SKILLS TO SUCCEED ACADEMY

Accessibility Guidance

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1. INTRODUCTION

The purpose of this guide is to inform Skills to Succeed Academy users about functionality that has been implemented to make the site accessible. Web accessibility means that websites, tools and technologies are designed and developed so that people with disabilities can use them. It allows all people to perceive, understand, navigate and interact with the web. Our goal is to make Skills to Succeed Academy content available and provide a positive user experience for people with all different backgrounds and abilities.

2. WEB CONTENT ACCESSIBILITY GUIDELINES

In our design, Skills to Succeed Academy aims to adhere as closely as possible to the Web Content Accessibility Guidelines (WCAG), published by the World Wide Web Consortium (W3C). These guidelines explain how to make Web content more accessible for people with disabilities. Conformance to these guidelines will help us provide a site that is more user friendly to everyone. For more information please visit the W3C website.

3. SUPPORTED DEVICES AND BROWSERS

This Accessibility Guidance provides information and tips for using Skills to Succeed Academy on a PC or tablet. You can access Skills to Succeed Academy from most devices, however we strongly recommend that you complete your training on a PC or tablet to get the best experience. The highly interactive content of Skills to Succeed Academy is better viewed on a larger screen, and our Activity Packs are easier to download and complete on a PC.

Learn It modules can be viewed on the following browsers:

- Windows: Internet Explorer 11, Google Chrome (latest version)
- Mac: Safari (latest version), Google Chrome (latest version), Firefox (latest version)

4. SCREEN READER SUPPORT

Skills to Succeed Academy is compatible with multiple screen readers. Learners can use NVDA, TalkBack, VoiceOver (macOS, iOS) and JAWS with our supported browsers on desktop.

While learners can still tab through the module player controls and menus as they always have, they can also take advantage of more screen reader navigation features.

Videos and buttons all have the relevant alternate text and are activated by pressing the Enter or Spacebar key on the element. Please note that purely decorative images/graphics throughout the Academy have been removed from the tab order or will not be visible to screen readers.

Skills to Succeed Academy Screen Reader compatibility:
- Windows: NVDA, JAWS 16 or later
- Mac: VoiceOver

5. SCREEN NAVIGATION

5.1 SCREEN READER USERS

Learners using a screen reader can use navigation keys (e.g., Down and Up arrows) to move through all text and interactive objects on the page, listening to each item along the way. Screen reader users can use Tab and Shift+Tab to jump from one interactive object to another, skipping text and images. Press the Enter or Spacebar key to activate an interactive object, such as a video or quiz radio button.

A screen reader will announce the title of each page and then wait for the learner to explore the content. This allows the learner to hear multimedia first. It also lets the learner control when the screen reader announces content. Learners simply use their screen reader navigation keys (e.g., Down and Up arrows) to move through each item on the page.

Important: Screen reader users should be aware that there is a time delay between moving to the next page and the navigation order starting at the top of the new page. Users are advised to click the Next button and wait up to 5 seconds after the screen reader has announced the title of the page before starting to navigate through the page.

Also, screen reader users should be aware that there is a slight delay between when an element is selected and when the screen reader starts reading. Users are advised to listen to the audio fully before tabbing to the next element.

Note that some activities, such as drag and drop or selecting text activities, will be explained via the Text Only button as they cannot be completed using tab functionality. Also, most screens use a Next button to progress, and sometimes there is a Continue button on screen that serves the same purpose.

VIDEO BUTTONS

The Play/Pause button, Seekbar, and Replay button are grouped for screen reader navigation, and learners can activate each control individually using these keyboard shortcuts:

- Spacebar: Plays and pauses the timeline; replays the slide when the timeline has ended
- Home/End: Jumps to the beginning or the end of the timeline
- Arrow Up/Arrow Down: Jumps backward or forward in 0.1-second increments
- Page Up/Page Down: Jumps backward or forward in 1-second increments

Screen reader users can operate the Seekbar as a slider interaction with standard controls.

CAPTIONING AND VOLUME SLIDER BUTTONS

The Closed Captioning button and volume slider are grouped for screen reader navigation, and learners can activate them individually.

