



# Digital Accessibility Centre

## Accessibility Audit Report

Company	CyberU
Date	11 <sup>th</sup> April 2019
DAC Ref.	000068
Version	Retest x3

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### Disclosure

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## Document Control

Web site:	<a href="https://www.cyberu.com/course/how-to-build-a-cyberu-course">https://www.cyberu.com/course/how-to-build-a-cyberu-course</a>
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## Executive Summary

The Digital Accessibility Centre (DAC) technical team carried out a second retest of the accessibility audit for CyberU's 'How to Build a CyberU Course' e-learning platform on the **3<sup>rd</sup> January 2019**. This document incorporates the findings regarding any accessibility barriers identified during the process.

There were no accessibility barriers identified upon the third retest. All issues have now been fixed.

## Scope

Exact Task and/or URLs are listed below along with the specific browser and AT set.

Go to <https://www.cyberu.com/>

1. Click SIGN UP in the top right corner.
2. Sign up with your work email address and choose a password.
3. A confirmation email will be sent to you and you will be required to sign in.
4. Go to <https://www.cyberu.com/course/how-to-build-a-cyberu-course>
5. Click the START LEARNING button
6. Select How to Build a CyberU Course
7. Select 'Start' on the following page

After that, you should be all set to launch the course player. This course contains all of the necessary elements that we'd like to test.

See [Appendix II](#) for a full list of tasks and instructions

## Browser matrix and Assistive Technology (AT) combinations

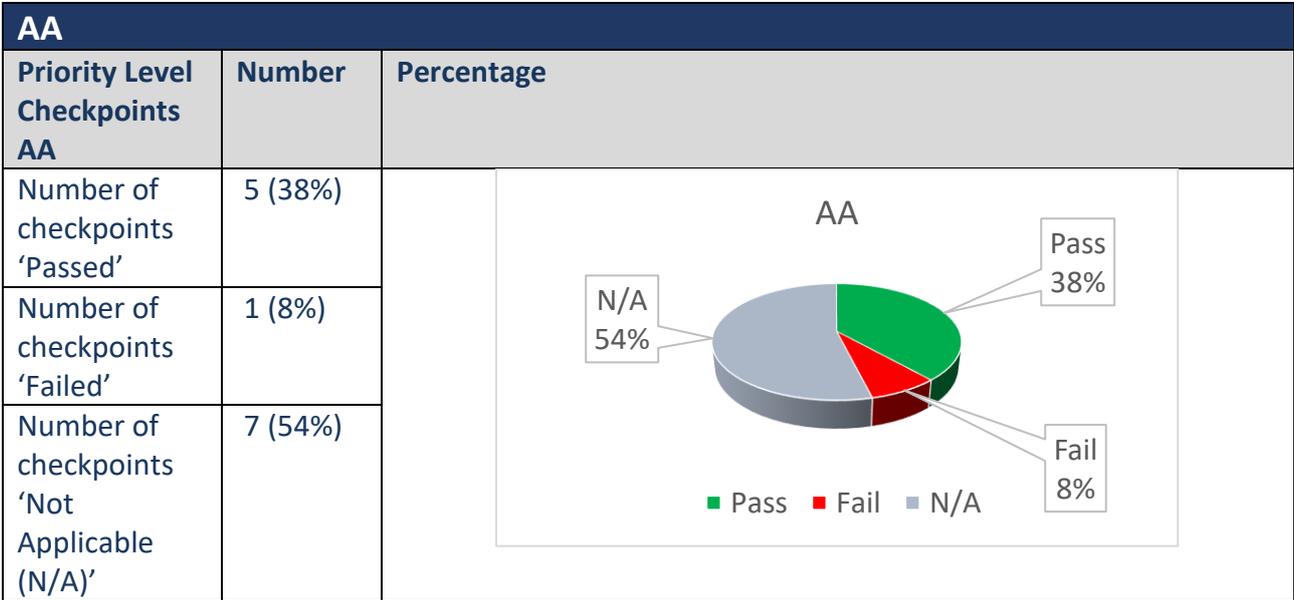
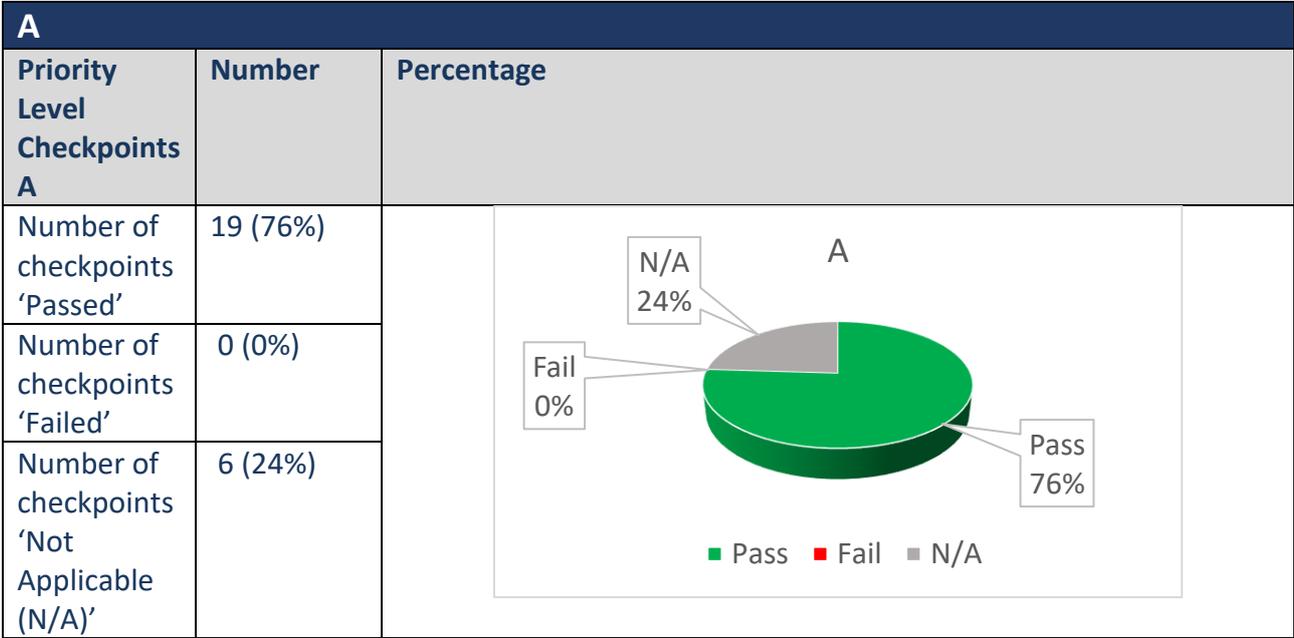
### Desktop

