Digital Accessibility Centre

Accessibility Retest Report for CyberU

Company	CyberU
Date	26th May 2021
DAC Ref.	000068
Version	V 2.0 Retest
Standard	WCAG 2.1

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Document Control

Site/product/app name:	https://www.cyberu.com/course/how-to-build-a-cyberu-course
Client:	CyberU
Project lead:	Robbie Roach
User Testing lead/support:	Mark Lane
Technical Auditing Retest Report Author:	Sarah Parry
Quality checked by:	Deborah Roberts & Georgina Williams
Address:	Digital Accessibility Centre Stephen Lloyd Suite (Unit 18) Darcy Business Park Llandarcy Neath SA10 6FG
Contact details:	Gavin.evans@digitalaccessibilitycentre.org 079366 85804 Cam.nicholl@digitalaccessibilitycentre.org 07597 690358
Phone:	01792 815267
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Executive Summary

An accessibility audit for **CyberU** was carried out by the Digital Accessibility Centre (DAC) user/ technical team on **4th June 2020**.

The CyberU – How to create a CyberU course service was assessed against the Web Content Accessibility Guidelines WCAG 2.1.

The site was subsequently retested on **13th April 2021**, and this document incorporates the findings regarding any accessibility barriers identified.

A large number of issues were found to be resolved.

Audit Summary

In order for the website to be eligible for a Digital Accessibility Centre certification, and fall in line with WCAG 2.1 requirements, improvements need to be made in the following areas.

A

N/A

AA

N/A

AAA

Section Headings (AAA)

Scope

Exact Task and/ or URLs are listed below along with the specific browser and AT set.
URL: https://www.cyberu.com/course/how-to-build-a-cyberu-course

See Appendix I for a full list of tasks and instructions

Browser matrix and Assistive Technology (AT) combinations

Desktop

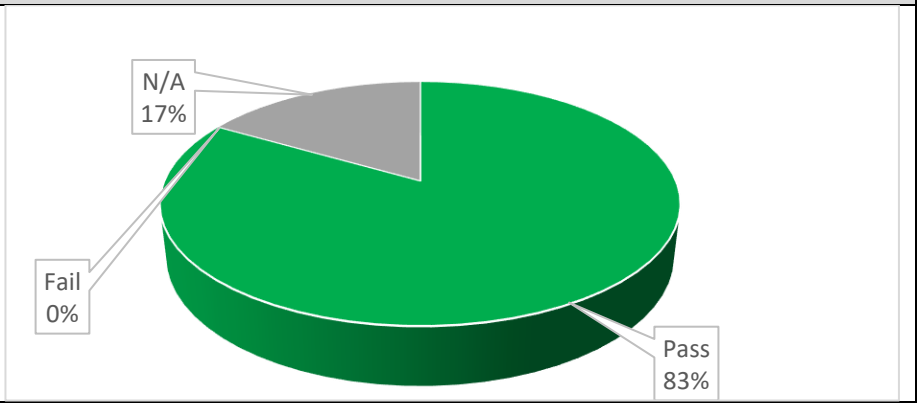
User type	Code	Operating System (OS)	Browser	Assistive Technology
Blind	SR	Windows	IE11	JAWS 18 and 2019
			Firefox	NVDA
		MAC	Safari	VoiceOver
Mobility (iii)	VA	Windows	IE11	Dragon Voice Activation V15
Mobility (iii)	KO	Windows	Chrome	Keyboard
			IE11	Keyboard
Deaf (i)	D	Windows	Firefox	-
Colour blind (ii)	CB	Windows	Chrome	System inverted colours
Dyslexia (ii)	DX	Windows	Chrome	-
Low Vision	LV	Windows	IE11	Screen Magnification
Asperger's (i)	A	Windows	Firefox	-
Cognitive Impaired/ Panic/Anxiety	Cog	Windows	IE11	-