The volume icon itself now toggles the volume on and off. Learners can use these keyboard shortcuts to control the volume:

- Enter/Spacebar: Toggles audio on and off
- Home: Mutes audio
- End: Jumps to max volume
- Arrow Up/Arrow Down/Page Up/Page Down: Adjusts volume in 10% increments

Screen reader users can toggle audio on and off by activating the volume button. They can adjust the volume by selecting the volume slider and using standard slider controls.

5.2 KEYBOARD ONLY USERS

Learners who use keyboard-only navigation without a screen reader for mobility reasons should press Tab and Shift+Tab to move from one interactive object to another on the page. Press the Enter or Spacebar key to activate an item. Since keyboard-only users can see text and images, these objects are skipped when tabbing through the slide content. This reduces the number of keystrokes needed to navigate the page.

As users navigate the Learn It module with a keyboard, we recommend that they only use the Tab key (or Shift+Tab to switch direction) and Enter/Spacebar to interact with buttons:

- Use the Tab key to navigate to and activate every interactive element on the site
- Tab through interactive items in a logical order, usually from left to right and top to bottom
- Use the Tab key to navigate through the Learn It module
- Hold down the Shift key, and then tap Tab repeatedly to switch direction (to tab back)
- Use the Enter or Spacebar keys to interact with any button

Most screens use a Next button to progress, and sometimes there is a Continue button on screen that serves the same purpose.

When navigating Skills to Succeed Academy on a tablet, a Play button will appear. Tap this button to enter each module.

Note that all activity screens, such as drag and drop or selecting text activities, will be explained via the Text Only button as they cannot be completed using tab functionality.

6. TRANSCRIPTS

Transcripts allow you to read a written version of the audio for each of the videos within Skills to Succeed Academy.

- Transcripts will often require scrolling in order to view the entirety of the text, although they may not have a visible scroll bar. Use one finger to drag the text upward until you have reached the bottom.
- Drag only within the transcript box to avoid scrolling the entire webpage.
- Once the transcript is open, tap the Return button on the transcript window to return to the video.
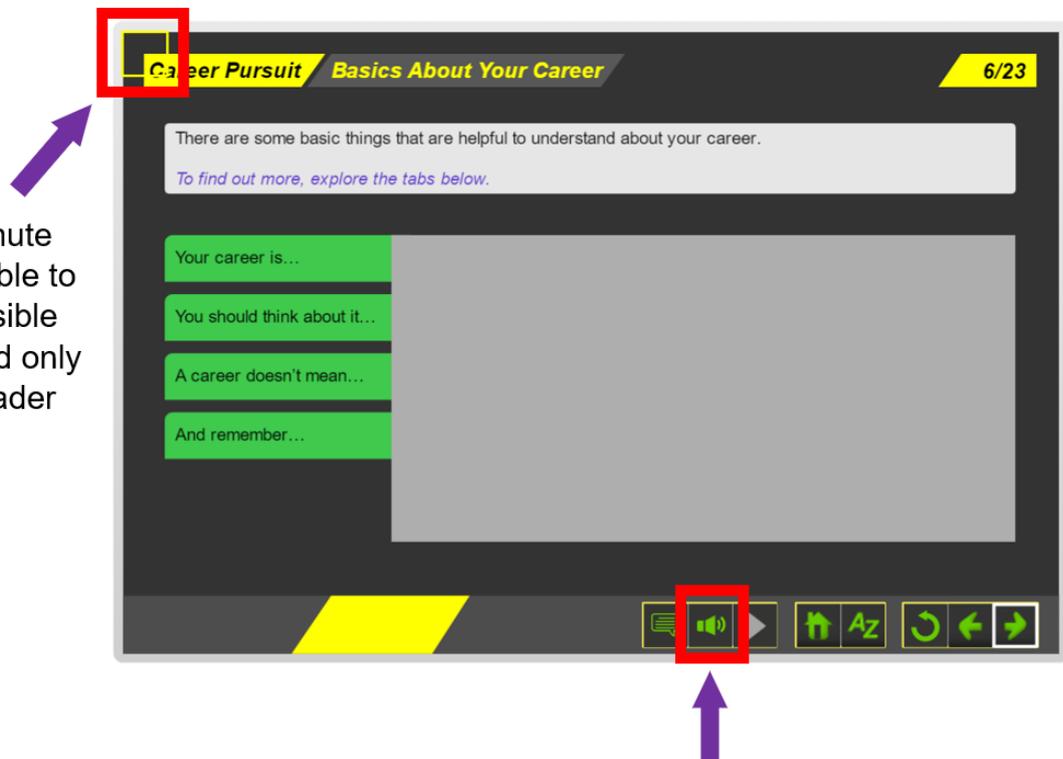- Please note: Transcripts and audio for a video may load at different speeds.