User type	Code	Operating System (OS)	Browser	Assistive Technology
Blind	SR	Windows	IE11	Jaws 16
			Firefox	NVDA
Mobility (iii)	VA	Windows	IE11	Dragon Voice Activation
Mobility (iii)	KO	Windows	Chrome	Keyboard
			IE11	Keyboard
Deaf (i)	D	Windows/Mac	Firefox	-
Colour blind (ii)	CB	Windows	Chrome	System inverted colours
Dyslexia (ii)	DX	Windows	Chrome	-
Low Vision	LV	Windows	IE11	Screen Magnification
Asperger's (i)	A	Windows/Mac	Firefox	-
Cognitive Impaired/ Panic/Anxiety	Cog	Windows 10	IE11	-

## Summary Graphs

The graph below details the number of checkpoints that passed, failed or were not applicable to the service.

Please refer to the [Classification of Accessibility Issues](#) for more information.



AAA										
Priority Level Checkpoints AAA	Number	Percentage								
Number of checkpoints 'Passed'	3 (13%)	<p>A 3D pie chart titled 'AAA' showing the distribution of checkpoint results. The chart is divided into three segments: a large grey segment for 'N/A' (78%), a small green segment for 'Pass' (13%), and a small red segment for 'Fail' (9%). Callout boxes point to each segment with their respective labels and percentages. A legend at the bottom identifies the colors: green for Pass, red for Fail, and grey for N/A.</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Pass</td> <td>13%</td> </tr> <tr> <td>Fail</td> <td>9%</td> </tr> <tr> <td>N/A</td> <td>78%</td> </tr> </tbody> </table>	Category	Percentage	Pass	13%	Fail	9%	N/A	78%
Category	Percentage									
Pass	13%									
Fail	9%									
N/A	78%									
Number of checkpoints 'Failed'	1 (9%)									
Number of checkpoints 'Not Applicable (N/A)'	18 (78%)									

## **Audit Results**

These are the results of the Digital Accessibility Centre accessibility audit by section.

Each section contains a brief overview of the accreditation requirements followed by the result, a description of issues found (if any) along with user testing commentaries and solutions.

## End of Report



## Appendix I

Exact Task and/or URLs are listed below along with the specific browser and AT set.

Testing will be carried out remotely at DAC offices

- Access must be stable
- Registration process is out of scope
- Course provided for testing will contain all elements.
- Testers will all test the same course and 3
- quiz pages

This appears to be a series of instructional videos teaching viewers how to build a CyberU course.

Watch all of the video tutorials and complete the quiz at the bottom of the page.

Here are the steps to access the course you will be testing. Please note that these initial steps are not part of the pages we are testing:

Go to <https://www.cyberu.com/>

8. Click SIGN UP in the top right corner.
9. Sign up with your work email address and choose a password.
10. A confirmation email will be sent to you and you will be required to sign in.
11. Go to <https://www.cyberu.com/course/how-to-build-a-cyberu-course>
12. Click the START LEARNING button
13. Select How to Build a CyberU Course
14. Select 'Start' on the following page

After that, you should be all set to launch the course player. This course contains all of the necessary elements that we'd like to test.



