# Accessibility statement for 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

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:

* there is a missing form label
* there is a broken skip link
* many PDF documents are not fully accessible to screen reader software.
* some resources provided in Genially format do not have a transcript.
* a table of Statistical Tests is not fully accessible.

### What to do if you can’t access parts of this website

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

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

### Reporting accessibility problems with 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

### Enforcement / escalation 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

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 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

## Non-accessible content

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

### Non-compliance with the accessibility regulations

#### Distinguishable

All the videos on the Skills Hub (hosted in Kaltura or on YouTube) are provided with a transcript and/or closed captions. Some of the resources provided in Genially format have a transcript, those without transcripts will be reviewed and transcripts provided.

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.

We plan to add transcripts for all the Genially resources by September 2020. When we publish new content, we’ll 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 plan to review and improve the accessibility of this table by September 2020.

#### Bypass Blocks

The Skills Hub “skip to toolbar” skip link is broken. Keyboard users can skip to the main content of the page but not jump to the navigation links. This fails WCAG 2.4.1 Bypass Blocks success criterion.

We plan to fix the broken skip link by September 2020 so that keyboard users can jump to navigation.

#### PDFs and other documents

Some of our PDFs and Word documents don’t meet accessibility standards - for example, they may not be structured so they’re fully accessible to a screen reader. This fails WCAG 2.1 Keyboard Accessible success criterion.

We plan to fix these completely or replace them with accessible documents by September 2020. Any new PDFs or Word documents we publish will meet accessibility standards.

The HELM PDFs are provided by a third party, depending on our relationship with the 3rd party, we cannot always guarantee its accessibility.

We plan to work with our suppliers to review all linked tools by September 2020 and phase out use where these are inaccessible.

#### Issues with interactive tools and transactions

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

We plan to work with our suppliers to review all linked tools by September 2020 and phase out use where these are inaccessible.

#### 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 investigating this further and hope to resolve the issue by September 2020, however the time and the tools needed to resolve the issue may result in this being a disproportionate burden.

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### 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 actively investigating 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.

The Accessibility Statement was last updated on 24th October 2019.