

Literacy Matters

Keeping you up to date with literacy news in Ireland and informing you of the work the National Adult Literacy Agency (NALA) is doing.



"This day will be engraved forever in my mind."

Over 180 students attend Student Day in Galway

NALA were proud to host a special day for students with meetups and workshops including creative writing and wellness.

A new Literacy Ambassador Programme begins with Portlaoise Prison's Education Unit.

First international plain language standard published.

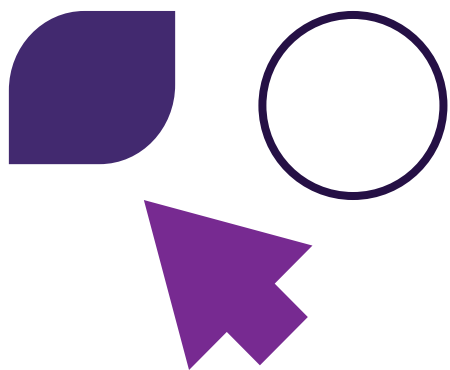
Contents

In this edition	3
Our Student Day heads to Galway	4
NALA Members - Have your say	7
Learning changes lives	8
Student development	10
My journey from the back of the class	12
That's Interesting worksheet	16
UISCE creative writing programmes	18
Managing personal finances	22
A community for language tutors	24
Becoming literacy friendly	26
A new standard for plain language	28
Watch our recent webinars	30
Dates for your diary	31

Registered Charity Number: 20020965

Charity Number: 8506

Company Number: 342807



On the cover

NALA Student Subcommittee members, Thomas Campbell and Catherine Devlin, Literacy Ambassador, Michael Power, and a group of attendees at the Student Day in Galway.

The views expressed in Literacy Matters are not necessarily the views of NALA.

In this edition

Welcome to the summer edition of Literacy Matters. In this edition we share an update on what we've been up to in the National Adult Literacy Agency (NALA).

We were proud to have a huge attendance at our Student Day, held in Galway in April. Over 180 students joined us for a day of talks and workshops. Read more on page 4.

We are delighted to be rolling out a new Literacy Ambassador Programme across eight prisons across Ireland this year. You can find out more about how the Programme was delivered with Portlaoise Prison's Education Unit on page 8.

Read the inspiring story of student Liam Cleere on page 12. Liam returned to education with Tipperary Education and Training Board (ETB) and is just about to launch a book of creative writing and poetry.

On page 22, we share details about our Managing Personal Finances course that will help you to learn more about managing money through saving and spending plans. On page 28, you can read about the first international standard for plain language.

We continue to provide support if you or anyone you know would like to brush up on reading, writing, maths or technology. Call us on **Freephone 1 800 20 20 65** or text **LEARN** to **50050**.

Best wishes from all the team at NALA

Using Quick Response (QR) codes

In this edition we use QR codes to share links and further information. To open these on a smartphone:

1. Open your Camera app and point it steadily for 2-3 seconds towards the QR Code you want to scan.
2. A website link will appear. Tap on this link. This will open it on the internet browser on your phone.
3. If nothing happens, you may need to go to your Settings app and enable QR Code scanning.



Scan on your phone



Students attending the NALA Student Day in Galway.

Our Student Day heads to Galway

We were proud to have such a high number of adult literacy, numeracy, digital literacy and English for Speakers of Other Languages (ESOL) students join us for a day of talks and interesting workshops.

On Saturday 22 April, NALA held a Student Day in Galway in the Galmont Hotel. Over 180 students attended the day from five different Education and Training Board (ETB) areas. A very large group of students came from Athlone (56 students) and there were lots there from Galway City, Castlebar, Headford and Tuam.

NALA is extremely grateful to all the Adult Literacy Organisers and tutors who encouraged students to go.



Gerry Daly speaking at the NALA Student Day

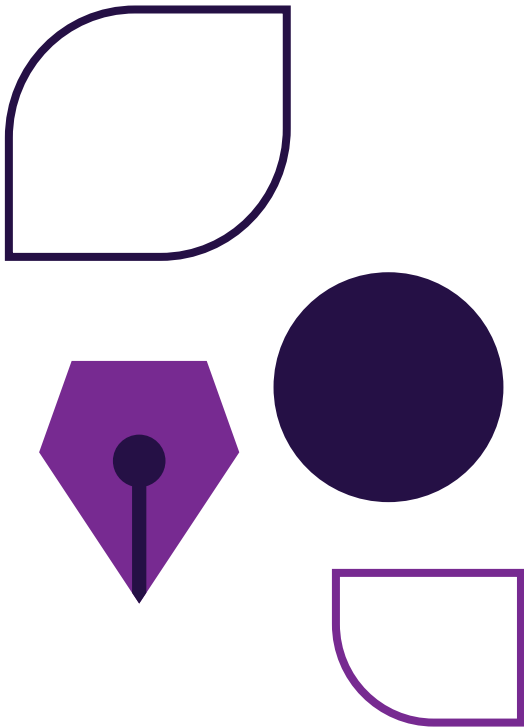
Catherine Devlin of NALA's Student Subcommittee chaired the day. She welcomed two student speakers. Gerry Daly, who returned to education with Galway and Roscommon Education and Training Board (ETB) and played football for Ireland shared his inspiring story. We also heard from Michael Power, who has contributed massively to raising awareness about unmet literacy, numeracy and digital literacy needs.

Catherine also introduced Sinead Morgan, Further Education and Training Director, Galway and Roscommon ETB who welcomed students to Galway. Sinead emphasised how good it is to come together and how the ETB wants to hear from learners.