## Appendix II

### Classification of Accessibility Issues

The following scoring system was used to indicate the status of the sites with regards to each W3C WAI checkpoint up to and including Level AAA:

Status	Description
<b>Pass (P)</b>	The site meets the requirements of the checkpoint.
<b>Fail (L) Low Priority</b>	The site almost meets the requirements of the checkpoint. Only a small number of minor problems were identified. The site fails to meet the requirements against AAA criteria measured against WCAG 2.0
<b>Fail (M) Medium Priority</b>	The site fails to meet the requirements against AA criteria measured against WCAG 2.0
<b>Fail (H) High Priority</b>	The site fails to meet the requirements against A criteria measured against WCAG 2.0 and more severe accessibility issues were identified.
<b>Not Applicable (N/A)</b>	No content was found on the site to which the checkpoint would relate.



<b>Principle 1: Perceivable – Information and users interface components must be presentable to users in ways they can perceive.</b>	
<p><b>Non-text Content:</b>  <a href="#">1.1.1</a> All <a href="#">non-text content</a> that is presented to the user has a <a href="#">text alternative</a> that serves the equivalent purpose, except for the situations listed below.  <b>(Level A)</b></p>	Pass (P)
<p><b>Audio-only and Video-only (Pre-recorded):</b>  <a href="#">1.2.1</a> For <a href="#">pre-recorded audio-only</a> and pre-recorded <a href="#">video-only</a> media, the following are true, except when the audio or video is a <a href="#">media alternative for text</a> and is clearly labelled as such:</p> <p><a href="#">Understanding Success Criterion 1.2.1</a>  <b>Pre-recorded Audio-only:</b> An <a href="#">alternative for time-based media</a> is provided that presents equivalent information for pre-recorded audio-only content.</p> <p><b>Pre-recorded Video-only:</b> Either an alternative for time-based media or an audio track is provided that presents equivalent information for pre-recorded video-only content.  <b>(Level A)</b></p>	Pass (P)
<p><b>Captions (Pre-recorded):</b>  <a href="#">1.2.2 Captions</a> are provided for all <a href="#">pre-recorded audio</a> content in <a href="#">synchronized media</a>, except when the media is a <a href="#">media alternative for text</a> and is clearly labelled as such.  <b>(Level A)</b></p>	Pass (P)
<p><b>Audio Description or Media Alternative (Pre-recorded):</b>  <a href="#">1.2.3</a> An <a href="#">alternative for time-based media</a> or <a href="#">audio description</a> of the <a href="#">pre-recorded video</a> content is provided for <a href="#">synchronized media</a>, except when the media is a <a href="#">media alternative for text</a> and is clearly labelled as such.  <b>(Level A)</b></p>	Pass (P)
<p><b>Captions (Live):</b>  <a href="#">1.2.4 Captions</a> are provided for all <a href="#">live audio</a> content in <a href="#">synchronized media</a>.  <b>(Level AA)</b></p>	Not Applicable (N/A)



<p><b>Audio Description (Pre-recorded):</b>  <a href="#">1.2.5 Audio description</a> is provided for all <a href="#">pre-recorded video</a> content in <a href="#">synchronized media</a>.  <b>(Level AA)</b></p>	<p><b>Not Applicable (N/A)</b></p>
<p><b>Sign Language (Pre-recorded):</b>  <a href="#">1.2.6 Sign language interpretation</a> is provided for all <a href="#">pre-recorded audio</a> content in <a href="#">synchronized media</a>.  <b>(Level AAA)</b></p>	<p><b>Not Applicable (N/A)</b></p>
<p><b>Extended Audio Description (Pre-recorded):</b>  <a href="#">1.2.7</a> Where pauses in foreground audio are insufficient to allow <a href="#">audio descriptions</a> to convey the sense of the video, <a href="#">extended audio description</a> is provided for all <a href="#">pre-recorded video</a> content in <a href="#">synchronized media</a>.  <b>(Level AAA)</b></p>	<p><b>Not Applicable (N/A)</b></p>
<p><b>Media Alternative (Pre-recorded):</b>  <a href="#">1.2.8</a> An <a href="#">alternative for time-based media</a> is provided for all <a href="#">pre-recorded synchronized media</a> and for all pre-recorded <a href="#">video-only</a> media.  <b>(Level AAA)</b></p>	<p><b>Not Applicable (N/A)</b></p>
<p><b>Audio-only (Live):</b>  <a href="#">1.2.9</a> An <a href="#">alternative for time-based media</a> that presents equivalent information for <a href="#">live audio-only</a> content is provided.  <b>(Level AAA)</b></p>	<p><b>Not Applicable (N/A)</b></p>
<p><b>Info and Relationships:</b>  <a href="#">1.3.1</a> Information, <a href="#">structure</a>, and <a href="#">relationships</a> conveyed through <a href="#">presentation</a> can be <a href="#">programmatically determined</a> or are available in text.  <b>(Level A)</b></p>	<p><b>Pass (P)</b></p>
<p><b>Meaningful Sequence:</b>  <a href="#">1.3.2</a> When the sequence in which content is presented affects it's meaning, a <a href="#">correct reading sequence</a> can be <a href="#">programmatically determined</a>.  <b>(Level A)</b></p>	<p><b>Pass (P)</b></p>



