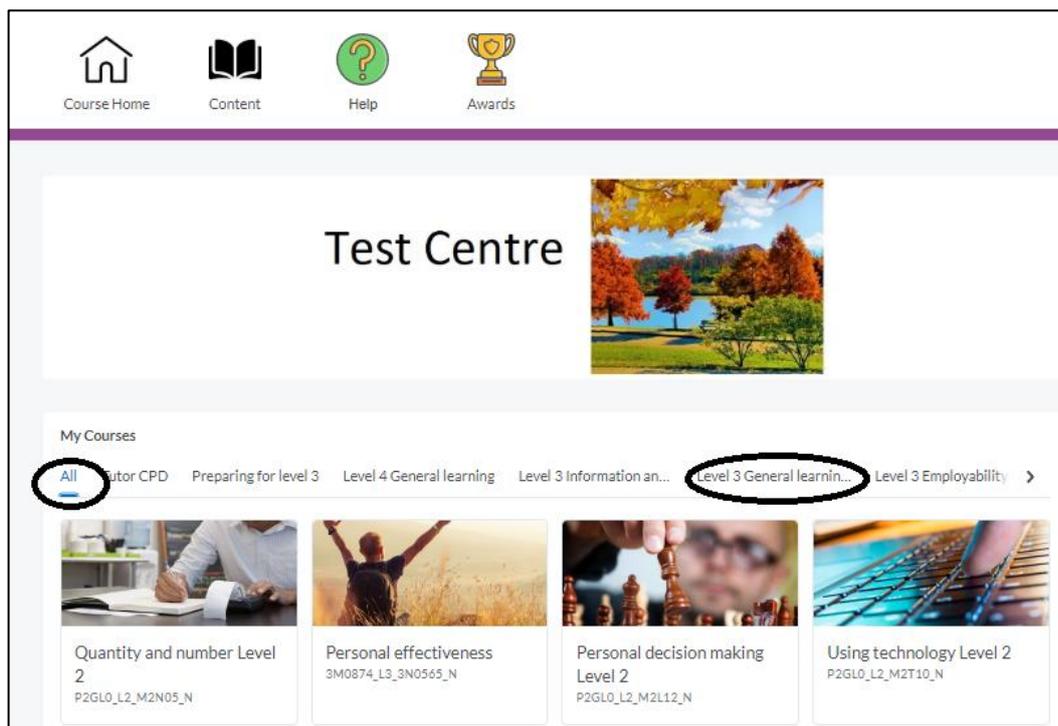
The learner can attempt a question as many times as needed, and only the highest grade is held. As soon as the learner gets the highest possible grade that is 100% in any question, then the learner has successfully passed that question. Clicking on **Review Content** allows the learner to reattempt the question(s) but the grade won't be affected.

5. When a learner has successfully completed all work, NALA will check the work as part of its Internal Verification and External Authentication processes. These processes or 'rounds' happen twice a year typically in April and November. In 2020, the first of verification took place in August, the second is planned for November. If there is any concern about learner work, then NALA will contact the centre tutor. Once successfully validated, learner results will be submitted by NALA to QQI on behalf of the learner, and certifications will be distributed to centres approximately two months after validation.

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

Each centre has a centre contact and NALA receives a list of tutor names and emails through that centre contact. NALA creates all tutor accounts and automatically enrolls tutors into all available courses. NALA sends an email to the tutor with their login details.

1. Go to **<https://learn.nala.ie>** using a username and password given by email. You will only be able to view progress of your learners through this account.
2. On the home page, all active courses will be available under **My Courses**. Click on **All** to see all courses or click on a particular area like Level 3 General learning to see Level 3 courses.



3. To view a course, click on any of the courses listed under My Courses. 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: 

4. 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. An additional feature for centre tutors, is the ability to 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 **Course Admin** then **Class Progress** to see who has logged in, grades if any and what content they have visited.