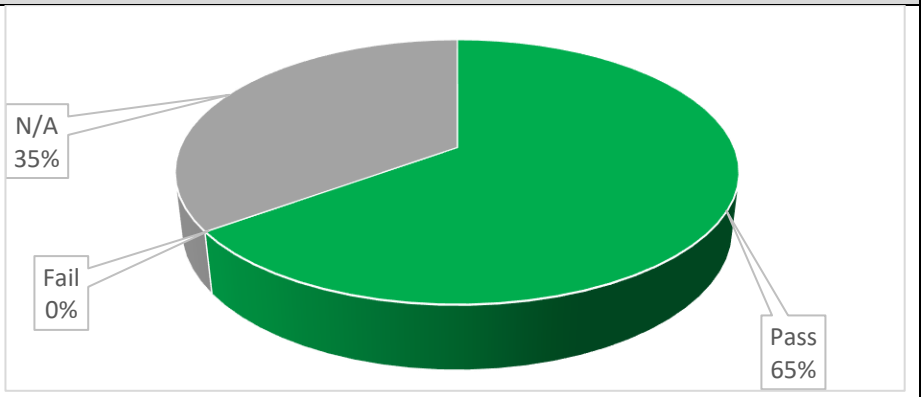
Mobile/ Tablet

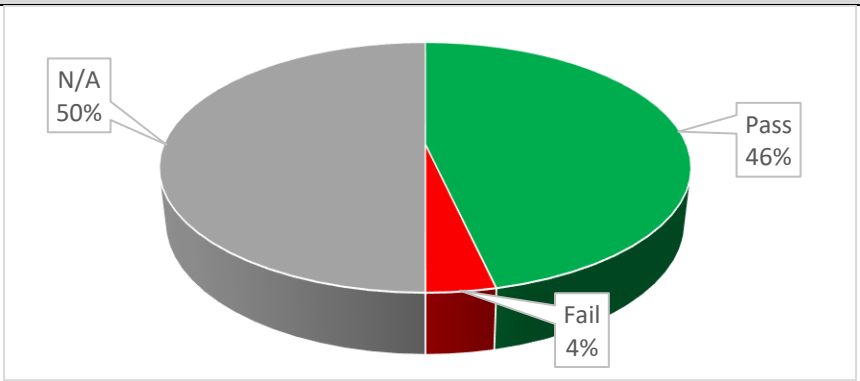
User type	Code	Operating System (OS)	Browser	Assistive Technology
Blind	SR	iOS	Safari	VoiceOver
		Android	Firefox	TalkBack
Mobility	KO	iOS	Safari	-
Mobility	KO	Android	Android Browser	-
Deaf	D	Android/iOS	Android browser/safari	
Colour blind/Dyslexia	CB/DX	Android/iOS	Android browser/safari	System inverted colours/ colour blind checks
Low Vision	LV	Android/iOS	Android browser/safari	Screen Magnification/Resizing content

Summary Graphs

The graphs below detail the number of checkpoints that passed, failed or were not applicable to the website.
Please refer to the Classification of Accessibility Issues for more information.

A		
Priority Level Checkpoints A	**Number**	**Percentage**
Number of checkpoints 'Passed'	25 (83%)	
Number of checkpoints 'Failed'	0 (0%)	
Number of checkpoints 'Not Applicable (N/A)'	5 (17%)	

AA		
Priority Level Checkpoints AA	**Number**	**Percentage**
Number of checkpoints 'Passed'	13 (65%)	
Number of checkpoints 'Failed'	0 (0%)	
Number of checkpoints 'Not Applicable (N/A)'	7 (35%)	

AAA		
Priority Level Checkpoints AAA	**Number**	**Percentage**
Number of checkpoints 'Passed'	13 (46%)	
Number of checkpoints 'Failed'	1 (4%)	
Number of checkpoints 'Not Applicable (N/A)'	14 (50%)	

Audit Results

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

Each area contains a reference to the WCAG success criteria, a brief overview of the issue encountered, a description of issues found along with user testing commentaries and solutions.

Section Headings (AAA)

Section headings were not used to organise the content.