Workshops

After the short talks students went to a workshop in the morning and after lunch they went to a second workshop. The workshops were on:

- Creative writing
- Tips for living well
- Being wise online
- Meeting for English for Speakers of Other Languages (ESOL) students



Workshop facilitators Sadie Hynes, Pascal Lally, Edel Donnellan and Maggie O'Sullivan Graham.

Feedback from students

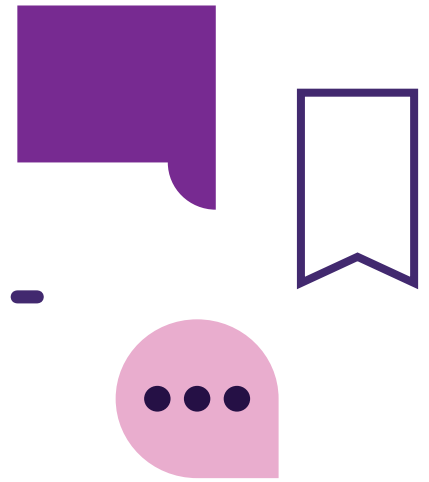
We had a short questions and answers session at the end of the day. A big feature of the student day in Galway was that 79% of attendees were ESOL learners. There were 89 students from Ukraine attending and there were students from 10 other countries also in attendance. During the day NALA staff and facilitators noted what students talked to them about. The main way we heard student feedback was through a short evaluation form, with mostly tick boxes, that students filled out on the day. Two-thirds (120) of students attending (180 students) filled out the evaluation form.

The main findings of the student day that NALA gathered were:

1. These workshops were very popular and students would like more of the same. Creative writing had the most interest.
2. ESOL students want further opportunities to speak English and more classes.
3. NALA has information now on what students want to know about being wise online.
4. NALA needs to advertise its work and the learning opportunities more.
5. This event was very valuable to the three distance learners (doing tuition over the phone with a NALA tutor) who normally don't meet other learners.



**Read the full Student Day report on the NALA website:
nala.ie/nala-student-days-annual-report-2023**



NALA members - Have your say

NALA Constitution and Strategic Plan

As you may remember, NALA has been reviewing the following legal documents that set out how we run the company and that we must follow:

1. Constitution
2. Procedural Rules

The Charities Regulatory Authority has agreed our proposed changes to the Constitution. We now have to now create the Procedural Rules and get our Members' approval of these documents.

NALA's Board has recently agreed to start developing a new Strategic Plan to guide our work over the next five years.

Dates for your diary

We will be back in touch with more information in September but wanted to give you this initial update and ask you to mark your diaries with these dates:

- **Friday 8 March 2024** for
 - o An Extraordinary General Meeting (EGM) to agree the Constitution and Procedural Rules
 - o A consultation session on the Strategic Plan
- **Friday 17 May 2024** for NALA's Annual General Meeting (AGM).



If you have any initial questions please contact Michelle Reade, NALA's Governance and Compliance Officer at membership@nala.ie or phone on 01 255 1870.



Michael Power (NALA), Eileen Dunne (FET Manager, Inclusion, LOETB), Dr. Eleanor Neff (NALA), Helen Ryan (NALA) with David Higgins Supervising Teacher, Shauna Gilligan English and Literacy teacher, Jane Meally English and Creative Writing teacher (Portlaoise Prison Education Unit) and Helena Kirwan Computer teacher (LOETB).

Learning changes lives

This year, NALA together with Portlaoise Prison's Education Unit and Laois Offaly Education and Training Board (LOETB) engaged with learners to develop and deliver a Literacy Ambassador Programme.

The new Literacy Ambassador Programme, delivered through in-person workshops, aimed to:

- Deepen understanding of issues relating to adult literacy and lifelong learning;
- Support participants to build the foundations of good adult literacy work; and
- Explore the purpose and role of a Literacy Ambassador.



Literacy Ambassador graduates



“We say to them, ‘It’s not like learning when we were in school’.
It’s completely different.”

Literacy Ambassador

Literacy Ambassadors

The role of a Literacy Ambassador is to:

- Support wider discussions of literacy and lifelong learning on the landings to reduce fear, stigma and embarrassment;
- Promote learning and talk about their learning experiences;
- Offer limited literacy support (functional, not personal and where possible); and
- Encourage and introduce others to the learning opportunities available.

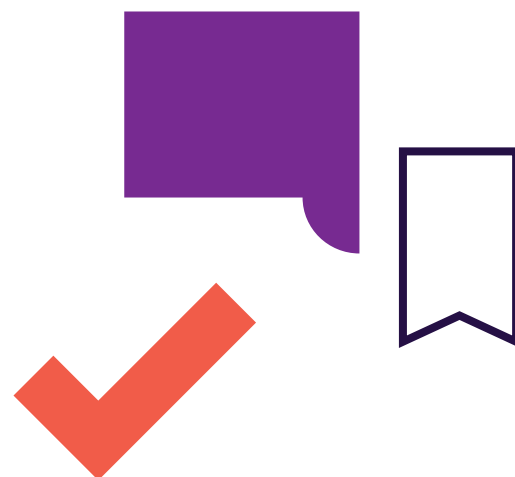
NALA ran the programme with the Education Unit in January, April and May. In May, 15 Literacy Ambassadors were awarded certificates at Portlaoise Prison to mark their achievements. We also launched ‘The Lads’ Literacy Pack’, a book created by a group in the Education Unit to help prisoners understand prison life and help with their reading.