Name	Logins	Content Visited	Grades	Checklist
Bloggs, Joe	No logins	13% Visited: 10 / 78		No checklist items
Learner, CWtest2	No logins	0% Visited: 0 / 76	No grades	No checklist items
Learner6	Logins: 4	87% Visited: 73 / 84		No checklist items

6. Click on a learner's name to view their details. You are brought to the Progress screen.

Progress Summary

Learner6

Grades
Final grade not released

Grades Received: 13

Content

Topics Visited	Total Visits	Time Spent	Completed
73 / 84	95	0d 0h 5m 43s	86% Completed: 72 / 84

Topics Visited: 73

7. Click on **Grades** to see if a learner has attempted tasks in the initial assessment 'What do I already know' or questions in the summative assessment, End Test. If there are no grades, then the learner has not attempted these sections yet.

- Initial assessment results are listed as **Tasks**. In the example below, the learner has attempted all tasks in the block 'What do I already know' in the course Personal Decision Making.

Task 7 Quantity and Number L2	100 / 100 Pass
▶ Feedback	Last Modified: Jul 2, 2020 2:42 PM
Task 6 Quantity and Number L2	25 / 100 Go to Lesson
▶ Feedback	Last Modified: Jul 2, 2020 2:42 PM
Task 5 Quantity and Number L2	33.33 / 100 Go to Lesson
▶ Feedback	Last Modified: Jul 2, 2020 2:41 PM
Task 4 Quantity and Number L2	57.14 / 100 Go to Lesson
▶ Feedback	Last Modified: Jul 2, 2020 2:41 PM
Task 3 Quantity and Number L2	66.67 / 100 Go to Lesson
▶ Feedback	Last Modified: Jul 2, 2020 2:41 PM
Task 2 Quantity and Number L2	0 / 100 Go to Lesson
▶ Feedback	Last Modified: Jul 2, 2020 2:40 PM
Task 1 Quantity and Number L2	0 / 100 Go to Lesson
▶ Feedback	Last Modified: Jul 2, 2020 2:40 PM

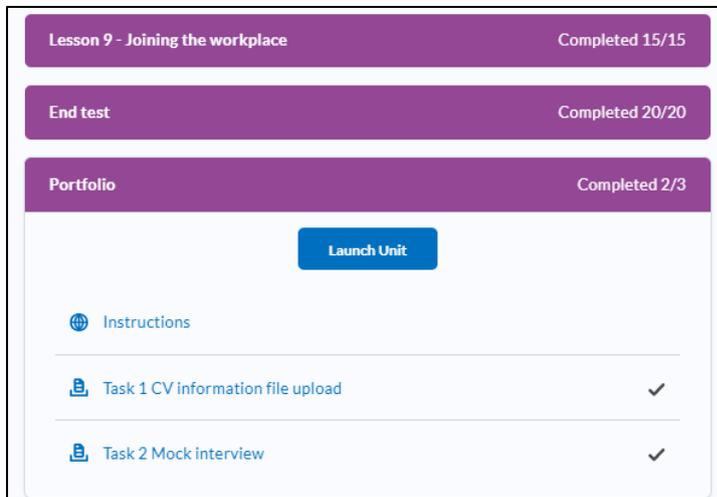
They have answered all tasks incorrectly, except Task 7. In this case, the learner would need to work their way through Lessons 1 to 6 to get the End test to appear.

- b. Summative assessment/End test results are listed as **Questions**. In the example below, the learner has attempted all questions but needs to redo question 5 and question 2 again. See page 8 for steps on how to retake content.