WCAG Reference:

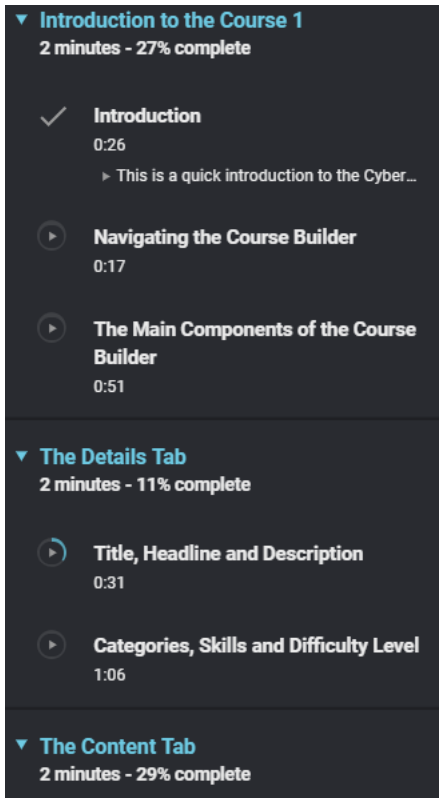
2.4.10 Section Headings (Level AAA)

Understanding Section Headings | How to Meet Section Headings

Issue ID: DAC_Section_Headings_01

URL: https://www.cyberu.com/course-player/57b378c74aa569000127a154/r/12

Screen Shot:



Although text was visually styled to introduce content, it was not marked-up as a heading to programmatically determine relationships within the content.

Code Ref(s): #\35 9644f3b75f64d4ebf01b716 > button

```
<button tabindex="0" class="chapter__button chapter__button--chapter-title
 chapter__button--chapter-active" aria-label="
   Expand/Collapse Chapter 1: Introduction to the Course 1.
   Includes 3 lessons. 2 minutes - 100% complete
   " aria-expanded="true">
   Introduction to the Course 1
   <span class="chapter__arrow chapter__arrow--show-chapter">
      <span class="i chapter__arrow__icon i--aqua">
         <span class="i__mod">
            <div class="i__icon i__icon--play3">
               <svg focusable="false" viewBox="0 0 32 32">
                  <path d="M6 4l20 12L6 28z"></path>
               </svg>
            </div>
         </span>
      </span>
   </span>
   <div class="chapter__duration">2 minutes - 100% complete</div>
</button>
```

Solution:

Where it is logical, it is useful to implement section headings as screen reader users are able to filter the page by headings and navigate directly to the content they require. For more information, please visit WAI-ARIA Authoring Practices 1.1: Accordion Example and Accordion Design Pattern in WAI-ARIA Authoring Practices 1.1.

Example:

```
<h1 class="side-nav-header__title side-nav-header__text">How
 to Build a CyberU Course</h1>
<nav id="PlayerSideNav" role="navigation" aria-labelledby="CourseHeader"
class="player-nav dark-theme">
   […]
   <h2 id="CourseHeader" class="side-nav-header__title side-nav-header__text">
    Chapter Menu </h2>
   […]
   <h3 class="show-for-sr">
      <button tabindex="0" class="chapter__button chapter__button--chapter-title
       chapter__button--chapter-active" aria-expanded="true">
       Chapter 1: Introduction to the Course 1</button>
   </h3>
   […]
</nav>
```

End of Report

Appendix I

Journeys

Task 1 - Sign up (Out of Scope)

https://www.cyberu.com/

Step 1 - Click Login button.

Step 2 - Click Sign up Tab and Signup with your works email.

Step 3 - Enter information for First name, Last name, Password, confirm new password, Click I agree to CyberU… and Click Sign up

Step 4 - A confirmation email will be sent to you and you will be required to sign in.

Task 2 - Course

https://www.cyberu.com/course/how-to-build-a-cyberu-course

Step 1 - Click the START LEARNING button

Step 2 - Click the new START LEARNING button on the layer

Step 3 - Select How to Build a CyberU Course

Step 4 - After that, you should be all set to launch the course player.