7. LEARN IT MODULE BUTTONS

To enhance the user experience, there are multiple buttons available in the tool bar to support any learner:

7.1 MUTE BUTTONS

Two Mute buttons are available on each Learn It screen. One Mute button is invisible to the user; this button is visible to tab navigation and screen readers. The invisible Mute button is available as the first tabbing element on every screen. The second Mute button is visible on the bottom toolbar alongside the rest of the menu buttons. Both buttons Mute/Unmute any audio on screen and do interact with each other, so users can use either button.

The Mute/Unmute button is invisible to users but is visible using keyboard only and screen reader navigation
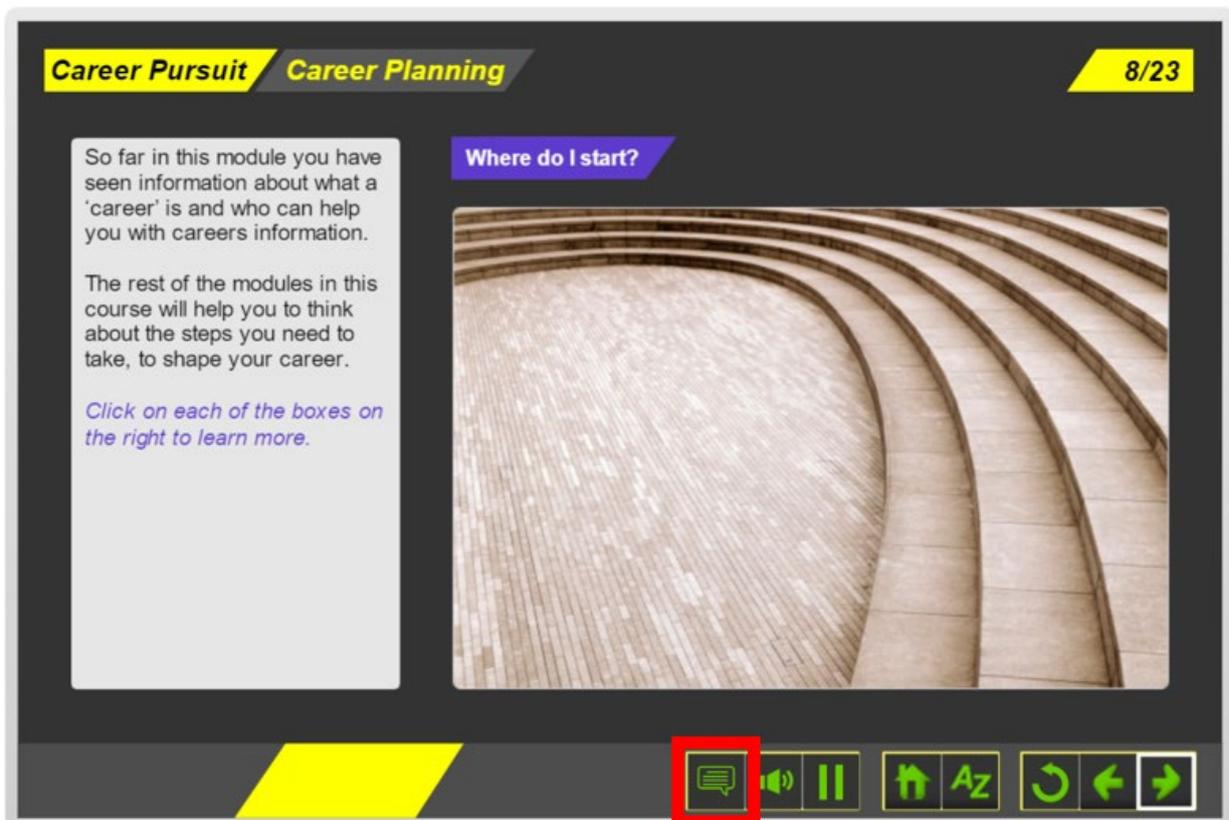
Both buttons are linked and will Mute/Unmute any audio on screen