Question 6 Quantity and Number L2	16.67 / 100 Pass
▶ Feedback	Last Modified: Jul 2, 2020 5:11 PM
Question 5 Quantity and Number L2	0 / 100 Redo
▶ Feedback	Last Modified: Jul 2, 2020 5:11 PM
Question 4 Quantity and Number L2	0 / 100 Pass
▶ Feedback	Last Modified: Jul 2, 2020 5:11 PM
Question 3 Quantity and Number L2	22.22 / 100 Pass
▶ Feedback	Last Modified: Jul 2, 2020 5:11 PM
Question 2 Quantity and Number L2	0 / 100 Redo
▶ Feedback	Last Modified: Jul 2, 2020 5:10 PM
Question 1 Quantity and Number L2	75 / 100 Pass
▶ Feedback	Last Modified: Jul 2, 2020 5:10 PM

What kind of portfolio work do learners need to do and how can I support them?

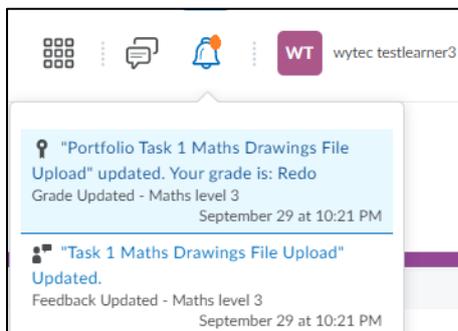
- At Level 2, Listening and Speaking and Writing are the only courses that have portfolio work. At Level 3, most courses have portfolio work. The portfolio is always visible at the end of a block of lessons, for example Career Preparation below.



- 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. Portfolio work will be corrected by NALA tutors.
- As a centre tutor, please check portfolio work to make sure that everything is correctly completed. This means that for:
 - Any courses with forms or written submissions, **learners should write full sentences, using correct punctuation, spelling and grammar.**
 - 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.**
 - Career preparation mock interview, learners listen to the questions asked, answer with full answers, showing interest, giving opinions and taking part in the conversation.** We recommend a 'mock' interview in advance of the scheduled one with NALA to ensure the learner is ready.

If you have any queries about the above, please call us on 1 800 20 20 65.

4. When the learner submits portfolio work they will automatically receive an email saying they have submitted work. They will also see an orange notification mark beside the bell symbol when they login to their account.



5. If the learner receives feedback, they will also see this under the notifications bell as seen above. Clicking on the feedback brings the learner to a page of grades and they can see their feedback. The learner will either need to Redo again or will Pass. If the result is Redo the learner can repeat as many times as needed.

Portfolio Task 2 Measurement File Upload	Redo	Overall Feedback Sorry you need to resubmit again.
Portfolio Task 3 Data Collection file upload	Pass	Overall Feedback Well done.

6. As a tutor you can view if a learner has submitted 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:

Last Name ▲, First Name	stion 3.2 Problem Solving ▼	Portfolio Task 1 Maths Drawings File Upload ▼	Portfolio Task 2 Measurement File Upload ▼
✓ Duggan, David ▼	Redo	Not done yet	Redo
✓ Duggan, David ▼	Redo	Not done yet	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'. Please note that NALA tutors will give feedback in the feedback box which the learner can view.

If work has been submitted and **not viewed** 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.

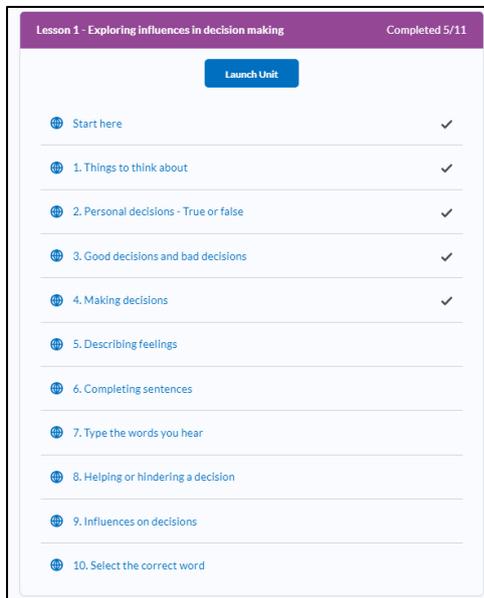
 Not done yet	Not done yet
 Not done yet	Not done yet