<p><b>Sensory Characteristics:</b>  <a href="#">1.3.3</a> Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.  <b>(Level A)</b></p>	<p><b>Not Applicable (N/A)</b></p>
<p><b>Use of Colour:</b>  <a href="#">1.4.1</a> Colour is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.  <b>(Level A)</b></p>	<p><b>Pass (P)</b></p>
<p><b>Audio Control:</b>  <a href="#">1.4.2</a> If any audio on a Web page plays automatically for more than 3 seconds, either a <a href="#">mechanism</a> is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.  <b>(Level A)</b></p>	<p><b>Pass (P)</b></p>
<p><b>Contrast (Minimum):</b>  <a href="#">1.4.3</a> The visual presentation of <a href="#">text</a> and <a href="#">images of text</a> has a <a href="#">contrast ratio</a> of at least 4.5:1, except for the following:</p> <p>Large Text: <a href="#">Large-scale</a> text and images of large-scale text have a contrast ratio of at least 3:1;</p> <p>Incidental: Text or images of text that are part of an inactive <a href="#">user interface component</a>, that are <a href="#">pure decoration</a>, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.</p> <p>Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.  <b>(Level AA)</b></p>	<p><b>Pass (P)</b></p>
<p><b>Resize text:</b>  <a href="#">1.4.4</a> Except for <a href="#">captions</a> and <a href="#">images of text</a>, <a href="#">text</a> can be resized without <a href="#">assistive technology</a> up to 200 percent without loss of content or functionality.  <b>(Level AA)</b></p>	<p><b>Pass (P)</b></p>



<p><b>Images of Text:</b>  <a href="#">1.4.5</a> If the technologies being used can achieve the visual presentation, <a href="#">text</a> is used to convey information rather than <a href="#">images of text</a> except for the following:  <a href="#">Understanding Success Criterion 1.4.5</a></p> <ul style="list-style-type: none"> <li>• Customizable: The image of text can be <a href="#">visually customized</a> to the user's requirements;</li> <li>• Essential: A particular presentation of text is <a href="#">essential</a> to the information being conveyed.</li> </ul> <p><b>Note:</b> Logotypes (text that is part of a logo or brand name) are considered essential.  <b>(Level AA)</b></p>	<p><b>Not Applicable (N/A)</b></p>
<p><b>Contrast (Enhanced):</b>  <a href="#">1.4.6</a> The visual presentation of <a href="#">text</a> and <a href="#">images of text</a> has a <a href="#">contrast ratio</a> of at least 7:1, except for the following:</p> <p>Large Text: <a href="#">Large-scale</a> text and images of large-scale text have a contrast ratio of at least 4.5:1;</p> <p>Incidental: Text or images of text that are part of an inactive <a href="#">user interface component</a>, that are <a href="#">pure decoration</a>, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.</p> <p>Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.  <b>(Level AAA)</b></p>	<p><b>Fail (L)</b></p>
<p><b>Low or No Background Audio:</b>  <a href="#">1.4.7</a> For <a href="#">pre-recorded audio-only</a> content that (1) contains primarily speech in the foreground, (2) is not an audio <a href="#">CAPTCHA</a> or audio logo, and (3) is not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true:</p> <p><a href="#">Understanding Success Criterion 1.4.7</a></p> <ul style="list-style-type: none"> <li>• No Background: The audio does not contain background sounds.</li> <li>• Turn Off: The background sounds can be turned off.</li> </ul>	<p><b>Not Applicable (N/A)</b></p>



<ul style="list-style-type: none"> <li>• 20 dB: The background sounds are at least 20 decibels lower than the foreground speech content, with the exception of occasional sounds that last for only one or two seconds.</li> </ul> <p><b>Note:</b> Per the definition of "decibel," background sound that meets this requirement will be approximately four times quieter than the foreground speech content. (Level AAA)</p>	
<p><b>Visual Presentation:</b>  <a href="#">1.4.8</a> For the visual presentation of <a href="#">blocks of text</a>, a <a href="#">mechanism</a> is available to achieve the following:  <a href="#">Understanding Success Criterion 1.4.8</a></p> <ol style="list-style-type: none"> <li>1. Foreground and background colours can be selected by the user.</li> <li>2. Width is no more than 80 characters or glyphs (40 if CJK).</li> <li>3. Text is not justified (aligned to both the left and the right margins).</li> <li>4. Line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing.</li> <li>5. Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text <a href="#">on a full-screen window</a>.</li> </ol> <p>(Level AAA)</p>	<p><b>Not Applicable (N/A)</b></p>
<p><b>Images of Text (No Exception):</b>  <a href="#">1.4.9 Images of text</a> are only used for <a href="#">pure decoration</a> or where a particular presentation of <a href="#">text</a> is <a href="#">essential</a> to the information being conveyed.</p> <p><b>Note:</b> Logotypes (text that is part of a logo or brand name) are considered essential. (Level AAA)</p>	<p><b>Not Applicable (N/A)</b></p>



