

ADC 2025 Round 2 Submission

Deadline: 23:59, Sunday 14 September 2025

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Abbreviation

AASPIRE: Academic Autism Spectrum Partnership in Research and Education

AI: Artificial Intelligence

DEI: Diversity, Equity, and Inclusion

Hội Bảo Trợ Người Khuyết Tật và Trẻ Mồ Côi TPHCM: HBTNKTvTMC TPHCM

HR: Human Resource

PDPL: Personal Data Protection Law

PWD: people with disabilities

VI: Visual Impairments

WAG: Web Accessibility Guidelines

WCAG: Web Content Accessibility Guidelines

WWS: Web-based Workplace Simulation

Problem Statement and Rationale

1/ What is your target group of condition?

We focus on multiple types of disabilities and organisations that work with People with Disabilities, especially HR. In this report, we target Autism and VI.

2/ Which types of solution do you address?

Our solution is both Attitudinal and Technological focus, which aim to raise awareness for HR and support job application for PWD, with the implementation of AI.

3/ Explanation of the idea

Solution Overview

With the goal to bridge the gap between diversity commitment and the real experience of PWD, a web-based workplace simulation is proposed. The platform will serve as the touchpoint between HR and PWD, enabling HR to gain deeper understanding of PWD, while helping PWD enhance employability. Integrated AI provides an inclusive HR guidebook, safe discussion forums, and AI interview practice for PWD. This project not only helps raise awareness but also gives PWD fairer opportunities.

PWD Case Studies

Job seekers with disabilities face barriers in the recruitment process.

For individuals with VI, inaccessible online forms are major obstacles, as screen readers often fail to read formatted websites. One participant in Crudden et al. (2024:45) exploratory study shared that, without a screen reader, they relied on screen magnification, which causes “(...) eye fatigue (...) because it’s really getting harder (...) to read things.”

For Autistic applicants, the disclosure dilemma is another challenge. James Montgomery, an autistic person, explained that not disclosing his condition helped him secure jobs, but: “(...) I just (...) quickly leave because I've not told them about my needs and I'm overwhelmed (...)” (Craddock 2024). Similarly, Lowery (2013), an autistic speaker, described interviews as overwhelming: “(...) I would get much more anxious than other people. I would be panicking so much that (...) find it hard to answer the questions.”

Beyond Awareness

The current accessibility guidelines remain basic, while 76.7% of job sites are inaccessible to screen-reader users (McDonnell n.d.). Real progress requires PWD involvement, a strict WCAG-compliant accessible form that shifts beyond awareness toward inclusive, standards-based website.

The utilization of technologies like AI enhances PWD's employability. AI will simulate practical case studies about hiring processes, including an AI-powered interviewer bot or a document-reading tool to assess candidates' resumes (OECD 2023). In HR's case, AI technology is being integrated into Guidebot AI, creating more accessible application forms and training sources, raising the DEI awareness.

4/ Rationale for the Problem

Evidence of Problem Gap

As mentioned earlier, we focus on people with VI and autism spectrum. We believe they represent one of the most common groups of PWD who are being excluded from the formal labor market due to data gaps, social stigma, and ineffective implementation of support policies.

First, employment data for these two groups is almost nonexistent. Currently, about 23.5% of working-age PWD (18-64 years old) are employed (GSO 2023). Among the 6.2 million PWD, there are approximately 900,000 people with VI and 1 million people with autism. However, no report consolidates employment data specifically for these groups (Vietnamplus 2025; Ngoc 2022). This contributes to the perception that they are “not part of the labor force,” thereby reinforcing their economic and social isolation.

Second, businesses do not fully understand the needs and capabilities of these groups, leading to very low recruitment rates (less than 10% chance of being hired). Even when employed, they are often offered part-time work (30-34 hours per week compared to 43 hours for non-

disabled workers), receive lower wages (on average 12% less), and are concentrated in informal jobs (Ananian & Dellaferreira 2024; GSO 2023; World Bank 2022).