This course contains all of the necessary elements that we would 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
Pass (P)	The site meets the requirements of the checkpoint.
Fail (L) Low Priority	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 2.1
Fail (M) Medium Priority	The site fails to meet the requirements against AA criteria measured against WCAG 2.1
Fail (H) High Priority	The site fails to meet the requirements against A criteria measured against WCAG 2.1 and more severe accessibility issues were identified.
Not Applicable (N/A)	No content was found on the site to which the checkpoint would relate.

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

Audio Description (Pre-recorded): 1.2.5 Audio description is provided for all pre-recorded video content in synchronized media. (**Level AA**)	**Pass (P)**
Sign Language (Pre-recorded): 1.2.6 Sign language interpretation is provided for all pre-recorded audio content in synchronized media. (**Level AAA**)	**Pass (P)**
Extended Audio Description (Pre-recorded): 1.2.7 Where pauses in foreground audio are insufficient to allow audio descriptions to convey the sense of the video, extended audio description is provided for all pre-recorded video content in synchronized media. (**Level AAA)**	**Not Applicable (N/A)**
Media Alternative (Pre-recorded): 1.2.8 An alternative for time-based media is provided for all pre-recorded synchronized media and for all pre-recorded video-only media. (**Level AAA**)	**Pass (P)**
Audio-only (Live): 1.2.9 An alternative for time-based media that presents equivalent information for live audio-only content is provided. (**Level AAA**)	**Not Applicable (N/A)**
Info and Relationships: 1.3.1 Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (**Level A**)	**Pass (P)**
Meaningful Sequence: 1.3.2 When the sequence in which content is presented affects it's meaning, a correct reading sequence can be programmatically determined. (**Level A**)	**Pass (P)**
Sensory Characteristics: 1.3.3 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. (**Level A**)	**Pass (P)**

Orientation : (WCAG 2.1) 1.3.4 Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential. **NOTE:** Examples where a particular display orientation may be essential are a bank check, a piano application, slides for a projector or television, or virtual reality content where binary display orientation is not applicable. **(Level AA)**	**Pass (P)**
Identify Input Purpose: (WCAG 2.1) 1.3.5 The purpose of each input field collecting information about the user can be programmatically determined when : • The input field serves a purpose identified in the Input Purposes for User Interface Components section; and • The content is implemented using technologies with support for identifying the expected meaning for form input data. **(Level AA)**	**Pass (P)**
Identify Purpose: (WCAG 2.1) **1.3.6** In content implemented using mark-up languages, the purpose of User Interface Components, icons, and regions can be programmatically determined. **(Level AAA)**	**Pass (P)**
Use of Colour: 1.4.1 Colour is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. (**Level A**)	**Pass (P)**
Audio Control: 1.4.2 If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. (**Level A**)	**Pass (P)**

Contrast (Minimum): 1.4.3 The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. (**Level AA**)	**Pass (P)**
Resize text: 1.4.4 Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. (**Level AA**)	**Pass (P)**
Images of Text: 1.4.5 If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: Understanding Success Criterion 1.4.5 • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed. **Note**: Logotypes (text that is part of a logo or brand name) are considered essential. (**Level AA**)	**Pass (P)**
Contrast (Enhanced): 1.4.6 The visual presentation of text and images of text has a contrast ratio of at least 7:1, except for the following:	**Pass (P)**

Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 4.5:1; Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. (**Level AAA**)	
Low or No Background Audio: 1.4.7 For pre-recorded audio-only content that (1) contains primarily speech in the foreground, (2) is not an audio CAPTCHA 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: Understanding Success Criterion 1.4.7 • No Background: The audio does not contain background sounds. • Turn Off: The background sounds can be turned off. • 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. **Note***:* Per the definition of "decibel," background sound that meets this requirement will be approximately four times quieter than the foreground speech content. (**Level AAA**)	**Pass (P)**
Visual Presentation: 1.4.8 For the visual presentation of blocks of text, a mechanism is available to achieve the following: Understanding Success Criterion 1.4.8 1. Foreground and background colours can be selected by the user. 2. Width is no more than 80 characters or glyphs (40 if CJK). 3. Text is not justified (aligned to both the left and the right margins). 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.	**Not Applicable (N/A)**