## Principle 2: Operable – User interface components and navigation must be operable.

<p><b>Keyboard:</b>  <a href="#">2.1.1</a> All <a href="#">functionality</a> of the content is operable through a <a href="#">keyboard interface</a> without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p> <p><b>Note 1:</b> This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.</p> <p><b>Note 2:</b> This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.  <b>(Level A)</b></p>	<p>Pass (P)</p>
<p><b>No Keyboard Trap:</b>  <a href="#">2.1.2</a> If keyboard focus can be moved to a component of the page using a <a href="#">keyboard interface</a>, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p> <p><b>Note:</b> Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion.  <b>(Level A)</b></p>	<p>Pass (P)</p>
<p><b>Keyboard (No Exception):</b>  <a href="#">2.1.3</a> All <a href="#">functionality</a> of the content is operable through a <a href="#">keyboard interface</a> without requiring specific timings for individual keystrokes.  <b>(Level AAA)</b></p>	<p>Pass (P)</p>
<p><b>Timing Adjustable:</b>  <a href="#">2.2.1</a> For each time limit that is set by the content, at least one of the following is true:</p>	<p>Not Applicable (N/A)</p>



<p><b>Turn off:</b> The user is allowed to turn off the time limit before encountering it; or</p> <p><b>Adjust:</b> The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or</p> <p><b>Extend:</b> The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or</p> <p><b>Real-time Exception:</b> The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or</p> <p>Essential Exception: The time limit is <a href="#">essential</a> and extending it would invalidate the activity; or</p> <p><b>20 Hour Exception:</b> The time limit is longer than 20 hours.</p> <p><b>Note:</b> This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with <a href="#">Success Criterion 3.2.1</a>, which puts limits on changes of content or context as a result of user action.</p> <p><b>(Level A)</b></p>	
<p><b>Pause, Stop, Hide:</b>  <a href="#">2.2.2</a> For moving, <a href="#">blinking</a>, <a href="#">scrolling</a>, or auto-updating information, all of the following are true:  <a href="#">Understanding Success Criterion 2.2.2</a>  <b>Moving, blinking, scrolling:</b> For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to <a href="#">pause</a>, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is <a href="#">essential</a>; and  <b>Auto-updating:</b> For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.</p>	<p><b>Not Applicable (N/A)</b></p>



<p><b>Note 1:</b> For requirements related to flickering or flashing content, refer to <a href="#">Guideline 2.3</a>.</p> <p><b>Note 2:</b> Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion.</p> <p><b>Note 3:</b> Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so.</p> <p><b>Note 4:</b> An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken. <b>(Level A)</b></p>	
<p><b>No Timing:</b> <a href="#">2.2.3</a> Timing is not an <a href="#">essential</a> part of the event or activity presented by the content, except for non-interactive <a href="#">synchronized media</a> and <a href="#">real-time events</a>. <b>(Level AAA)</b></p>	<p><b>Not Applicable (N/A)</b></p>
<p><b>Interruptions:</b> <a href="#">2.2.4</a> Interruptions can be postponed or suppressed by the user, except interruptions involving an <a href="#">emergency</a>. <b>(Level AAA)</b></p>	<p><b>Not Applicable (N/A)</b></p>
<p><b>Re-authenticating:</b> <a href="#">2.2.5</a> When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating. <b>(Level AAA)</b></p>	<p><b>Not Applicable (N/A)</b></p>
<p><b>Three Flashes or Below Threshold:</b> <a href="#">2.3.1 Web pages</a> do not contain anything that flashes more than three times in any one second period, or the <a href="#">flash</a> is below the <a href="#">general flash and red flash thresholds</a>.</p>	<p><b>Not Applicable (N/A)</b></p>