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

<ul style="list-style-type: none"> Grades Content Login History System Access History 	<p>Course Completion 4,346 / 4,500 Unsuccessful</p> <p>▶ Feedback Last Modified: Sep 29, 2020 10:21 PM</p> <hr/> <p>Graded Items ▼</p> <p>Portfolio Task 1 Maths Drawings File Upload Redo <input checked="" type="checkbox"/></p> <p>▶ Feedback Last Modified: Sep 29, 2020 10:21 PM</p> <p>Portfolio Task 3 Data Collection file upload Pass <input checked="" type="checkbox"/></p> <p>▶ Feedback Last Modified: Sep 4, 2020 4:15 PM</p> <p>Portfolio Task 2 Measurement File Upload Redo <input checked="" type="checkbox"/></p> <p>▶ Feedback Last Modified: Sep 4, 2020 4:14 PM</p>
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How do I use Learn with NALA for blended learning?

1. Unlike WriteOn, a learner 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.



2. 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 QQI site](#).
3. We recommend that you become familiar with the content, by following a course through your tutor account. We ask that you do not make a test account for yourself, as Learn with NALA uses a license model with licenses purchased for learner use.

How can I monitor progress as a tutor?

1. You can click on a course, then click on **Course Admin** then **Class Progress** to see who has logged in, grades if any and what content they have visited, described on page 6.

Name ▲	Logins	Content Visited	Grades	Checklist
Learner1	Logins: 7	66 % Visited: 208 / 314	Unsuccessful	No checklist items

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

Name ▲	Logins	Content Visited	Grades	Checklist
Learner1	Logins: 7	66 % Visited: 208 / 314	Unsuccessful	No checklist items

Item: Question 2.2 Number
Score: 33.33 / 100. Redo

View Learner1 Grades progress

Remember a learner can fail Tasks, they can't be repeated though. If the learner fails a task then they must work their way through the corresponding lesson for the End test to appear see Figure 1 Pathways to course completion.

3. When you click on a learner's name in the list above, you can click on **Grades** to view grades for initial assessment/What do I already know tasks seen under **Other Items** and for End test(s) seen as questions under **Graded Items**. Click on Load More to see all items.

Grades	Final Grade
Content	Course Completion 2,733.33 / 4,500 Unsuccessful
Login History	▶ Feedback Last Modified: Sep 30, 2020 9:58 PM
System Access History	Graded Items
	Question 2.2 Number 33.33 / 100 Redo
	▶ Feedback Last Modified: Sep 30, 2020 5:17 PM
	Question 2.1 Number 100 / 100 Pass
	▶ Feedback Last Modified: Sep 30, 2020 5:13 PM

4. You can also view progress on a lesson under **Content**. Click on the arrow under the Lesson to see details.

*Note Maths and Communications at Level 3 are divided into sections, so lessons will be grouped within those sections corresponding to QQI outcomes for [Maths](#) and [Communications](#).

The screenshot displays a sidebar on the left with 'Content' selected, and a main area showing progress for three items:

- What do I already know?**: 100% completed (6 / 6), Last Visited: Sep 30, 2020 10:02 PM. Includes a '6 Topics, 0 Modules' summary.
- Section 1 Numbers**: 100% completed (69 / 69), Last Visited: Sep 30, 2020 12:25 AM. A 'Hide Details' button is highlighted with a black box.
- Lesson 1 - Numbers**: 100% completed (12 / 12), Last Visited: Sep 29, 2020 11:52 PM. A 'Hide Details' button is highlighted with a black box.
- Start here**: 1 visits, 0d 0h 1m 1s, Last visited: Sep 29, 2020 11:44 PM.

For example in the figure above, the learner spent 1m 1second on the Start here page for Lesson 1 Numbers.

5. You can also view grades for each learner using the **Grades view**. Click on the course > Course Admin > Grades and then learners will be listed as follows under the Enter Grades tab.
- Initial assessment results are listed as **Tasks**. In the example below, the learner has attempted all tasks in the block 'What do I already know' in the course Personal Decision Making.