NALA are very proud to have received funding to roll the Literacy Ambassador Programme out to eight more prisons across Ireland in 2023. We will also be distributing copies of ‘The Lads’ Literacy Pack’ to all the prisons in Ireland. Thank you to our funders SOLAS and to all the prison education services around the country for continuing to support this project.



If you have any questions about the Literacy Ambassador Programme please contact Derv Ryan at dryan@nala.ie or 01 255 1868.

Student development



An important part of NALA's Student Development Fund is that it gives students a chance to give feedback to inform our work.

We were delighted to have 1,282 students in 76 centres give feedback to NALA in 2022. Students gave feedback on the following topics:

1. Using online, face-to-face and phone services and how they can be improved.
2. What keeps students going back to their centre to learn and additional supports that would help students with their learning.

Accessing services

Finding websites hard to navigate and **online banking** were the two things that students said most often were difficult about using online services. In terms of face to face or phone services, students most frequently said the following was difficult:

- Feeling shy, they find face-to-face difficult. They prefer online;
- Banking and being sent to machines and not have people there to explain;
- Doctors and medical appointments; and
- Automated phone services.

Students said the following would help:

- Being able to talk to a real person;
- If websites and people used plain English;
- If offline options were provided; and
- If there were more translation services on websites and apps.

The top reason why students keep coming back to their centre:

- Staff and tutors in the centres are so helpful.

What students said most frequently would help their learning?

- More technology, smart devices and apps; and
- More one to one and extra tuition.



Using NALA's Student Development Fund in 2023: Priorsgate, Tallaght Adult Education Centre did a tour of the Jeanie Johnston.

Student Development Fund 2023

For the 2023 Student Development Fund NALA approved 76 projects out of 82 applications for funding. The types of projects we will fund this year range from a sustainable fashion project in County Mayo, to painting a mural at a centre in County Tipperary, to buying books for dads and granddads to use for visits with family in Shelton Abbey Prison in County Wicklow.

NALA is looking forward to receiving reports from centres about how they used the fund in 2023. We are especially looking forward to hearing the student feedback. In 2023, we will find out what students have to say about:

- What is the most effective way to encourage people to return to learning?
- At the end of the course that you are doing now, what do you hope to do next?



For more on the Student Development Fund contact Margaret Murray, NALA's Literacy Student and Development Officer on 087 969 3696 or mmurray@nala.ie. You can view the 2022 report on the NALA website: nala.ie/nala-student-development-fund-report-2022/



Liam Cleere reading a piece of creative writing at NALA's International Literacy Day event in 2022.

My journey from the back of the class

Liam Cleere returned to education with Tipperary Education and Training Board (ETB). With his first book of creative writing and poetry Liam hopes to encourage others to return to learning.

"I was humming and hawing for years. I could read a bit, but when it came to writing, I could write my name and that was about it. I often thought about it but you push it on the back boiler.

"It was hard to do homework with the kids when you can't do it yourself. I did four years in secondary school and I left without being able to write. I was a good actor. It was just just physical work then for the rest of my life. I was a cabinet maker for years."

"It was in the back of my head all along, you know. When I got together with my partner, I often tell this story, it was just after Valentine's Day when we got together and I wanted to make the romantic gesture. I went off and I searched and I found a Valentine's card. I bought a card and I bought a pen and I sat in the car and I tried to write it out. She didn't tell me for a few years after, she couldn't read it. And when I heard that, I said 'Maybe it's about time to do something about it'. I had my mind made up to go and I'm absolutely so glad I did it."

Liam contacted the Tipperary Education and Training Board (ETB) centre in Clonmel and his journey started from there.

"I had a meeting with somebody one day and we were talking about it. I got the phone number and said this time I'm going to do it. I made the call and that was 10 years ago and I'm there since. They arranged a meeting for me with Lillian and an assessment. Then I met Marie, my tutor and the rest is history. I did general literacy, reading and writing and I got my full Level 2. And then last year I got my full Level 3."



"There's no such thing as a wrong answer and there's no red ink in our class."

Liam Cleere

Liam describes the impact returning to education has had on his life and how it helped him to discover a passion for writing.

"There is some difference. I'm an avid reader now. I love reading. I've books everywhere and I read every day, which is a great sense of confidence. One of the first things my tutor Marie said to me, 'This is not like school Liam'. They treat you like adults. We do a bit of work and have a cup of tea. It's nice to talk to people who know where you're coming from. There's no such thing as a wrong answer and there's no red ink in our class. We do have a good laugh and we always come away with something. I have enjoyed the last 10 years. I've really, really enjoyed it. At this stage in our class now we get on and we go in and we have the bit of craic.

"I happened to discover that I'm able to write a bit and it's just a plus. After a discussion in class, we were talking about back when we were at school, I sat down one Saturday morning, and I wrote a poem. My first poem called 'Why' was about my early days in school. It just went from there and I've been scribbling ever since."

"I did a creative writing class there in Clonmel. I was doing a one-on-one with Fióna Bulger. She's a poet, and author from Dublin This is all arranged by the ETB for me."

Liam describes how this interest in writing has led him to publish his first book of creative writing and poetry.

"It never started out as a book really. I have three tutors at the minute, I've Marie, Kathleen and Christine. Marie's been there from day one and she pushed me to enter a few things and she got me to read in front of classes. So it just happened by accident. She said 'You should get your work out there'. So we just started putting bits and pieces together. Everything that I had down through the years. It's called 'My journey from the back of the class'. That's what I always said. It is full of stories, memories mainly, and poetry."



"I hope to encourage someone else to go back to class. That's my main goal...Make the call and arrange the meeting. Because you'll never regret it. You'll never look back, never."