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 on a full-screen window. (**Level AAA**)	
Images of Text (No Exception): 1.4.9 Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed. **Note:** Logotypes (text that is part of a logo or brand name) are considered essential. (**Level AAA**)	**Pass (P)**
Reflow: (WCAG 2.1) **1.4.10** Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for : • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels. Except for parts of the content which require two-dimensional layout for usage or meaning. **Note**: 320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For web content which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024px at 400% zoom. **Note:** Examples of content which require two-dimensional layout are images, maps, diagrams, video, games, presentations, data tables, and interfaces where it is necessary to keep toolbars in view while manipulating content. **(Level AA)**	**Pass (P)**
Non-text Contrast (WCAG 2.1) **1.4.11** The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s): **User Interface Components** Visual information required to identify user interface components and states, except for inactive components or where the	**Pass (P)**

appearance of the component is determined by the user agent and not modified by the author; **Graphical Objects** Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed. **(Level AA)**	
Text Spacing (WCAG 2.1) **1.4.12** presentation of graphics is essential to the information being conveyed. In content implemented using mark-up languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property: • Line height (line spacing) to at least 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size. Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script. **(Level AA)**	**Pass (P)**
Content on Hover or Focus (WCAG 2.1) **1.4.13** Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: **Dismissible** A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content; **Hoverable** If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing; Persistent	**Pass (P)**

The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid. Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author. **Note** Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML title attribute. **Note** Custom tooltips, sub-menus, and other nonmodal popups that display on hover and focus are examples of additional content covered by this criterion. **(Level AA)**	

Principle 2: Operable – User interface components and navigation must be operable.	
Keyboard: 2.1.1 All functionality of the content is operable through a keyboard interface 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. **Note 1:** 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. **Note 2:** This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation. **(Level A)**	**Pass (P)**
No Keyboard Trap: 2.1.2 If keyboard focus can be moved to a component of the page using a keyboard interface, 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. **Note:** 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. **(Level A)**	**Pass (P)**
Keyboard (No Exception): 2.1.3 All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. (**Level AAA**)	**Pass (P)**
Character Key Shortcuts (WCAG 2.1): 2.1.4 If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:	**Not Applicable (N/A)**

Turn off A mechanism is available to turn the shortcut off; **Remap** A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc); **Active only on focus** The keyboard shortcut for a user interface component is only active when that component has focus. **(Level A)**	
Timing Adjustable: 2.2.1 For each time limit that is set by the content, at least one of the following is true: **Turn off:** The user is allowed to turn off the time limit before encountering it; or **Adjust:** 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 **Extend:** 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 **Real-time Exception:** 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 Essential Exception: The time limit is essential and extending it would invalidate the activity; or **20 Hour Exception:** The time limit is longer than 20 hours. **Note:** 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 Success Criterion 3.2.1, which puts limits on changes of content or context as a result of user action. (**Level A**)	**Not Applicable (N/A)**

Pause, Stop, Hide: 2.2.2 **For moving, blinking, scrolling, or auto-updating information, all of the following are true:** Understanding Success Criterion 2.2.2 **Moving, blinking, scrolling**: 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 pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and **Auto-updating:** 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. **Note 1:** For requirements related to flickering or flashing content, refer to Guideline 2.3. **Note 2:** 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. **Note 3:** 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. **Note 4:** 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. **(Level A)**	**Not Applicable (N/A)**
No Timing: 2.2.3 Timing is not an essential part of the event or activity presented by the content, except for non-interactive synchronized media and real-time events. **(Level AAA)**	**Pass (P)**

