



## Policy makers and the general public

We raised awareness of the views of adults with literacy and numeracy needs and helped parents support their children's development.



We made 5 written submissions including our submission to SOLAS on the new 10-year Adult Literacy, Numeracy and Digital Literacy Strategy for Ireland.

344 

344 media pieces highlighted literacy issues, services and NALA's work.



184,000 people used the nala.ie website and 28,000 people used NALA's new eLearning website Learn with NALA.

1,972 

1,972 individuals and organisations were members of NALA.



286,000

286,000 people used our helpmykidlearn.ie website.

5 political parties committed to support adult literacy and plain English during the 2020 election campaign.

67 people attended our virtual launch of Literacy Now, Literacy for Life and Literacy Impact reports.

51 packs of Help My Kid Learn material were sent to 22 schools around the country.

## In their own words

### Students who used our Distance Learning Service:

"It's helping me prepare to go back to work. The lack of education held me back and over the phone learning has helped. It's changing my life."

"I find this service to be brilliant and a big part of this was due to my teacher. She is absolutely fantastic."

### Student Subcommittee member:

"It's lovely to give something back and NALA's Student Subcommittee helps me achieve that."

### Students who used our Learn with NALA eLearning website:

"I would like to say the courses have been very helpful to me especially during the lockdown. I have done well with NALA so far."

### Students who took part in research:

"To be able to stand up for yourself now and to be able to say what you really think. And you're not afraid ... you don't think it's stupid, it's your opinion. And that's the biggest part for me."

"I read my first book within 12 months - that was a fantastic gift to be given. And I found out that I became part of society. I was able to talk to people."

"Starting off at Level 1 and then you moved onto 2 and then to 3 and on and on. And standing up in the evening and getting these awards, I was glowing like snow on a mountain. "

### Peer-to-peer literacy tutors in Portlaoise Prison:

"I never thought during the course that I would look back with so much appreciation, fondness and pride when I finished it. I would do the course again in a heartbeat."

"My friends and family have both said that I seem more confident and my brothers and sisters said I can help my nephews and nieces with their homework when I get home."

### Tutors on our events and webinars:

"In these challenging times all our work lives have changed and become more challenging. The webinar gave me tools that I can use to try to engage learners."

"I am very impressed at the thinking and practice shared by the Adult Literacy Organisers. Really useful and encouraging conversation."

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# Our year and our work

## Annual Report Snapshot

# 2020



**NALA**

National Adult Literacy Agency  
Áisíneacht Náisiúnta Litearthachta do Aosaigh



Changing life stories 1980 - 2020

## Our work and achievements in 2020

2020 marked 40 years of the National Adult Literacy Agency (NALA). It was a year we will never forget as we had to adapt quickly to the challenges brought about by the COVID-19 pandemic.

In March, when the lockdown was announced, we instantly tailored our phone and Distance Learning Service to support adults with unmet literacy, numeracy and digital literacy needs. These included people who were unable to attend face-to-face classes, parents who had to home-school, and individuals who needed help understanding public information or using technology to keep in touch with family. We also instantly moved all our tutor events and training online. This is just a snapshot of what we achieved.

### Who we helped:

1. Individuals with unmet literacy and numeracy needs
2. Adult literacy tutors and centres
3. Adult literacy and numeracy students
4. Organisations dealing with the public
5. Policy makers and the general public

Visit [www.nala.ie](http://www.nala.ie) to view our full annual report and accounts. If you would like to receive a printed copy please email [info@nala.ie](mailto:info@nala.ie)



### Individuals with unmet literacy and numeracy needs

We raised awareness of Education and Training Board (ETB) adult literacy services and helped people improve their literacy and numeracy skills.

**1,965**

1,965 people learned online through our eLearning website Learn with NALA.

**455**

455 people learned over the phone with our distance learning tutors.

**4,882**

4,882 sessions were completed by learners with our distance learning tutors.

**250**

250 learners received 458 QQI awards through the Learn with NALA eLearning website.

**420 Level 2 awards**  
**38 Level 3 awards**

**1,700**

Our Freephone staff provided 1,700 callers with information on local ETB services, NALA Distance Learning Service and the Learn with NALA eLearning website.

**89%**

89% of people who saw our awareness campaigns believed they were effective at encouraging people to seek help to improve their literacy, numeracy and digital skills.



### Adult literacy tutors and centres

We led innovation in the teaching of adult literacy, numeracy and digital skills, supporting tutor training and professional development.



**2,857**

2,857 people attended our events, webinars and training for literacy practitioners.

**114**

114 centres were registered and set up to use Learn with NALA as a co-branded online learning website for use in a blended learning context.

**336**

336 practitioners used our Learn with NALA eLearning website in a blended learning context with their students and or for Professional Development.



### Adult literacy and numeracy students

We represented the views of adult literacy students and supported their learning.

**78**

78 students and 5 adult literacy services benefited from a Student Development Fund and 5 new learning resources were developed for the Further Education and Training (FET) sector.

**166**

166 people attended our Student Day and Webinar series with recordings receiving 512 Youtube views.

**2,700**

2,700 copies of VOICES, our easy-read book of short stories, were distributed to students in 138 ETB adult literacy centres.

**11**

Eleven students contributed to our Student Subcommittee.



### Organisations dealing with the public

We worked with organisations to help make their services more accessible to people with literacy needs.

**454**

454 staff were trained in plain English writing skills.

**127**

127 plain English editing jobs were completed for 100 organisations.



80 healthcare professionals did health literacy training and 79 attended webinars.

**16**

16 Pharmacies renewed their 'Crystal Clear' quality mark.

463 participants attended customised Literacy Awareness Training sessions and 327 attended open training webinars.

105 participants attended a Literacy Changes Lives webinar.