Liam Cleere

"The book is going out to the ETB centres. I'm happy with that. If it can at least inspire one person I'm happy, my job is done. I just want people to see if someone can do it, they can do it, you know? I hope to encourage someone else to go back to class. That's my main goal."

Liam hopes by sharing the impact returning to education has had on his life, it will encourage others to go back.

"Make the call and arrange the meeting. Because you'll never regret it. You'll never look back, never. The respect that is there between tutors and students is amazing.

"It is in your head all the time when you're thinking about going back. 'What would it be like? Will I be able to do it?' You will be able to do it because they make arrangements for you.

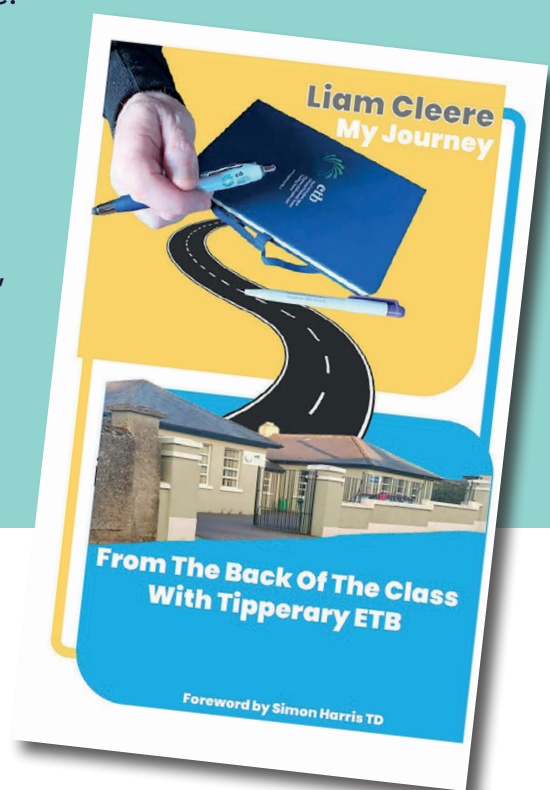
"There's three levels in our class now, and we're all learning. There's never a time when you put up your hand or you ask for help, that they'll say I'll get back in a minute. They'll say, okay I'm on the way. They've time for everyone. All the staff in Clonmel, they're brilliant. They are absolutely brilliant. They can't do enough for you. They're a great bunch, every single one of them. It was daunting the first night I went but after 10 minutes no bother at all. That's a great thing, and I've met some great people down through the years at one function or another.

"Like I say, it's been 10 years and it's an ongoing journey. I'm not finished yet. I don't know where I'm going to end up, but I'll enjoy going along the road."

Job Done

By Liam Cleere

The man now stands before me,
But in moments of sentimentally
I still see the little child
I rocked gently to sleep and bounced upon my knee.
The young lad kicking his ball and playing tag,
No worries to be had.
The comings and goings of a teenage boy
Who all too quickly outgrew us all
Tis a father's curse to behold a man but see the boy,
Or is it a beckoning wave from mortality
Whispering to me, "let go, your job is done".
"Be proud, you have raised a fine young man".



Want to brush up on reading, writing or spelling?
Freephone 1 800 20 20 65 or text LEARN to 50050.

You can:

- Learn with your local Education and Training Board adult literacy service; or
- Learn with NALA online or over the phone.



That's Interesting worksheet

Our monthly 'That's Interesting' worksheet is a great way for adult literacy, numeracy and digital literacy students to practise their skills.

About the worksheets

Each month NALA produces our 'That's Interesting' worksheet for students and members of NALA. You may have seen these worksheets in our monthly email to members. The worksheets can be used to practise reading, writing, spelling and numbers. Each worksheet has a piece of text, often on a news topic or a story from history, followed by exercises. You can read and do the exercises on your own, or use these worksheets with the help of a tutor. You can try out one of our writing exercises on the next page.

Words ending in "cian" sound like "shan"

Usually only used for the name of people's jobs.

beautician

beaut i cian

electrician

el ec tri cian

optician

opt i cian

dietician

di et i cian

magician

mag i cian

musician

mus i cian

politician

pol it i cian

technician

tech ni cian

Tip: To learn these words, you need to practise them.

- Take **1 word** every day, break it into syllables or parts.
- Example: **musician**: 3 syllables (mus i cian).
- Then write the word in a sentence: My sister is a musician.

Fill in the blanks with **words from the lists above**:

1. A _____ will do your make-up for a special occasion.
2. I love playing music, I hope to become a _____.
3. You will need to ask a qualified _____ to install the cooker.
4. I want to eat a better diet, I will get advice from a _____.
5. I am interested in current affairs and politics, I might become a _____.



Download your free worksheet
Scan the QR code or visit
the NALA website:
nala.ie/thats-interesting-worksheet





Participants in the UISCE creative writing programme.

UISCE creative writing programmes

Peer-led creative writing workshops have helped participants at UISCE build their confidence and self-esteem, writes Andy O'Hara, UISCE Coordinator.

UISCE is the National Advocacy Service for People Who Use Drugs. UISCE's primary focus is to ensure People Who Use Drugs are involved in decision making spaces, and they are fully participating in the design, delivery, and evaluation of services, policies and strategies that directly and indirectly impact us, our families, and our communities.

UISCE implements a peer-led approach to all our work, we recognise that for our peers to be involved in decision making, we must have ongoing spaces for peer engagement. We constantly look for tools to engage peers which will create the conditions for people to explore the issues through their own lived and living experience and develop their own analysis.

