Accessibility statement for accessplanit

accessplanit is committed to making its software accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018. accessplanit is committed to ensuring digital accessibility for people with disabilities. We are continually improving the user experience for everyone and applying the relevant accessibility standards.

This accessibility statement applies to all accessplanit platforms used by accessplanit customers.

To help us make the ap website a positive place for everyone, we've been using the [Web Content Accessibility Guidelines (WCAG) 2.1](). These guidelines explain how to make web content more accessible for people with disabilities, and user friendly for everyone.

The guidelines have three levels of accessibility (A, AA and AAA). accessplanit has chosen Level AA as the target for the accessplanit platform.

Measures to support accessibility

What does accessplanit do to support accessibility

- All new features are designed and developed with accessibility in mind.
- All new features are tested using Google Chrome's WAVE plugin

Conformance status

The two areas of the accessplanit platform have been reviewed against accessibility standards:

1. The Learner Portal
    a. Available to registered learners to access their courses and book further courses
2. The Checkout Basket
    a. Available to the public and administrators to book courses

Both areas of the accessplanit platform are currently partially conformant with Level A & AA, due to the non-compliances and exemptions listed in the "Limitations and alternatives" area of this document

Partially conformant means that not all features and pages fully conform to the accessibility standard.

We will work towards conforming with Level AA. We will prioritise and implement changes and improvements based on the how users interact with the platform with a focus on the areas which are accessible to our customers' customers first (the Learner Portal and the Checkout Basket).

Please see the "Limitations and alternatives" in this document for more information on the accessibility requirements that we are working to meet.

Feedback and contact information

We welcome your feedback on the accessibility of the accessplanit platform. Please let us know if you encounter accessibility barriers:

- [Product Portal]()
- Phone: +44 01524 389 841
- Postal address: 12 Spring Garden Street, Lancaster, Lancashire, England, LA1 1RQ

Reporting accessibility problems with this platform

We're always looking to improve the accessibility of the accessplanit platform. If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact our Product Team at product@accessplanit.com.

Compatibility with browsers and assistive technology

accessplanit is designed to be compatible with the following assistive technologies:

- Google Chrome with assistive technology Jaws on a recent Windows operating system

accessplanit is not compatible with:

- Browsers older than 3 major versions
- Mobile operating systems older than 5 years

Technical specifications

Accessibility of accessplanit relies on the following technologies to work with the combination of web browser and any assistive technologies or plugins installed on your computer:

- HTML
- CSS
- JavaScript

These technologies are relied upon for conformance with the accessibility standards used.

Limitations and alternatives

Despite our best efforts to ensure accessibility of accessplanit, there may be some limitations. Below is a description of known limitations, and potential solutions. Please contact us if you observe an issue not listed below.

The Learner Portal

1.4.11: Non-text Contrast (AA)

Some non-text buttons do not meet the required contrast ratio of 3:1

We plan to update these buttons/icons to have a colour contrast of at least 3:1, please see our accessibility roadmap for more information. When we publish new content, we'll make sure our use of colour on buttons meets accessibility standards.

1.4.3: Contrast (Minimum) (AA)

Some text and links do not meet the required contrast ratio of 4.5:1

We plan to update all text and links in the Learner Portal to meet the contrast ratio of 4.5:1, please see our accessibility roadmap for more information. When we publish new content, we'll make sure our use of colour on text and links meets accessibility standards.

Exemptions

Customer maintained features

Some features of the accessplanit platform are built and maintained by our customers as user-generated content, for example the Shopping Basket Branding, as such we are unable to ensure that these areas comply with Level A and AA.

The Learner Portal theme colours are selected and provided by our customers. As a result, accessplanit cannot guarantee that the chosen colours and contrast meet Level A and AA accessibility standards. It is the customer's responsibility to ensure their selected colours are accessible and meet the appropriate contrast requirements.

Third party software

Several features in the platform are built and hosted through third party software and 'skinned' to look like our platform:

- The Notifications / News available at the top of the administrator view
- The Course and Resource Calendar available to administrators
- The Rich Text Editor available to administrators

We've assessed the cost of fixing the issues interactive tools hosted by third parties. We will assess whether we maintain these features with these suppliers when the supplier contract is up for renewal.

Administrator View

The Administrator View, available to administrators, trainers, and managers to administer courses and delegates is not covered in the scope of this Statement

Assessment approach

accessplanit assessed the accessibility of the accessplanit platform by external evaluation for the Checkout Basket and the Learner Portal.

What we're doing to improve accessibility

Our accessibility roadmap shows how and when we plan to improve accessibility on this platform.

Formal approval of this accessibility statement

This Accessibility Statement is approved by:

Product Department, accessplanit

Formal complaints

We aim to respond to accessibility feedback provided to product@accessplanit.com within 10 business days, and to provide a comprehensive response within 20 business days. You are entitled to escalate a complaint to the national authority, should you be dissatisfied with our response to you.

This statement was prepared May 2022. It was last reviewed October 2024.