Third, although the Law on PWD (2010) and Decree 28/2012 provide a framework of incentives and enforcement remain weak. As a result, these incentives exist mostly on paper without generating real impact.

Therefore, addressing this issue is crucial as it enables people with VI and autism to access employment opportunities, reduce reliance on informal work, and achieve a more stable income.

Why are current solutions insufficient?

There are current solutions to address these gaps such as career portals and DEI policies.

Although **career portals** exist, current solutions remain insufficiently accessible. For instance, popular career portals like VietnamWorks do not provide accessibility mode, while others, like Nhat Hong Center for the Visual Impaired, focus mainly on magnified text functions. This helps only a small group of users but excludes other groups, like neurodivergent. Some initiatives, like the Will to Live center offer broader accessibility but lack technological integration, like AI-based customized advice, providing only general advice. Together, these examples reflect a one-size-fits-all approach rather than comprehensive accessibility.

At the policy level, the **DEI framework** mainly prioritizes gender and cultural diversity, while vaguely mentioning disabilities. For example, the Built in State in Tech (2022) reports on DEI but focuses primarily on women and racial minorities, with little reference to disability. This demonstrates that existing DEI policy partially addresses accessibility. These gaps in current policies also suggest that HR staff often lack the training or resources for disability inclusion to apply in day-to-day hiring practices.

Finally, labor market reports (Vieclam24h 2025) highlight that during **layoffs**, companies tend to prioritize healthy, adaptive, “high value” employees who can **multitask** well. This means DEI policy can become fragile when PWD are more likely to be laid off. Layoffs alone may deepen self-doubt among PWD, discouraging them from re-entering the workforce.

These examples illustrate how existing solutions, though well-intentioned, are inadequate to support PWD.

Objectives and Goals:

5/ Define clear and measurable goals that your team aims to achieve with their idea.

SMART Goals

Our WWS project focuses on creating a digital platform bridging PWD and HR professionals in Vietnam. The website is designed with dual functions: supporting PWD in preparing for the hiring process through AI CV and interview feedback, while providing HR with accessible learning modules and AI tools to design inclusive forms.

The initial target is to engage 50–100 HR and PWD users in the first three months.

Engagement will be measured by CV uploads, AI interview usage, posts on the hub, and learning module access or downloads. A survey will also be conducted, aiming for at least 70% of users to rate the platform four or five stars. Risk management, like accessibility and design adjustment, will be implemented based on the feedback.

With outreach and expertise from stakeholders such HBTNKTvTMC TPHCM, DRD VN, Will to live, this project directly addresses PWD unemployment, HR unpreparedness, and stigma, contributing to a more inclusive workforce.

Impact if solved

High employment among PWD in Vietnam persists, largely due to stigma, limited access to job information, and HR's lack of awareness (Hoa 2023). Economically, addressing this gap could help Vietnam recover the estimated 3 percent GDP loss caused by excluding PWD from the labor market (Nguyen 2021). Social impact is also significant, employment enables PWD to support themselves, feel confident while overcoming low self-esteem (UNDP 2020). UNDP (2020) stated that work not only develops skills but also strengthens dignity and reduces poverty. In the long term, this project aims to raise awareness, reduce stigma, promote inclusive hiring practices, and potentially encourage sustainable growth and inclusion in society.

Methodology and Approach:

6/ Briefly explain the methodology the team plans to use to develop, test and evaluate the idea.

Pilot plan

The pilot plan aims to test the website's engagement from both HR and PWD, with support from stakeholders. Partners such as HBTNKTvTMC TPHCM, Will to live, and DRD VN will provide access to PWD communities, and accessibility expertise. Short-term monitoring will be conducted through daily and weekly reports during the first three months.

Engagement will be tracked by the number of CV, AI interview usage, and hub posts, and the modules access. Stakeholders will help encourage PWD to upload CVs and HR to review them actively. Behavioral insights from both parties can be gained from these collaborations, while also asking them to provide direct feedback through a simple 1–5-star rating survey.

Initial goals are set at 50–100 HR and PWD users in the first 3 months. Risk plans will be to adjust design, accessibility, or boost marketing if engagement drops. Finally, create long-term implementation by regularly updating features and promoting inclusivity.