Creative writing

One such programme was a creative writing workshop. We know from working with people who have been excluded from society and have no voice or power they can often have unmet literacy needs. The process of writing down your experiences and thoughts, can help you organise thoughts and develop your analysis. It can also build confidence and self-esteem.

The goal of the workshop was not to develop peoples writing skills, the creative writing was a tool to build, identify issues, develop a collective analysis, and create the conditions for peers to take on a leadership role by promoting activism. However, an unintended outcome was the improvement in literacy, and upskilling in social skills which increases people ability to advocate for themselves, and others.



“The process of writing down your experiences and thoughts, can help you organise thoughts and develop your analysis.”

Andy O’Hara, UISCE

Now you see me

We worked with the brilliant poet and teacher Geoff Finian, who has a long history of running similar workshops. Geoff’s approach and skill were central to the success of the group. An UISCE peer, Niall Hickey supported Geoff in facilitating with UISCE peer support worker Caroline McEvoy organising. As the group developed, they decided they wanted to run a campaign to highlight the issues. The short stories and poems gave us a structural analysis of the issues, which is vital for us to develop solutions.

The peers developed 6 videos, based on a collection of poems from the workshop which formed the ‘Now You See Me Campaign’. The campaign reached over 28,000 people on social media and was successful in highlighting stigma and the power imbalance in society.

The group was invited to perform their poems, discuss the issues, and explore solutions in a panel discussion hosted by Lynne Ruane at the Irish Medicine Symposium in Limerick in May of this year. The engagement and feedback were excellent, with the group offering valuable inputs and analysis on a wide range of topics, showing what we can achieve when believe in people, use a peer-led approach, and have a vision where those most impacted, but with the most experience are actors for change.

You can read one of the creative writing pieces on the next page.

You don't see me

By Naomi Lynch

You don't see the young girl who grew up with 4 sisters and 3 brothers in a very loving family,
who enjoyed being reared by my parents.
who worked so hard to make sure we all had what we needed physically, mentally and emotionally.

I am a human being
I was reared to be one and to be kind to people and not to judge.
I am a human just like you.
I may not have the money you had growing up with your parents.
Some parents didn't have to work so hard like my parents.
My dad was a soldier working Monday to Friday 8.30 to 4.30 for minimum wage.
My mother was a seamstress.
She also worked for minimum wage.
They went without certain to make sure I would have a tracksuit and runners for e.g. P.E.

I learned gratitude and I learned to be kind to people growing up.
You don't know that I struggled as a teenager growing up in an area that was judged as an area that was known as the wrong bad part of town.
That made me have to grow up fast and I fought for so long to stay away from drugs.
I eventually gave in.

I do have a third level education, and I have worked all my life until I was thirty.
You don't know when I look at the td in my town, he is more worried about dog poo rather than the drug epidemic.
I don't like you for wasting money on silly signs,
telling us to pick up poo
when you could have spent it on helping crime and addiction.
You don't know that my hometown never helped me but just judged me.

Today I travelled on the train to come to Dublin to start an English creative writing course.

On the way on the train, I met a girl I knew from home.

As we sat on the train she spoke loudly.

She is in addiction as I am.

I really noticed how the other passengers looked at us.

They looked at us differently as she spoke loudly and about what her intentions were to do when she got to Dublin.

It made me realize how people can and possibly should look at us as they heard our conversation.

You don't know that that girl you judged had just lost her mother and lives in a hostel.

Her granny committed suicide and her aunt and uncle both died from addiction.

I didn't feel embarrassed as I can accept today that I am a person who uses drugs and I am trying to do something about it.

You don't know that that day on the train you judged me not knowing anything about me.

I would sit and listen to you.

I would be compassionate and I have empathy.

Would you listen to me!!!!

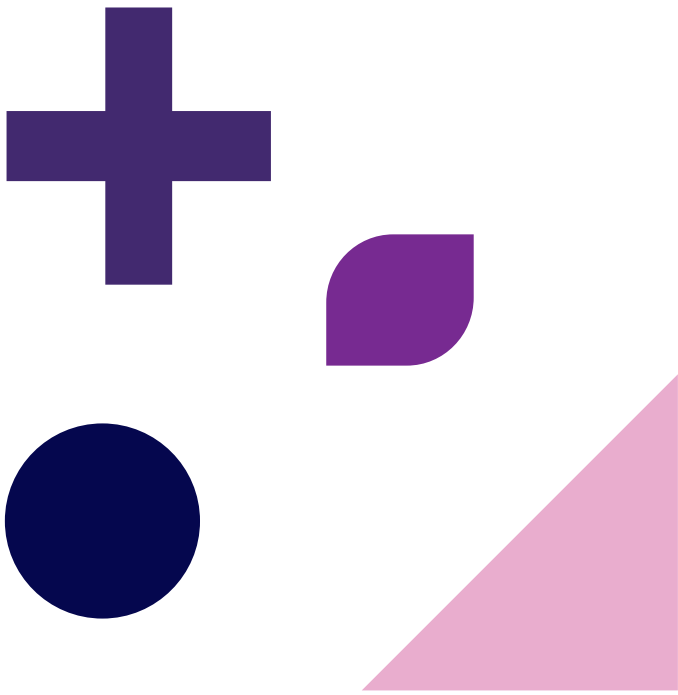
You don't know me!!!