Interruptions: 2.2.4 Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency. (**Level AAA**)	**Not Applicable (N/A)**
Re-authenticating: 2.2.5 When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating. (**Level AAA**)	**Not Applicable (N/A)**
Timeouts (WCAG 2.1): **2.2.6** Users are warned of the duration of any user inactivity that could cause data loss, unless the data is preserved for more than 20 hours when the user does not take any actions. **Note** Privacy regulations may require explicit user consent before user identification has been authenticated and before user data is preserved. In cases where the user is a minor, explicit consent may not be solicited in most jurisdictions, countries or regions. Consultation with privacy professionals and legal counsel is advised when considering data preservation as an approach to satisfy this success criterion. **(Level AAA)**	**Not Applicable (N/A)**
Three Flashes or Below Threshold: 2.3.1 Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. **Note:** 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. (**Level A**)	**Pass (P)**
Three Flashes: 2.3.2 Web pages do not contain anything that flashes more than three times in any one-second period. (**Level AAA**)	**Pass (P)**

Animation from Interactions (WCAG 2.1): 2.3.3 Motion animation triggered by interaction can be disabled, unless the animation is essential to the functionality or the information being conveyed. **(Level AAA)**	**Not Applicable (N/A)**
Bypass Blocks: 2.4.1 A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. (**Level A**)	**Pass (P)**
Page Titled: 2.4.2 Web pages have titles that describe topic or purpose. (**Level A**)	**Pass (P)**
Focus Order: 2.4.3 If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. (**Level A**)	**Pass (P)**
Link Purpose (In Context): 2.4.4 The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (**Level A**)	**Pass (P)**
Multiple Ways: 2.4.5 More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. (**Level AA**)	**Not Applicable (N/A)**
Headings and Labels: 2.4.6 Headings and labels describe topic or purpose. (**Level AA**)	**Pass (P)**
Focus Visible: 2.4.7 Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. (**Level AA**)	**Pass (P)**

Location: 2.4.8 Information about the user's location within a set of Web pages is available. (**Level AAA**)	**Not Applicable (N/A)**
Link Purpose (Link Only): 2.4.9 A mechanism 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 ambiguous to users in general. (**Level AAA**)	**Pass (P)**
Section Headings: 2.4.10 Section headings are used to organize the content. **Note 1:** "Heading" is used in its general sense and includes titles and other ways to add a heading to different types of content. **Note 2:** This success criterion covers sections within writing, not user interface components. User Interface components are covered under Success Criterion 4.1.2. (**Level AAA**)	**Fail (L)**
Pointer Gestures (WCAG 2.1) : **2.5.1** All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential. **Note** This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology). **(Level A)**	**Not Applicable (N/A)**
Pointer Cancellation (WCAG 2.1): 2.5.2 For functionality that can be operated using a single pointer, at least one of the following is true: **No Down-Event** The down-event of the pointer is not used to execute any part of the function;	**Pass (P)**

Abort or Undo Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion; **Up Reversal** The up-event reverses any outcome of the preceding down-event; **Essential** Completing the function on the down-event is essential. **Note** Functions that emulate a keyboard or numeric keypad key press are considered essential. **Note** This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology). **(Level A)**	
Label in Name (WCAG 2.1): **2.5.3** For user interface components with labels that include text or images of text, the name contains the text that is presented visually. **Note** A best practice is to have the text of the label at the start of the name. **(Level A)**	**Pass (P)**
Motion Actuation (WCAG 2.1): **2.5.4** Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: **Supported Interface** The motion is used to operate functionality through an accessibility supported interface; **Essential** The motion is essential for the function and doing so would invalidate the activity. **(Level A)**	**Not Applicable (N/A)**

Target Size (WCAG 2.1): **2.5.5** The size of the target for pointer inputs is at least 44 by 44 CSS pixels except when: **Equivalent** The target is available through an equivalent link or control on the same page that is at least 44 by 44 CSS pixels; **Inline** The target is in a sentence or block of text; **User Agent Control** The size of the target is determined by the user agent and is not modified by the author; **Essential** A particular presentation of the target is essential to the information being conveyed. **(Level AAA)**	**Pass (P)**
Concurrent Input Mechanisms (WCAG 2.1): **2.5.6** Web content does not restrict use of input modalities available on a platform except where the restriction is essential, required to ensure the security of the content, or required to respect user settings. **(Level AAA)**	**Pass (P)**