7.2 TEXT ONLY BUTTON

The Text Only button is available on the bottom toolbar. The Text Only button is enabled on screens where the content is complex and/or there are activities that would not be able to be completed by accessible users (for example, search and drag and drop activities).

If the Text Only button is clicked, then the Next button becomes enabled immediately after the lightbox is closed. This allows accessible users to progress through the training.

Note for tab navigation users: Once the user has closed the Text Only lightbox, the user will be taken back to the screen, and the tab navigation will start at the beginning of the screen. To quickly progress to the Next screen, the user should use Shift+Tab to navigate to the Next button.
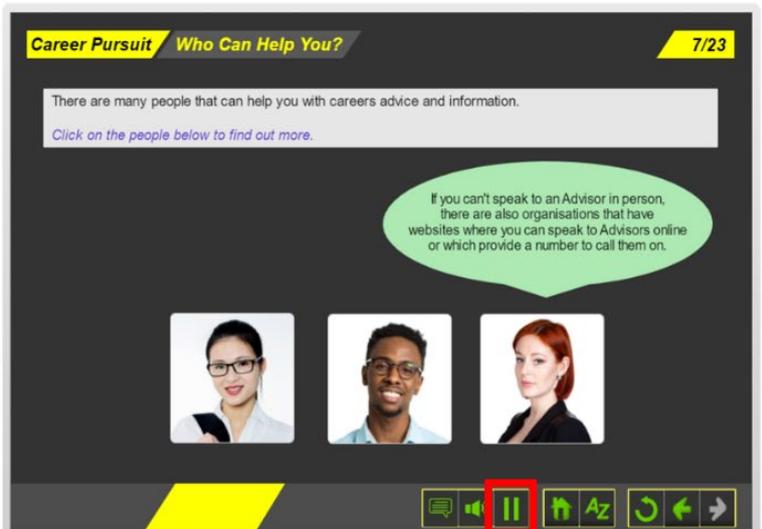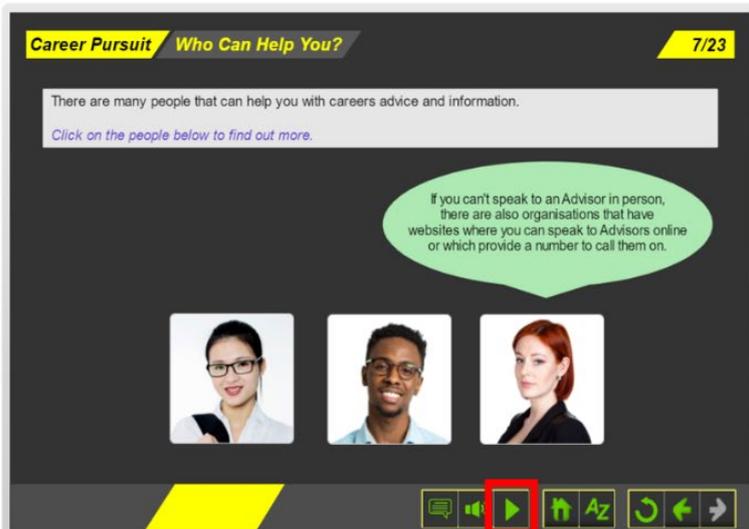

The Text Only button is only enabled on pages where the content is complex and/or where there are activities that can't be completed by keyboard only and screen reader users

When clicked, it opens a lightbox with a Text
Only version of what is depicted on the page