Find out more

Scan the QR code to learn more
about UISCE or visit their website:
myuisce.org





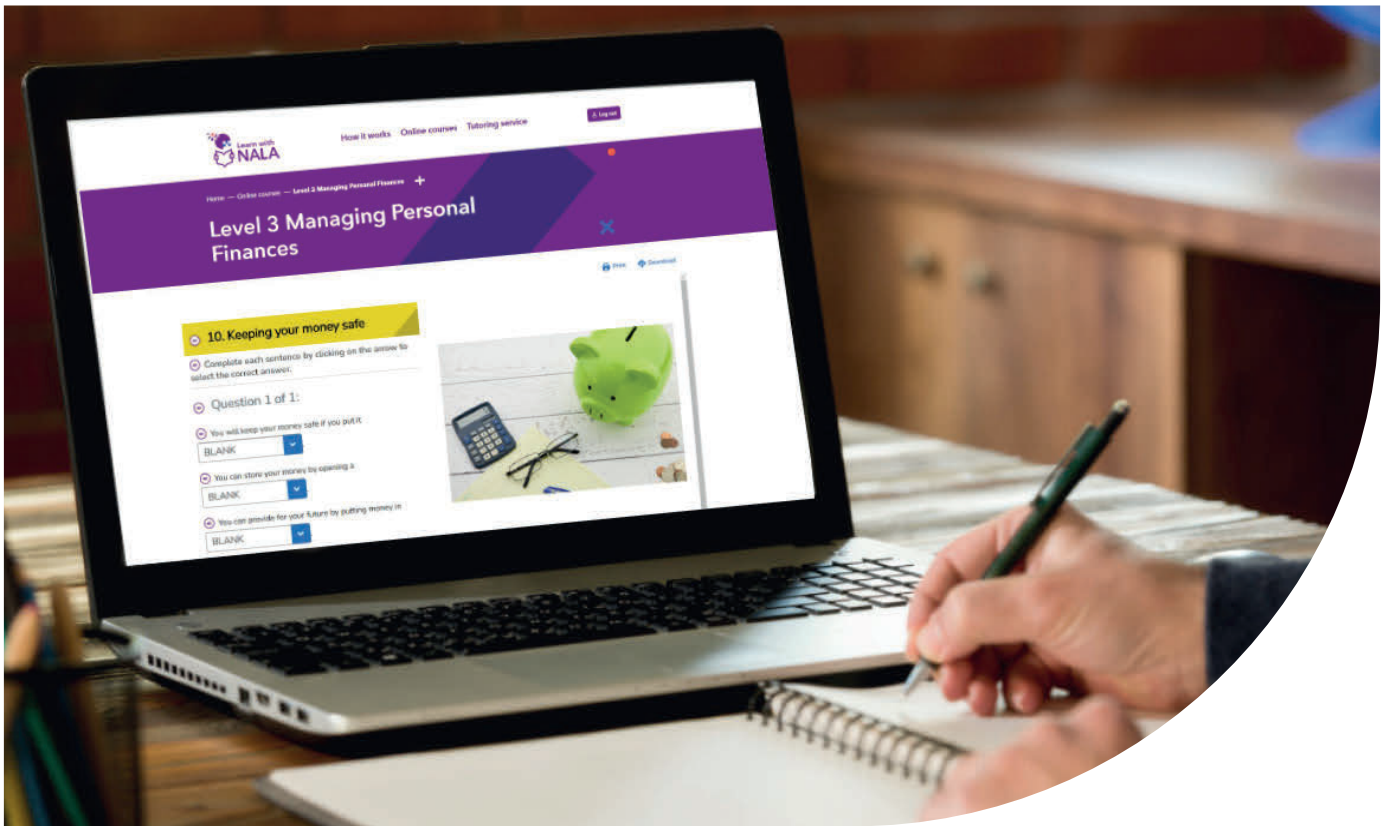
Managing personal finances

Do you find managing money and financial information overwhelming? NALA's free online Managing Personal Finances course might help.

Managing Personal Finances is a Level 3 course on our eLearning website [learnwithnala.ie](https://www.learnwithnala.ie) that will help you learn about managing your money through saving and spending plans.

It will also help you to understand:

- Social welfare payments;
- Different kinds of financial institutions; and
- How tax works.



There are screens with information and activities to practise your skills.

When you are finished this course, you can take an assessment to achieve a Level 3 Minor Award Certificate in Managing Personal Finances from Quality and Qualifications Ireland (QQI).

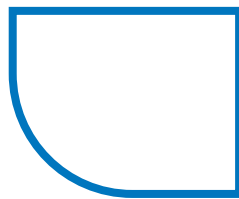
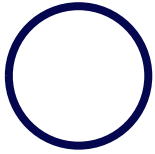
For Level 3 courses, you should have a Level 2 Certificate or equivalent qualifications and or relevant life skills and work experience.



Try the course

Call us for free on 1 800 20 20 80,
scan the QR code or visit
learnwithnala.ie to find out more.





A community for language tutors

The NATECLA (National Association for Teaching English and Other Community Languages to Adults) is a forum and professional organisation for language teaching professionals. Dr Declan Flanagan shares how NATECLA advocates for English for Speakers of Other Languages (ESOL) practitioners to become part of the community of ESOL and community language teachers in the UK and Ireland.

NATECLA operates branches in Scotland, the Northwest, Yorkshire and the Humber, Wales, the Midlands, London and now on the Island of Ireland. Members are encouraged to join local branch committees to help inform and shape the organisation's future. Moreover, branches organise training events and workshops several times a year for members and non-members. The lol (Island of Ireland) Branch, which operates across Northern Ireland and the Republic of Ireland, aims to offer quality continued professional development (CPD) events all over the island.