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

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

Error Prevention (Legal, Financial, Data): 3.3.4 For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: 1. Reversible: Submissions are reversible. 2. Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. 3. Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. (**Level AA**)	**Not Applicable (N/A)**
Help 3.3.5 Context-sensitive help is available. • Provide instructions and cues in context to help inform completion and submission. (**Level AAA**)	**Not Applicable (N/A)**
Error Prevention (All): 3.3.6 For Web pages that require the user to submit information, at least one of the following is true: **Reversible:** Submissions are reversible. **Checked:** Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. **Confirmed:** A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. (**Level AAA**)	**Not Applicable (N/A)**

Principle 4: Robust – Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.	
Parsing: 4.1.1 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. **Note:** 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**)	**Pass (P)**
Name, Role, Value: 4.1.2 For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. **Note:** 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**)	**Pass (P)**
Status Messages (WCAG 2.1) **4.1.3** In content implemented using mark-up languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus. **(Level AA)**	**Pass (P)**

Appendix III

The Process

The website is measured against the Web Accessibility Initiative's (WAI) Web Content Accessibility Guidelines 2.1 (WCAG 2.1) 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 website 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 website.

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 website need the most urgent attention.

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

Websites 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 website meets the expectations of the DAC testing team.

Not Applicable

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

DAC Testing Procedure

The website is tested by a team of experienced 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 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 page for those with colour blindness and dyslexia.

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

Learning difficulties: Manual checks were made to assess the suitability of a 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 website with further credibility and quality.

Appendix IV

Retest resolved issues

Issue ID	Date fixed	Checked By	Additional Notes
DAC_Focus_Order_01	11/11/2020	SP	
DAC_Focus_Order_02	11/11/2020	SP	
DAC_Focus_Order_03	23/09/2020	SP	
DAC_Hidden_Legend_01	11/11/2020	SP	New related issue DAC_Focus_Order_05
DAC_Checkbox_01	11/11/2020	SP	New related issue DAC_Checkboxs_01
DAC_Ambiguous_Label_01	11/11/2020	SP	
DAC_Ambiguous_Label_02	11/11/2020	SP	
DAC_Low_Text_Contrast_01	23/09/2020	SP	
DAC_Low_Text_Contrast_02	23/09/2020	SP	
DAC_Tooltip_01	11/11/2020	SP	New related issue DAC_Button_Role_01
DAC_Focus_Order_03	11/11/2020	SP	New related issue DAC_Button_Role_02
DAC_Focus_Order_04	11/11/2020	SP	
DAC_Button_Role_01	16/03/2021	SP	
DAC_Button_Role_02	16/03/2021	SP	This button is still encountered with screen reading software, but it is now relayed as 'unavailable'.
DAC_Missing_Parent_Role_02	16/03/2021	SP	
DAC_Focus_Order_05	16/03/2021	SP	
DAC_Content_Hidden_from_Assitive_Technology_01	16/03/2021	SP	New related issue DAC_Label_in_Name_01
DAC_Content_Hidden_from_Assistive_Technology_02	16/03/2021	SP	

DAC_Menu_Button_01	16/03/2021	SP	New related issue DAC_Bleedthrough_01
DAC_Character_Count_01	16/03/2021	SP	
DAC_Accessible_Name_01	16/03/2021	SP	
DAC_Skip_Link_01	16/03/2021	SP	
DAC_Missing_Parent_Role_01	16/03/2021	SP	New related issue DAC_Roles_01
DAC_Nontext_Content_01	-	-	Re-named DAC_Audio_Description_or_Media_Alternative_Prerecorded_01
DAC_Multiple_H1s_01	16/03/2021	SP	
DAC_Non-text_Contrast_01	16/03/2021	SP	
DAC_Ambiguous_Label_03	16/03/2021	SP	
DAC_Label_in_Name_01	16/03/2021	SP	
DAC_Roles_01	16/03/2021	SP	
DAC_Nontext_Content_02	16/03/2021	SP	
DAC_Audio_Description_or_Media_Alternative_Prerecorded_01	16/03/2021	SP	
DAC_Reflow_01	16/03/2021	SP	