Task 7 Quantity and Number L2	100 / 100 Pass
▶ Feedback	Last Modified: Jul 2, 2020 2:42 PM
Task 6 Quantity and Number L2	25 / 100 Go to Lesson
▶ Feedback	Last Modified: Jul 2, 2020 2:42 PM
Task 5 Quantity and Number L2	33.33 / 100 Go to Lesson
▶ Feedback	Last Modified: Jul 2, 2020 2:41 PM
Task 4 Quantity and Number L2	57.14 / 100 Go to Lesson
▶ Feedback	Last Modified: Jul 2, 2020 2:41 PM
Task 3 Quantity and Number L2	66.67 / 100 Go to Lesson
▶ Feedback	Last Modified: Jul 2, 2020 2:41 PM
Task 2 Quantity and Number L2	0 / 100 Go to Lesson
▶ Feedback	Last Modified: Jul 2, 2020 2:40 PM
Task 1 Quantity and Number L2	0 / 100 Go to Lesson
▶ Feedback	Last Modified: Jul 2, 2020 2:40 PM

They have answered all tasks incorrectly, except Task 7. In this case, the learner would need to work their way through Lessons 1 to 6 to get the End test to appear.

- b. Summative assessment/End test results are listed as **Questions**. In the example below, the learner has attempted all questions but needs to redo question 5 and question 2 again. See page 8 for steps on how to retake content.

Question 6 Quantity and Number L2	16.67 / 100 Pass
▶ Feedback	Last Modified: Jul 2, 2020 5:11 PM
Question 5 Quantity and Number L2	0 / 100 Redo
▶ Feedback	Last Modified: Jul 2, 2020 5:11 PM
Question 4 Quantity and Number L2	0 / 100 Pass
▶ Feedback	Last Modified: Jul 2, 2020 5:11 PM
Question 3 Quantity and Number L2	22.22 / 100 Pass
▶ Feedback	Last Modified: Jul 2, 2020 5:11 PM
Question 2 Quantity and Number L2	0 / 100 Redo
▶ Feedback	Last Modified: Jul 2, 2020 5:10 PM
Question 1 Quantity and Number L2	75 / 100 Pass
▶ Feedback	Last Modified: Jul 2, 2020 5:10 PM

6. 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:

Last Name ▲, First Name	Question 3.2 Problem Solving ▼	Portfolio Task 1 Maths Drawings File Upload ▼	Portfolio Task 2 Measurement File Upload ▼
✓ Duggan, David ▼	Redo	Not done yet	Redo
✓ Duggan, David ▼	Redo	Not done yet	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'. Please note that NALA tutors will give feedback in the feedback box which the learner can view themselves.

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

Grades
<p>Course Completion 4,346 / 4,500 Unsuccessful</p> <p>▶ Feedback Last Modified: Sep 29, 2020 10:21 PM</p>
<p>Graded Items ▼</p> <p>Portfolio Task 1 Maths Drawings File Upload Redo <input checked="" type="checkbox"/></p> <p>▶ Feedback Last Modified: Sep 29, 2020 10:21 PM</p> <p>Portfolio Task 3 Data Collection file upload Pass <input checked="" type="checkbox"/></p> <p>▶ Feedback Last Modified: Sep 4, 2020 4:15 PM</p> <p>Portfolio Task 2 Measurement File Upload Redo <input checked="" type="checkbox"/></p> <p>▶ Feedback Last Modified: Sep 4, 2020 4:14 PM</p>

What is the Grades view?

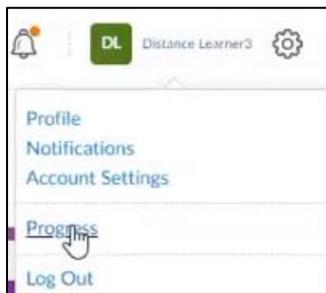
1. As a tutor you can view progress by clicking on **Course Admin** and **Class Progress** or you can click on **Grades**.
2. In the **Enter Grades** tab you can see learners on course, and scroll across to see results for each task or question or portfolio tasks, found on the right of all the grade items.
3. In the Enter Grades tab you can see learners on course, and scroll across to see results for each task or question or portfolio tasks, found on the right of all the grade items.