From September 2023, we will be launching an Outreach Strategy and programme offering (hybrid) events in both Northern Ireland and the Republic of Ireland with the objective of working with a wide range of stakeholder organisations. We aim to build bridges across communities, organisations such as the National Adult Literacy Agency (NALA), Education Training Boards (ETBs), colleges, schools, volunteer groups and individual teachers to provide them with workshops, CPD events and an annual conference.

Professional development events

Events will be held across the island so all regions can benefit from these professional development events. A variety of workshops and webinars will be held throughout the island of Ireland in the following academic year 23/24 and will include the following:

- Trauma-Informed ESOL practices for the classroom;
- Effective unaccredited 'Entry to ESOL' provision;
- Effective assessment of ESOL learners;
- Low-cost resources for ESOL teachers to brainstorm ideas;
- Adapting ESOL materials to learner's needs;
- Effective differentiation in the classroom;
- Employability, IELTS (International English Language Testing System) and ESOL learners; and
- The benefits of Chat GPT (Chat Generative Pre-Trained Transformer) in ESOL provision

Language Issues is NATECLA's part peer-reviewed journal for language teaching professionals. It explores the area between academic research and classroom practice, discussing teaching, training, management and research into ESOL and community languages. Language Issues looks at broad issues and big ideas and is an invaluable resource for teachers, students, researchers and policymakers.

Don't hesitate to contact me regarding the delivery of ESOL workshops through the island of Ireland in the new academic year, 23/23.

Dr Declan Flanagan

NATECLA (IOI) Coordinator and Editor: Language Issues

INTO@Queen's University Belfast

Email: flanagandecan6@gmail.com

Info@natecla.org.uk

Becoming literacy friendly

In your work, do you have contact with people who may have unmet literacy, numeracy or digital literacy needs?

NALA has just launched a new eLearning course on becoming literacy friendly that will help you to create a literacy friendly service that is person centered.

This short course is aimed at people who work with the public. For example, in government departments, semi-state bodies, charities and community and voluntary sector organisations. It looks at how you can be more literacy aware in your work and explores ways that you can support people who may have unmet literacy needs.

Becoming a literacy friendly organisation

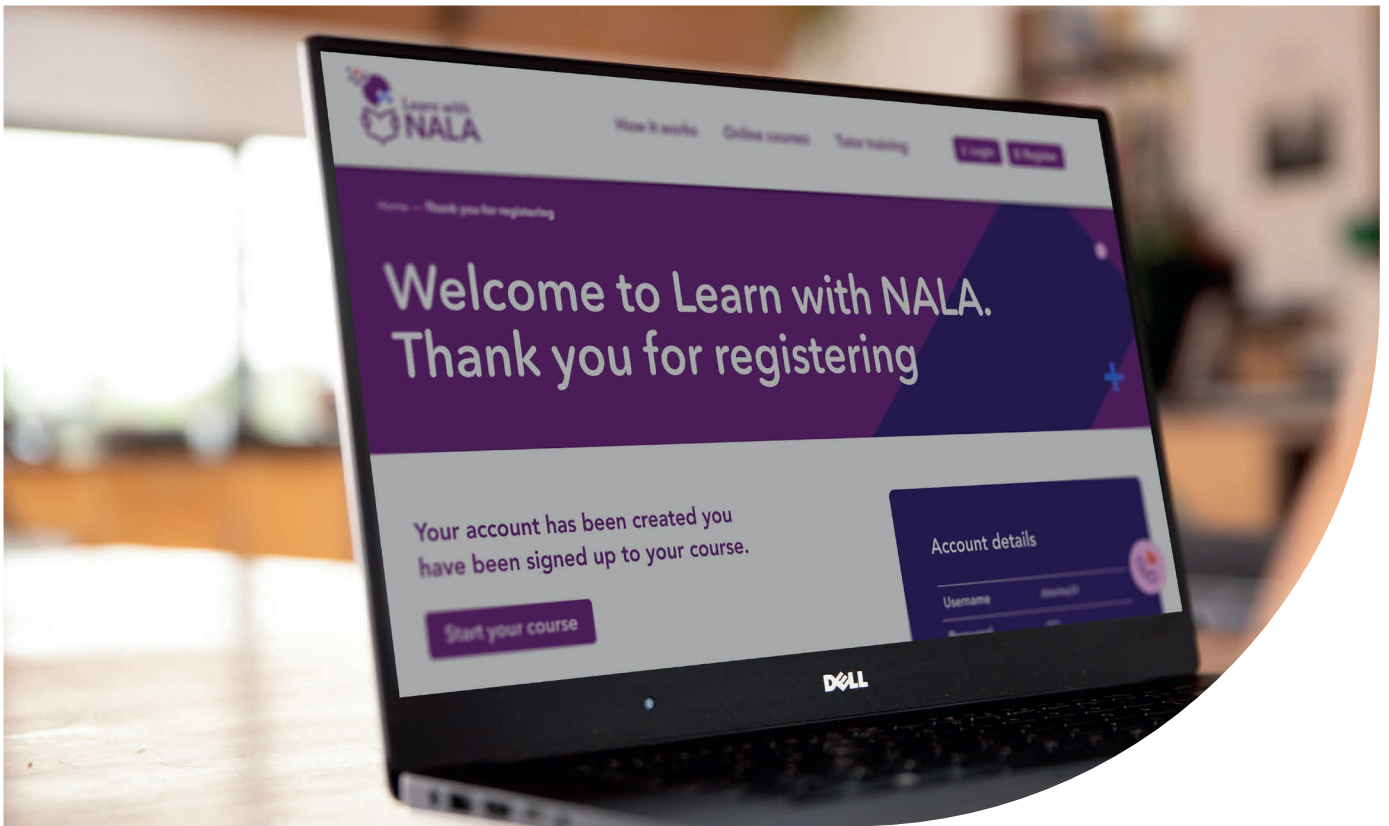
The course will help you to use a literacy friendly approach in your work. You will:

- Hear from people who have made changes in their workplace to make it more literacy friendly;
- Find out what the benefits are from both the staff and customer perspective; and
- Hear practical tips on how to communicate more effectively and learn a few things about using plain English.