7.3 PAUSE AND PLAY BUTTON

A Pause/Play button is available on the bottom toolbar. This button will pause any animation/moving objects/text that are timed to disappear from screen. The Pause enables the learner unlimited time to interact with the elements and then the same button can be clicked a second time to restart the animation. This button is only enabled on screens where its functionality can be used.
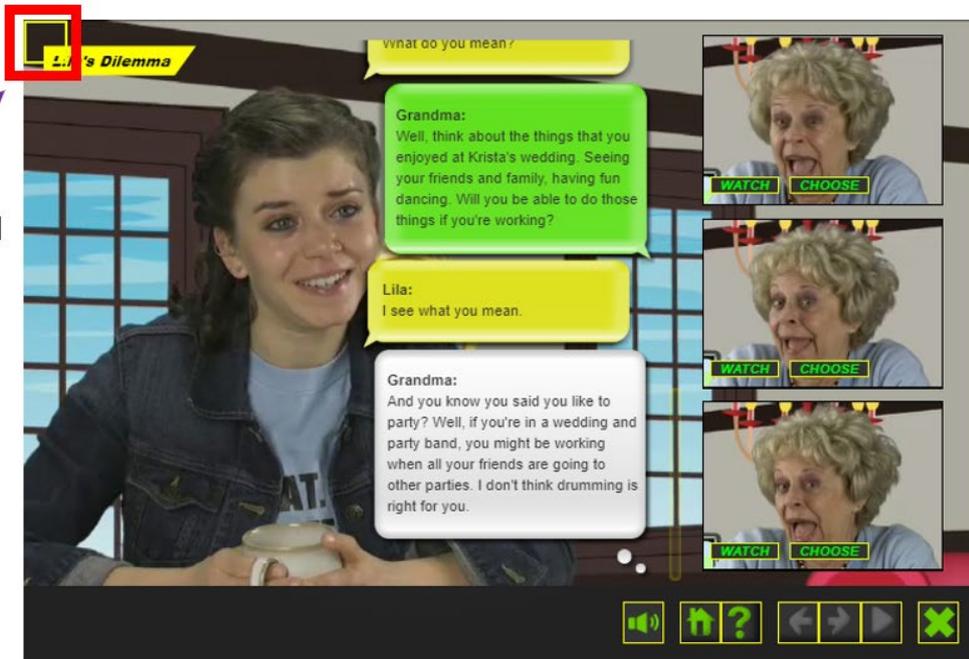
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8. PRACTICE IT MODULE BUTTONS