Enter Grades		Manage Grades				Settings	Help
Export		More Actions					
Search For...		Show Search Options					
Email							
Last Name ▲, First Name	Problem Solving ▼	Question 3.2 Problem Solving ▼	Portfolio Task 3 Data Collection file upload ▼	IAG ▼	QQI ▼	Final Grades	
						Course Completion ▼	
TestLearner1, WYTEC ▼	Redo	Redo	Redo	0	Unsuccessful	Unsuccessful	
testlearner3, wytec ▼	Pass	Pass	Pass	100	Unsuccessful	Unsuccessful	

4. In this view you will also see an IAG grade and a QQI grade. The IAG 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.
5. The QQI grade is the final grade that triggers NALA to check the learner work, submit the learner for internal verification and external authentication and upon successful validation, submission by NALA for a QQI award on behalf of the learner.
6. Clicking on the  progress symbol beside a learner will bring you to the progress view where you can see grades and content completed.

Can my learner view their progress?

1. When learners log in and click on a course, they can click on **My Progress** or they can click on their profile name in the top right-hand corner and Progress.



2. The learner can see all courses that they are enrolled in and get a Progress Summary.

A screenshot of the NALA Progress Summary page. The page header includes the NALA logo, navigation icons (Home, Help, Awards), and user information (DL Distance Learner3). The main content area is titled 'Progress Summary' and includes a 'Print' and 'Help' button. On the left, there is a sidebar with a user profile and a list of courses: 'Career preparation 2019' (Unsuccessful), 'Listening and speaking Level 2 2019' (Unsuccessful), and 'Maths level 3 2019' (Unsuccessful). The main area shows 'Grades' (Current Grade: Unsuccessful, Grades Received: 27) and 'Content' (Topics Visited: 51 / 141, Total Visits: 102, Time Spent: 0d 0h 21m 35s, 35% Completed: 50 / 141).

In this example, the learner can click on each course on the left hand side and see their progress in each course.

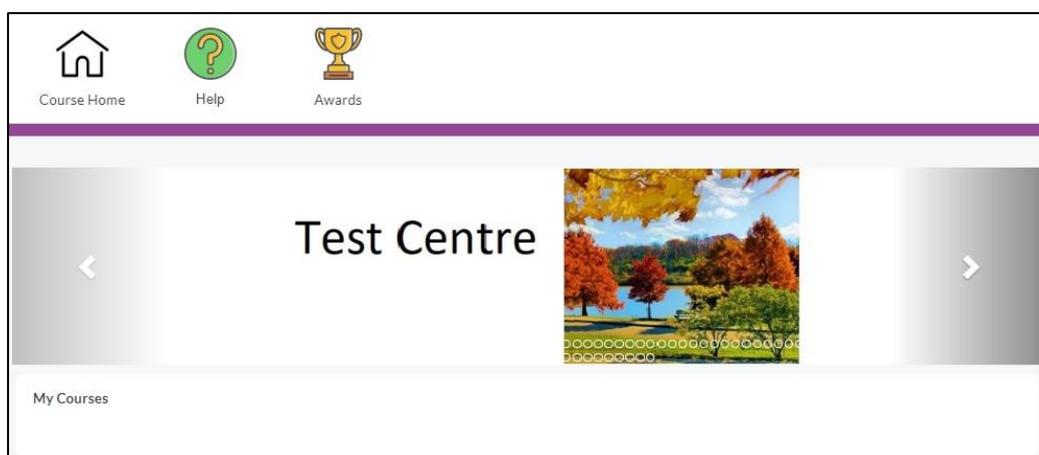
Frequently Asked Questions

I don't see anything under Content

If you click on a course and then Content and you see a blank screen, it may be because you are using an older version of a browser. Make sure you are using the latest version of [Google Chrome](#), [Firefox](#), [Microsoft Edge](#), Apple Safari.