This course is the second of two courses in NALA's Literacy Awareness online series. The first course is 'Understanding adult literacy, numeracy and digital literacy'.

You will also receive a NALA Professional Development certificate on completion of this course.

Using a literacy friendly approach is better for everyone! We thank the literacy ambassadors and others who were interviewed for this course and shared their experiences.



Here is some feedback from a participant of the 'Understanding adult literacy, numeracy and digital literacy' online course.



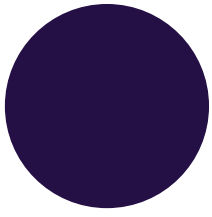
"I have a better understanding about how to communicate in a way that is clear and simple, so that everyone can understand. Also, to be on the lookout for signs that someone might be struggling with their literacy or numeracy, so that I can offer support without the need for them to ask."

Course participant



Find out more
Scan the QR code or visit our
eLearning website:
www.learnwithnala.ie





A new standard for plain language

June was a very exciting month for plain English as the world's first ISO standard for plain language was published.

ISO stands for International Standards Organisation and the standard is about Plain language - Part 1: Governing principles and guidelines.

- **For the public:** The standard aims to improve communication while promoting equity and access to information for global audiences.
- **For writers and communications professionals across all sectors:** The new standard provides nearly universal plain language principles, guidelines and techniques to create accessible and effective communications.



“A plain language standard provides a clear understanding of what plain language is and how you can achieve it. This standard will help you provide your intended readers with information they can easily find, understand and use.”

Neil James (Australia), who chairs the International Plain Language Federation.

The standard was developed by a working group that is part of ISO’s Technical Committee 37. The group of 50 plain language experts, representing 16 countries, drafted and advocated for the standard, with the support of the International Plain Language Federation (IPLF). IPLF was established in 2007 as a joint project of the Center for Plain Language, Clarity and Plain Language Association International (PLAIN).

This standard puts plain English back on track in terms of making it a priority for organisations providing clear information to the public. It is a voluntary standard. This means that all organisations can choose to use - or not. Despite this, this publication gives plain language greater credibility nationally and internationally.



Find out more
Scan the QR code or visit the
IPLF website:
iplfederation.org/iso-standard/



Watch our recent webinars

NALA has hosted webinars over the last few months that you might find useful.

Becoming literacy friendly

NALA recently held two webinars for the community and voluntary sector where we were joined by different organisations who shared their experiences of providing their services in a literacy friendly way.

Pavee Point Traveller and Roma Centre told us about providing support and information, and how they used video to raise awareness about health issues.

Mental Health Ireland described how they were updating their training materials so they are more literacy friendly.

Digital learning webinars

This webinar series on digital learning was for adult literacy, numeracy, digital literacy and English for Speakers of Other Languages (ESOL) tutors.

These covered a range of digital themes from creating materials that develop digital literacy skills to common apps to use outside and inside the classroom.



Watch back

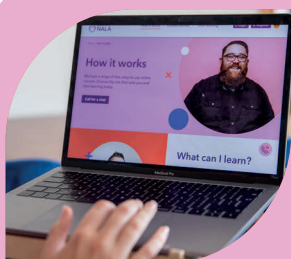
All webinars are available to watch back on the NALA YouTube channel: [youtube.com/nalairland](https://www.youtube.com/nalairland)



Dates for your diary



Upcoming NALA events and online training



Learn with NALA Introduction webinar

30 August 2023

This webinar for centre tutors using Learn with NALA will focus on navigating the platform, setting up learners and monitoring progress.



ESOL webinars

12 and 15 September 2023

These will cover themes in English for Speakers of Other Languages (ESOL) tutoring including phonics and progressing to accreditation.



Online Plain English Training

13 September 2023

Do you want to communicate as clearly and effectively as possible? Join our next open plain English training.

Find out more on our website: nala.ie/news-and-events

The National Adult Literacy Agency (NALA) is a charity and membership based organisation. We work to support adults with unmet literacy and numeracy 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.

Message for NALA Members

If you have any queries about your membership or would like to update how you hear from us, please contact Michelle Reade, Governance and Compliance Officer, by email at membership@nala.ie or by telephone on **01 255 1870**.

National Adult Literacy Agency (NALA)

Sandford Lodge
Sandford Close
Ranelagh, Dublin 6
D06 YF65




Phone: 01 412 7900

Freephone: 1 800 20 20 65

Websites:

nala.ie
learnwithnala.ie

Email: info@nala.ie

 [nalairland](https://www.facebook.com/nalairland)
 [national_adult_literacy_agency](https://www.instagram.com/national_adult_literacy_agency)
 [National Adult Literacy Agency](https://www.linkedin.com/company/national-adult-literacy-agency)



National Adult Literacy Agency

Áisíneacht Náisiúnta Litearthachta do Aosaigh



Rialtas na hÉireann
Government of Ireland



Có-mhainithe ag an
Aontas Eorpach

Co-funded by the
European Union

SOLAS
learning works

Adult Literacy is co-funded by the Government of Ireland and the European Social Fund.