<p><b>Note:</b> Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion.</p> <p><b>(Level A)</b></p>	
<p><b>Three Flashes:</b>  <a href="#">2.3.2 Web pages</a> do not contain anything that <a href="#">flashes</a> more than three times in any one-second period.</p> <p><b>(Level AAA)</b></p>	<p><b>Not Applicable (N/A)</b></p>
<p><b>Bypass Blocks:</b>  <a href="#">2.4.1</a> A <a href="#">mechanism</a> is available to bypass blocks of content that are repeated on multiple <a href="#">Web pages</a>.</p> <p><b>(Level A)</b></p>	<p><b>Not Applicable (N/A)</b></p>
<p><b>Page Titled:</b>  <a href="#">2.4.2 Web pages</a> have titles that describe topic or purpose.</p> <p><b>(Level A)</b></p>	<p><b>Pass (P)</b></p>
<p><b>Focus Order:</b>  <a href="#">2.4.3</a> If a <a href="#">Web page</a> can be <a href="#">navigated sequentially</a> and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p> <p><b>(Level A)</b></p>	<p><b>Pass (P)</b></p>
<p><b>Link Purpose (In Context):</b>  <a href="#">2.4.4</a> The <a href="#">purpose of each link</a> can be determined from the link text alone or from the link text together with its <a href="#">programmatically determined link context</a>, except where the purpose of the link would be <a href="#">ambiguous to users in general</a>.</p> <p><b>(Level A)</b></p>	<p><b>Pass (P)</b></p>
<p><b>Multiple Ways:</b>  <a href="#">2.4.5</a> More than one way is available to locate a <a href="#">Web page</a> within a <a href="#">set of Web pages</a> except where the Web Page is the result of, or a step in, a <a href="#">process</a>.</p> <p><b>(Level AA)</b></p>	<p><b>Not Applicable (N/A)</b></p>



<p><b>Headings and Labels:</b>  <a href="#">2.4.6</a> Headings and <a href="#">labels</a> describe topic or purpose.  (Level AA)</p>	Pass (P)
<p><b>Focus Visible:</b>  <a href="#">2.4.7</a> Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.  (Level AA)</p>	Pass (P)
<p><b>Location:</b>  <a href="#">2.4.8</a> Information about the user's location within a <a href="#">set of Web pages</a> is available.  (Level AAA)</p>	Fail (L)
<p><b>Link Purpose (Link Only):</b>  <a href="#">2.4.9</a> A <a href="#">mechanism</a> is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be <a href="#">ambiguous to users in general</a>.  (Level AAA)</p>	Pass (P)
<p><b>Section Headings:</b>  <a href="#">2.4.10 Section</a> headings are used to organize the content.</p> <p><b>Note 1:</b> "Heading" is used in its general sense and includes titles and other ways to add a heading to different types of content.</p> <p><b>Note 2:</b> This success criterion covers sections within writing, not <a href="#">user interface components</a>. User Interface components are covered under <a href="#">Success Criterion 4.1.2</a>.  (Level AAA)</p>	Pass (P)



<b>Principle 3: Understandable – Information and the operation of user interface must be understandable.</b>	
<p><b>Language of Page:</b>  <a href="#">3.1.1</a> The default <a href="#">human language</a> of each <a href="#">Web page</a> can be <a href="#">programmatically determined</a>.            (Level A)</p>	Pass (P)
<p><b>Language of Parts:</b>  <a href="#">3.1.2</a> The <a href="#">human language</a> of each passage or phrase in the content can be <a href="#">programmatically determined</a> except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.            (Level AA)</p>	Not Applicable (N/A)
<p><b>Unusual Words:</b>  <a href="#">3.1.3</a> A <a href="#">mechanism</a> is available for identifying specific definitions of words or phrases <a href="#">used in an unusual or restricted way</a>, including <a href="#">idioms</a> and <a href="#">jargon</a>.            (Level AAA)</p>	Not Applicable (N/A)
<p><b>Abbreviations:</b>  <a href="#">3.1.4</a> A <a href="#">mechanism</a> for identifying the expanded form or meaning of <a href="#">abbreviations</a> is available.            (Level AAA)</p>	Not Applicable (N/A)
<p><b>Reading Level:</b>  <a href="#">3.1.5</a> When text requires reading ability more advanced than the <a href="#">lower secondary education level</a> after removal of proper names and titles, <a href="#">supplemental content</a>, or a version that does not require reading ability more advanced than the lower secondary education level, is available.            (Level AAA)</p>	Not Applicable (N/A)
<p><b>Pronunciation:</b>  <a href="#">3.1.6</a> A <a href="#">mechanism</a> is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation.            (Level AAA)</p>	Not Applicable (N/A)