In some centres you may need to log into a Virtual Private Network (VPN) and from there open a browser. Check with your IT department if a particular setup is affecting Learn with NALA content.

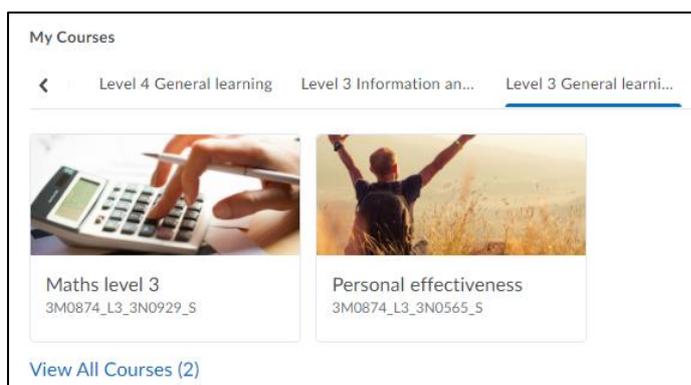
I don't see any courses for my learner



Your learner has an account but has not registered for courses. The learner can go to [courses.nala.ie](#) and click on **Start now**. 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.

I don't see any courses for my tutor account

You should be automatically enrolled into courses. They will appear under **My Courses > All** or Level 3 General learning or Level 2 General Learning.



I don't see my centre logo

Make sure you are using 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 login, please contact freephone@nala.ie

The End Test hasn't appeared for my learner

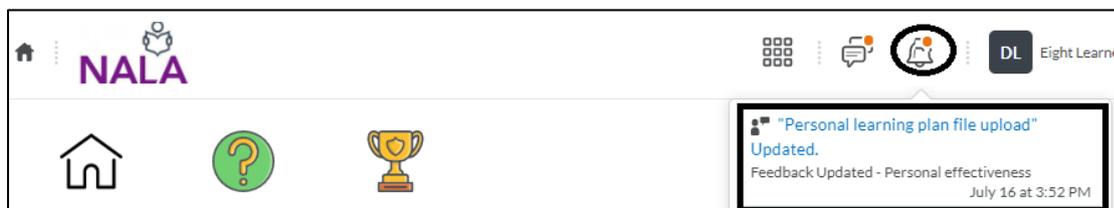
Check learner progress and make sure that the learner has either passed all tasks in the block 'What do I already know' or if they have failed items, then they have completed the corresponding lessons.

! 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 65.

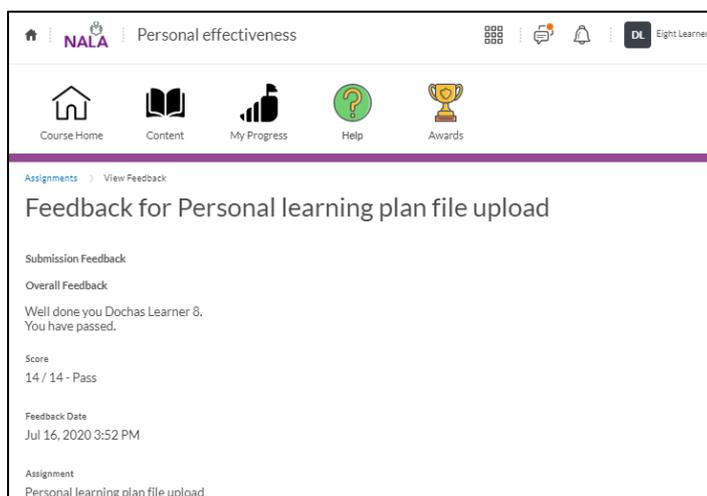
My learner has submitted portfolio work. What happens next?