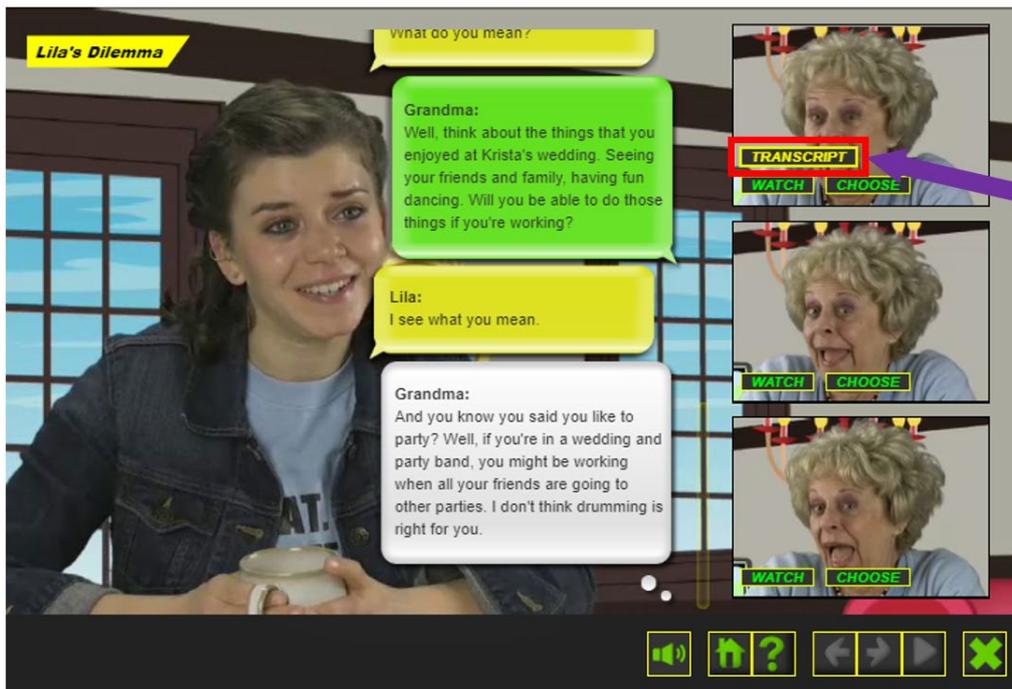### 8.1 SKIP TO NAVIGATION BAR BUTTON

The Skip to Navigation Bar button is invisible to users but is visible using keyboard only and screen reader navigation. The button allows learners to skip to the navigation bar at the bottom of the screen where the audit controls are located quickly.

This button allows keyboard only and screen reader users to skip to the navigation bar buttons at the bottom of the screen

8.2 TRANSCRIPT BUTTON

Each scenario option has a hidden transcript button that can be selected by keyboard only and screen reader users.
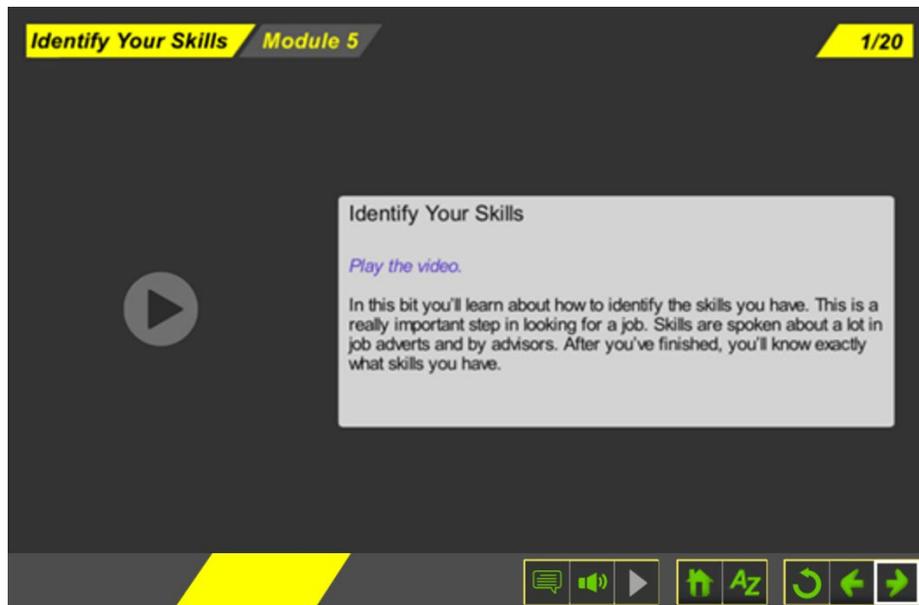

Each option has a transcript button that is only visible to keyboard only and screen reader users

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9. TABLET DEVICE - USER GUIDANCE

9.1 PLAYING VIDEOS

Depending on the operating system of your Tablet, videos in the Learn It modules may not have a thumbnail image to identify that the video is ready to play. There will, however, always be a grey Play button where a video is present on screen, often coupled with guidance in the text and audio (see below for an example).

9.2 TOOLBAR TIPS

The size of the toolbar buttons can be small depending on the size of the device's screen. Take care when tapping:

- If any of the toolbar buttons fail to engage after a few taps, try refreshing the page on your browser.
- If you inadvertently zoom in while attempting to tap one of the toolbar buttons, there are two ways that you can zoom out:
  - Pinch your thumb and pointer finger together to zoom out.
  - Use one finger to double tap the screen in the area where you wish to zoom out.

9.3 ACTIVITY PACKS

You will need to download Adobe PDF reader in order to view the Activity Packs if you are using a tablet.

- You can only edit the Activity Packs on a desktop. However, you can open the PDF in your tablet's browser and opt to save it to your device.
- For iOS devices, tap anywhere on screen to reveal the Safari toolbar. Tap the Share button and select Save to Files.
- For Android devices, tap the three-dot menu button to bring up the sharing menu. Select Print, and once the print preview has been created, you can opt to Save to PDF.
- We recommend emailing yourself a copy of the Activity Pack so you can open it on a desktop or printing the document from your tablet.