<p><b>On Focus:</b>  <a href="#">3.2.1</a> When any component receives focus, it does not initiate a <a href="#">change of context</a>.  (Level A)</p>	Pass (P)
<p><b>On Input:</b>  <a href="#">3.2.2</a> Changing the setting of any <a href="#">user interface component</a> does not automatically cause a <a href="#">change of context</a> unless the user has been advised of the behaviour before using the component.  (Level A)</p>	Pass (P)
<p><b>Consistent Navigation:</b>  <a href="#">3.2.3</a> Navigational mechanisms that are repeated on multiple <a href="#">Web pages</a> within a <a href="#">set of Web pages</a> occur in the <a href="#">same relative order</a> each time they are repeated, unless a change is initiated by the user.  (Level AA)</p>	Not Applicable (N/A)
<p><b>Consistent Identification:</b>  <a href="#">3.2.4</a> Components that have the <a href="#">same functionality</a> within a set of <a href="#">Web pages</a> are identified consistently.  (Level AA)</p>	Pass (P)
<p><b>Change on Request:</b>  <a href="#">3.2.5</a> <a href="#">Changes of context</a> are initiated only by user request or a <a href="#">mechanism</a> is available to turn off such changes.  (Level AAA)</p>	Not Applicable (N/A)
<p><b>Error Identification:</b>  <a href="#">3.3.1</a> If an <a href="#">input error</a> is automatically detected, the item that is in error is identified and the error is described to the user in text.  (Level A)</p>	Not Applicable (N/A)
<p><b>Labels or Instructions:</b>  <a href="#">3.3.2</a> <a href="#">Labels</a> or instructions are provided when content requires user input.  (Level A)</p>	Pass (P)
<p><b>Error Suggestion:</b>  <a href="#">3.3.3</a> If an <a href="#">input error</a> is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.</p>	Not Applicable (N/A)



(Level AA)	
<p><b>Error Prevention (Legal, Financial, Data):</b>  <b>3.3.4</b> For <a href="#">Web pages</a> that cause <a href="#">legal commitments</a> or financial transactions for the user to occur, that modify or delete <a href="#">user-controllable</a> data in data storage systems, or that submit user test responses, at least one of the following is true:</p> <ol style="list-style-type: none"> <li>1. Reversible: Submissions are reversible.</li> <li>2. Checked: Data entered by the user is checked for <a href="#">input errors</a> and the user is provided an opportunity to correct them.</li> <li>3. Confirmed: A <a href="#">mechanism</a> is available for reviewing, confirming, and correcting information before finalizing the submission.</li> </ol> <p>(Level AA)</p>	<p><b>Not Applicable (N/A)</b></p>
<p><b>Help 3.3.5</b> <a href="#">Context-sensitive help</a> is available.</p> <ul style="list-style-type: none"> <li>• Provide instructions and cues in context to help inform completion and submission.</li> </ul> <p>(Level AAA)</p>	<p><b>Not Applicable (N/A)</b></p>
<p><b>Error Prevention (All):</b>  <b>3.3.6</b> For <a href="#">Web pages</a> that require the user to submit information, at least one of the following is true:</p> <p><b>Reversible:</b> Submissions are reversible.  <b>Checked:</b> Data entered by the user is checked for <a href="#">input errors</a> and the user is provided an opportunity to correct them.  <b>Confirmed:</b> A <a href="#">mechanism</a> is available for reviewing, confirming, and correcting information before finalizing the submission.</p> <p>(Level AAA)</p>	<p><b>Not Applicable (N/A)</b></p>



<b>Principle 4: Robust – Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies</b>	
<p><b>Parsing:</b></p> <p><a href="#">4.1.1</a> In content implemented using mark-up languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.</p> <p><b>Note:</b> Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete. (Level A)</p>	<p>Pass (P)</p>
<p><b>Name, Role, Value:</b></p> <p><a href="#">4.1.2</a> For all <a href="#">user interface components</a> (including but not limited to: form elements, links and components generated by scripts), the <a href="#">name</a> and <a href="#">role</a> can be <a href="#">programmatically determined</a>; states, properties, and values that can be set by the user can be <a href="#">programmatically set</a>; and notification of changes to these items is available to <a href="#">user agents</a>, including <a href="#">assistive technologies</a>.</p> <p><b>Note:</b> This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification. (Level A)</p>	<p>Pass (P)</p>



## Appendix IV

### The Process

The web product is measured against the Web Accessibility Initiative's (WAI) Web Content Accessibility Guidelines 2.0 (WCAG 2.0) to give an accurate feedback on any non-compliant issues. To attain our standard accreditation all A and AA criteria must be achieved.

To give a more accurate review of the web site the DAC team employ two differing testing processes.

The first is a manual technical audit using automated tools and the second a dedicated team of user testers with differing disabilities test using a range of adaptive technologies. The findings of both testing teams are then combined to give the client far more accurate feedback on the web site.

By using the testing team in conjunction with an automated procedure a more accurate set of results are made available.

This report combines technical auditing with disabled user feedback. The test does not list each specific area that requires change, but highlights patterns of problems where they exist. Each section of the report includes a qualifying statement of pass, fail or recommendation to help developers quickly identify which parts of the site need the most urgent attention.

### DAC Testing Procedure

The Web site is tested by a team of experienced Web auditors, many of who are disabled individuals and users of adaptive technology. The combination of subjective pan-disability user feedback and comprehensive technical auditing allows us to measure how the website performs technically and practically, thereby offering an essential added dimension to our test results that other methods of testing cannot provide.