A NALA tutor will correct learner work once submitted and publish feedback in the portfolio area.

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:



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

No. Once the learner has created an account, completed assessments and where applicable portfolio work, successfully, then NALA will carry out internal verification and external authentication on that learner’s work. If everything is correct, then NALA will forward the learner for a QQI award in that course. QQI certificates will be dispatched to centres as soon as NALA receives them.

I’m checking progress for a learner and the learner has failed Tasks and it says ‘Go To Lesson’, what does this mean?

Tasks are activities in the block ‘What do I already know’. This is like the initial assessment on WriteOn. The result of Tasks can be seen by clicking on course > Course Admin > Class Progress > Grades > Other Items. Once a task has been failed 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.

Item Name	Progress	Status	Last Modified
Course Completion	0 / 700	Unsuccessful	Sep 8, 2020 9:47 PM
Task 4 Quantity and Number L2	100 / 100	Pass	Sep 8, 2020 9:47 PM
Task 6 Quantity and Number L2	75 / 100	Go to Lesson	Sep 2, 2020 10:33 PM
Task 5 Quantity and Number L2	100 / 100	Pass	Sep 2, 2020 10:28 PM

In the example above, the learner has failed Task 6 and must do Lesson 6. The task cannot be repeated and the status will never change.

If a Task **doesn't appear in the list above then the learner had not attempted the Task and must attempt it.** 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 1 Pathways to course completion.

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 failed. 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 use successful results to skip content if they want.

My learner has done the End test, all questions are listed and everything says 'Pass' but the status for the learner is still 'Unsuccessful', what has gone wrong?

If all questions have been successful passed in the End Test, visible under the course > Course Admin > Class Progress > Grades or Course Admin > Grades, 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.

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).

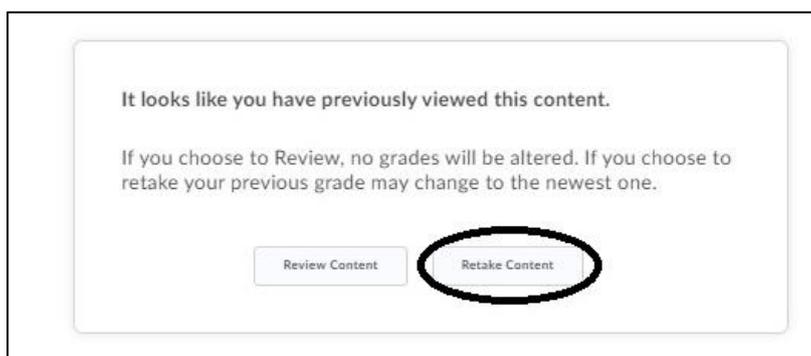
NALA tutors will grade portfolio work. We do recommend however that you check portfolio work with your learners before your learners submit work. All portfolio work should meet the instructions required, for example Maths level 3 drawing should be accurate, measured and have angles and measurements marked on the drawing, ideally on graph paper. This will avoid delays so that learners don't have to wait until the next verification round if they need to repeat, typically 6 months later.

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:



The easiest way to test if all items have been attempted is for the learner to go to **Content**, then **End test** and **Start here**. If the screen below appears, then the question was attempted and can be retried again by clicking on 'Retake Content', where only the highest grade will be held. If this doesn't appear then the question wasn't attempted.



! 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 1800 20 20 65.

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.

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?

Unlike WriteOn, the learner doesn't need to go back over the lesson again, but we recommend trying the lesson again and discussing with tutors areas of weakness, so the learner has a better chance of passing questions in the End test on subsequent attempts.

The learner can click on Start here and use Next to go to questions that they failed, or click on Questions in the lessons page and go directly to the failed question(s). Remember if the learner does attempt the whole test again, only the highest grade will ever be held. They need to click on **Retake Content** to do the questions again. Clicking on **Review Content** will allow the learner to 'retry' content but the grade will not be affected, so it could be considered as a practice run.

