# Accessibility statement for the Skills Hub website.

This accessibility statement applies to the Skills Hub website. The Skills Hub is run by The University of Northampton and includes content inside the Edublogs core product. We want as many people as possible to be able to use this service. For example, that means you should be able to:

* zoom in up to 300% throughout Skills Hub without a loss of content or functionality.
* navigate most of the website using just a keyboard.
* change colours, contrast levels and fonts using [High Contrast](https://chrome.google.com/webstore/detail/high-contrast/djcfdncoelnlbldjfhinnjlhdjlikmph?hl=en-US) and [Midnight Lizard](https://chrome.google.com/webstore/detail/midnight-lizard/pbnndmlekkboofhnbonilimejonapojg?hl=en-US) browser extensions for Chrome.
* navigate most of the website using speech recognition software.
* listen to most of the website using a screen reader.
* the videos have either captions or an accessible transcript has been provided.
* access accessible PDF documents and their accessible word document alternatives.

We’ve also made the website text as simple as possible to understand.

We aim to create content to meet the accessibility standards outlined in our technical accessibility statement. Content we create should be compatible with assistive technology.

There is free software available from Call Scotland called [MyStudyBar V4.1](https://www.callscotland.org.uk/mystudybar/). This software is a suite of portable Windows freeware applications in one package that supports learners’ literacy difficulties. Alternative licensed software that could be used includes [read&write](https://www.texthelp.com/en-gb/products/read-write/) by Texthelp, or [ClaroRead](https://www.clarosoftware.com/portfolio/claroread/) Windows by Claro Software. For Apple Mac users, the Accessibility Preferences allow for adjusting the display, zoom and for turning the VoiceOver on and off.

Texthelp also have [EquatIO](https://www.texthelp.com/en-gb/products/equatio/) software for reading and writing maths formulae and symbols.

[AbilityNet](https://mcmw.abilitynet.org.uk/) has advice on making your device easier to use if you have a disability.

## How accessible is the Skills Hub?

We know some parts of this website aren’t fully accessible:

* the genially resources,
* a table of Statistical Tests – the SPSS Map,
* Harvard Referencing – Full Guide PDF,
* the HELM Guides,
* the Maths and Statistics study guides.

### Feedback and contact information:

If you have any problems with accessing the different formats like PDFs, XERTE’s, or Videos email [librayhelp@northampton.ac.uk](mailto:librayhelp@northampton.ac.uk)

We’ll consider your request and get back to you in 5 working days.

### Reporting accessibility problems with the Skills Hub:

We’re always looking to improve the accessibility of Skills Hub. If you find any problems that aren’t listed on this page or think we’re not meeting the requirements of the accessibility regulations, contact: [libraryhelp@northampton.ac.uk](mailto:libraryhelp@northampton.ac.uk)

### Enforcement procedure:

If you need to escalate your issue further, contact the University Chair of the Inclusive Student Experience Group (ISEG)

email [ISEG-CHAIR@northampton.ac.uk](mailto:ISEG-CHAIR@northampton.ac.uk)

You can expect an acknowledgement within 6 working days and a full reply within 20 working days. If your complaint raises complex issues that cannot be answered within 20 working days, we will keep you informed of progress until we can fully respond.

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the accessibility regulations. If you’re not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service (EASS)](https://www.equalityadvisoryservice.com/).

## Contacting us by phone or visiting us in person

Library and Learning Services are based in Room LH211, on the second floor of the Learning Hub at University Northampton’s Waterside Campus. You can contact us by email [libraryhelp@northampton.ac.uk](mailto:libraryhelp@northampton.ac.uk) or phone 01604 893089.

## Technical information about Skills Hub’s accessibility.

The University of Northampton is committed to making the Skills Hub accessible, in accordance with the Public-Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](https://www.w3.org/TR/WCAG21/) AA standard, due to the non-compliances listed below.

We work to achieve and maintain WCAG 2.1 AA standards, but it is not always possible for all our content to be accessible.

If we have failed to identify a barrier, please contact: [libraryhelp@northampton.ac.uk](mailto:libraryhelp@northampton.ac.uk)

## Non-accessible content.

The content listed below is non-accessible for the following reasons.

### Non-compliance with the accessibility regulations:

#### Distinguishable:

Some of the resources provided in Genially format are not accessible. By not providing an alternative for time-based media, individuals whose vision is too poor to reliably read captions and whose hearing is too poor to reliably hear dialogue and audio description would not be able to access the information. Fails WCAG1.2.8 Media Alternative (Pre-recorded) success criterion.

For all our Genially resources an accessible alternative has been provided. When we publish new content, we will make sure it meets accessibility standards.

#### Information and Relationships:

Tables should only be used when it's necessary to convey relationships between pieces of data, and not for layout purposes. The Map of Statistical Tests on the Skills Hub conveys relationships in a table format and is not currently fully accessible. This fails WCAG 1.3.1 Information and Relationships success criterion.

We have reviewed the table and continues to be useful and therefore we have provided an accessible version of the table.

#### PDFs and other documents:

The Harvard Referencing Full Guide does not have accessible headings throughout the document, this means individuals using a screen reader cannot navigate the information with ease. This fails WCAG 2.1 success criterion 2.4.6 Headings and Labels.

We plan to have in place a fully accessible version of the Skills Hub Harvard Referencing – Full Guide by December 2020.