### User Testing

Manual accessibility checking was conducted by a team of disabled individuals, using a range of adaptive technologies (hardware and software designed to facilitate the use of computers by people with disabilities). This may include:

**NVDA:** a screen reader and application used by those who are blind.



**ZoomText:** a magnification application used by those with low vision.

**JAWS:** a screen reader used by blind people to access Web pages.

**Dragon Naturally Speaking:** voice activated software used by those that do not use a conventional input device such as a keyboard or mouse.

**Switch Access:** used by those with severe mobility impairments to input commands to a computer.

**Keyboard Only:** some users with mobility impairments have difficulty making precise movements required by pointing devices such as a mouse; therefore, a keyboard is used as the exclusive input device.

**Readability:** Manual checks were made to assess the suitability of a Web page for those with colour blindness and dyslexia.

**Deaf/Hard of hearing:** Manual checks were made to assess the suitability of a web page for those with hearing impairments.

**Learning difficulties:** Manual checks were made to assess the suitability of a web page for those with learning difficulties.

## Technical Auditing

Technical auditing involves the experienced application of a number of technical auditing and standards compliance assessment tools. This combined with an extensive knowledge of WCAG, its application and wider global practice provides the DAC service with further credibility and quality.



## CRITERIA

### Pass

This means that for this section of the report, the website meets the expectations of the testing team and that there were no major issues encountered that would significantly affect their browsing experience.

### Fail

Sites that have one or more issues will have a fail flagged for that section. There will be a list of actions that the developers need to address to make sure that the site meets the expectations of the DAC testing team.

### Not Applicable

The technology or criteria measured against is not present on the site.

## Appendix V

### Retest

Issue ID	Date fixed	Checked By	Additional Notes
DAC_TECH_Colour_01	26/07/18	Dan Jolley	Fixed
DAC_TECH_Colour_02	26/07/18	Dan Jolley	Fixed
DAC-USER-CBDX-T1-02	26/07/18	Dan Jolley	Fixed
DAC-USER-CBDX-T1-03	26/07/18	Dan Jolley	Fixed
DAC_TECH_Compatibility_01	26/07/18	Dan Jolley	Fixed
DAC_TECH_Layout_01	26/07/18	Dan Jolley	Fixed
DAC-USER-COG-T1-03	26/07/18	Dan Jolley	Fixed
DAC_TECH_Navigation_02	26/07/18	Dan Jolley	Fixed
DAC_TECH_Navigation_03	26/07/18	Dan Jolley	Fixed
DAC_TECH_Links_01	26/07/18	Dan Jolley	Fixed
DAC-USER-SRJAWSCM-T1-05	26/07/18	Dan Jolley	Fixed
DAC_TECH_Forms_01	26/07/18	Dan Jolley	Fixed
DAC_TECH_Forms_03	26/07/18	Dan Jolley	Fixed



<b>DAC-USER-SRJAWS-T1-04</b>	26/07/18	Dan Jolley	Fixed
<b>DAC_TECH_Forms_04</b>	26/07/18	Dan Jolley	Fixed
<b>DAC-USER-SRJAWSCM-T1-03</b>	26/07/18	Dan Jolley	Fixed
<b>DAC_TECH_Structure_01</b>	26/07/18	Dan Jolley	Fixed
<b>DAC-USER-SRJAWSCM-T1-02</b>	26/07/18	Dan Jolley	Fixed
<b>DAC_TECH_CSS</b>	26/07/18	Dan Jolley	Fixed
<b>DAC_TECH_Structure_02</b>	26/07/18	Dan Jolley	Fixed, but other issues caused by fix
<b>DAC-USER-SRJAWSCM-T1-06</b>	26/07/18	Dan Jolley	Fixed, but other issues caused by fix
<b>Issue ID: DAC_TECH_Retest_Headings01</b>	03/01/19	Tom Nasmyth-Shaw	This has been fixed, however, an additional heading structure issue has been identified.
<b>Issue ID: DAC_TECH_Forms_02  Issue ID: DAC-USER-SRJAWSCM-T1-07</b>	03/01/19	Tom Nasmyth-Shaw	Fixed.
<b>Issue ID: DAC-USER-LV-AW-T1-14</b>	03/01/19	Tom Nasmyth-Shaw	Fixed
<b>Issue ID: DAC_TECH_Audio&amp;Video_03  Issue ID: DAC-USER-SRJAWSCM-T1-01</b>	03/01/19	Tom Nasmyth-Shaw	The videos no longer play automatically when the course has been selected.
<b>Issue ID: DAC_TECH_Audio&amp;Video_01</b>	10/01/19	Tom Nasmyth-Shaw	CC are available.
<b>Issue ID: DAC_TECH_Audio&amp;Video_02</b>	10/01/19	Tom Nasmyth-Shaw	N/A