#### The HELM PDFs may not be structured so they’re fully accessible to a screen reader. This fails WCAG 2.1 Keyboard Accessible success criterion.

#### The HELM PDFs are provided by a third party, depending on our relationship with the 3rd party, we cannot always guarantee its accessibility. We have been in contact with HELM and understand they are working on creating accessible HELM guides. In the meantime, students can contact Learning Development for help with these packs.

#### Issues with interactive tools and transactions:

Our site includes 3rd party content and functionality. Edublogs and HELM are provided by a third party. Depending on our relationship with the 3rd party, we cannot always guarantee its accessibility.

EduBlogs have been in contact with us and have informed us that, the contrast issue with the Skip to toolbar, ‘is a false positive and no fix is required’.

We have been in contact with HELM and understand they are working on creating accessible HELM guides. In the meantime, students can contact Learning Development for help with these packs.

#### Accessing Information:

On the Skills Hub there are Maths PDFs that contain text, formulae and maths symbols that are not accessible to most screen readers as the screen readers are unable to read the maths problems. This fails WCAG 3.1 Readable and 3.1.3 and 3.1.4 success criteria.

Using [EquatIO](https://www.texthelp.com/en-gb/products/equatio/) software, we have found that this software can read the maths formulae and symbols in these PDFs, but then doesn’t read the text explaining the maths problem. A screen reader like narrator will read the standard text but not the formulae. We are still investigating this further and hope to resolve the issue by December 2020, however the time and the tools needed to resolve the issue may result in this being a disproportionate burden.

### Disproportionate burden.

#### Accessing Information:

Due to the combination of text, formula and symbols used in the Maths PDFs, these are not accessible to screen readers as the screen readers are unable to read the maths problems that were created in Equation Editor. This fails WCAG 3.1 Readable and 3.1.3 and 3.1.4 success criteria.

We are continuing to actively investigate the time and tools needed to resolve the issue with Maths PDFs and screen readers.

## How we tested the SKILLS HUB.

We have tested the Skills Hub using the WAVE Web Accessibility Evaluation Tool, for general accessibility of the site and then Narrator and the ‘reading aloud’ tool on Adobe Acrobat DC for our PDFs and Word documents. We have also tested the site using the reading tool on [MyStudyBar V4.1](https://www.callscotland.org.uk/mystudybar/)

We have checked for contrast issues and tested that the end user can adjust contrast for the site using [High Contrast](https://chrome.google.com/webstore/detail/high-contrast/djcfdncoelnlbldjfhinnjlhdjlikmph?hl=en-US) and [Midnight Lizard](https://chrome.google.com/webstore/detail/midnight-lizard/pbnndmlekkboofhnbonilimejonapojg?hl=en-US) Browser extensions for Chrome.

All images have been checked for alt tags and checked that all the videos have transcripts or captions in place.

## What we’re doing to improve accessibility.

1. The University has an Inclusive Student Experience Group (ISEG) which has two key subgroups. One is the Disability Coordinators Group and the other is a group focusing on the institutional response to the accessibility regulations. At all meetings, the groups are considering ways in which University accessibility may be improved.
2. Equality Impact Assessments (EIAs) are required for new policies and services and ensure a focus on the range of people expected to access that material.
3. Training (synchronous and asynchronous) has been developed for all staff to ensure they are aware of the requirements and have the skills needed to update materials.
4. The Northampton [Additional Student Support and Inclusion Services Team (ASSIST)](https://www.northampton.ac.uk/student-life/support/about-assist/) works with students with disabilities to help achieve their full potential and to promote equal opportunities. ASSIST aims to enable students to access all aspects of university life, take control of their learning and develop the skills needed for employment. This is underpinned by a commitment to accessibility and respect for confidentiality.

ASSIST provides support for students with:

* physical impairments,
* sensory impairments,
* mental health difficulties,
* medical conditions,
* Autistic spectrum disorders,
* specific learning difficulties, for example dyslexia.

[The team](https://www.northampton.ac.uk/student-life/support/about-assist/) provides a range of services, including a variety of dyslexia and other disability-related guidance for all new and current students, staff and parents.

## Preparation of this accessibility statement.

This statement was prepared on the 29th October 2019. It was last reviewed on 25th September 2020.

This website was last tested on 22nd September 2020. The test was carried out by Learning Development.

A sample of pages were tested using the WAVE Tool, to check for any errors and if they were consistent across the site.

Over the past year the skip link has been fixed, all the PDFs and word document resources have been individually checked and tested using the MyStudyBar reading tool and the Adobe Acrobat Reading aloud tool. Accessible versions have been created and where resources were not fully accessible, an accessible alternative was created and has been provided. All videos have been provided with an accessible word version transcript or have captions.

Where third parties are involved, these have been contacted. EduBlogs is working on a functionality issue and HELM are working on making their guides accessible.

The SPSS Map which is represented on a table is not accessible but an accessible alternative has been provided.

Research was carried out on how to make the maths and statistics study guides accessible. Unfortunately, by the end of October 2019, the results of the research all pointed to having to completely create the packs from scratch. This would not be possible to complete and improve the accessibility of all the rest of the resources within the timescale required. To-date the industry has not yet found a solution to convert existing Maths resources into an accessible format without recreating them. For now, students will be offered help to access these resources if needed.