Measurement & Evaluation

Understanding accessibility is crucial, and the prototype website adheres to WCAG 2.1 AA standards, ensuring a minimum contrast ratio of 3:1 for text and images, along with requirements for alt text and keyboard navigation (W3C 2025; Lange 2024). For autistic individuals, following AASPIRE WAG guidelines is vital, emphasizing straightforward navigation instead of hidden menus (Raymaker et al. 2019). This design reduces cognitive load and promotes predictable layouts.

Before implementing AI solutions, achieve a minimum accuracy rate of 90% in all test cases, including accessibility assessment, and generate handbooks to ensure consistent AI's performance with known bounds of error. Involving PWD in the development process is essential; therefore, the project would collaborate with partners' customer base to enable iterative cycles of testing and feedback and achieve at least 70% positive feedback on usability and accessibility. Additionally, with the PDPL effective January 1, 2026, any disclosure of disability status requires owner consent.

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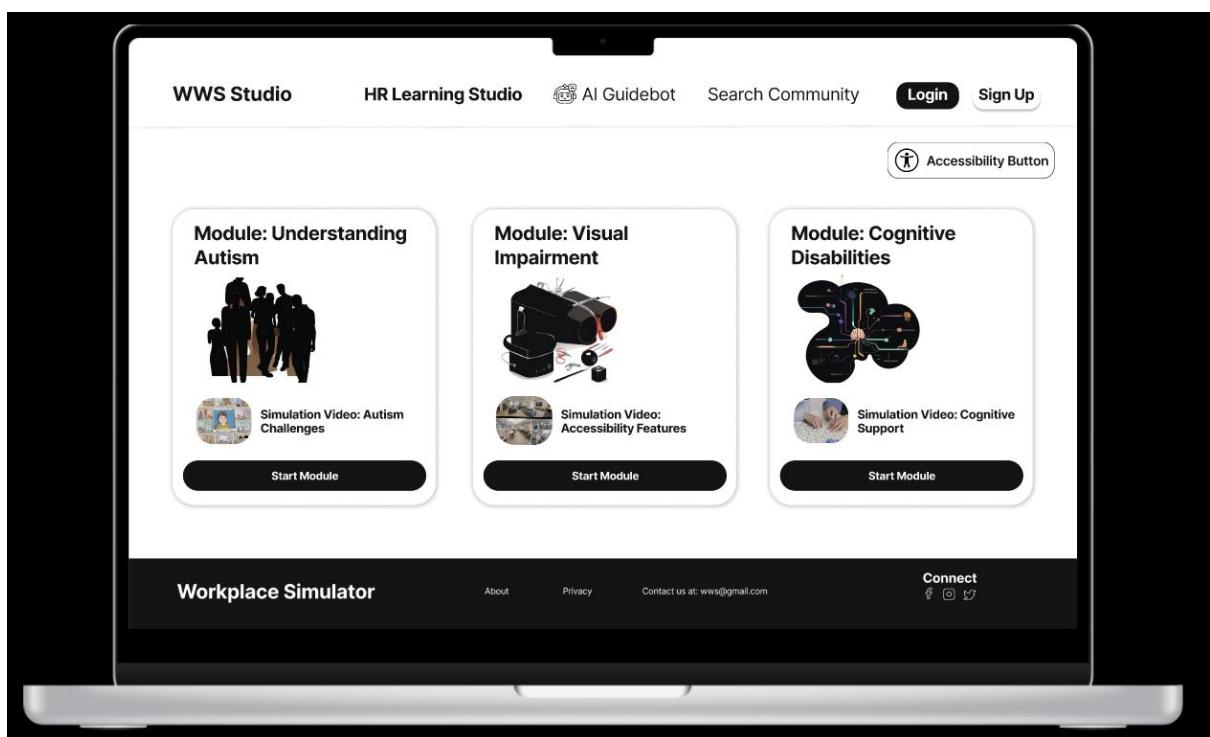
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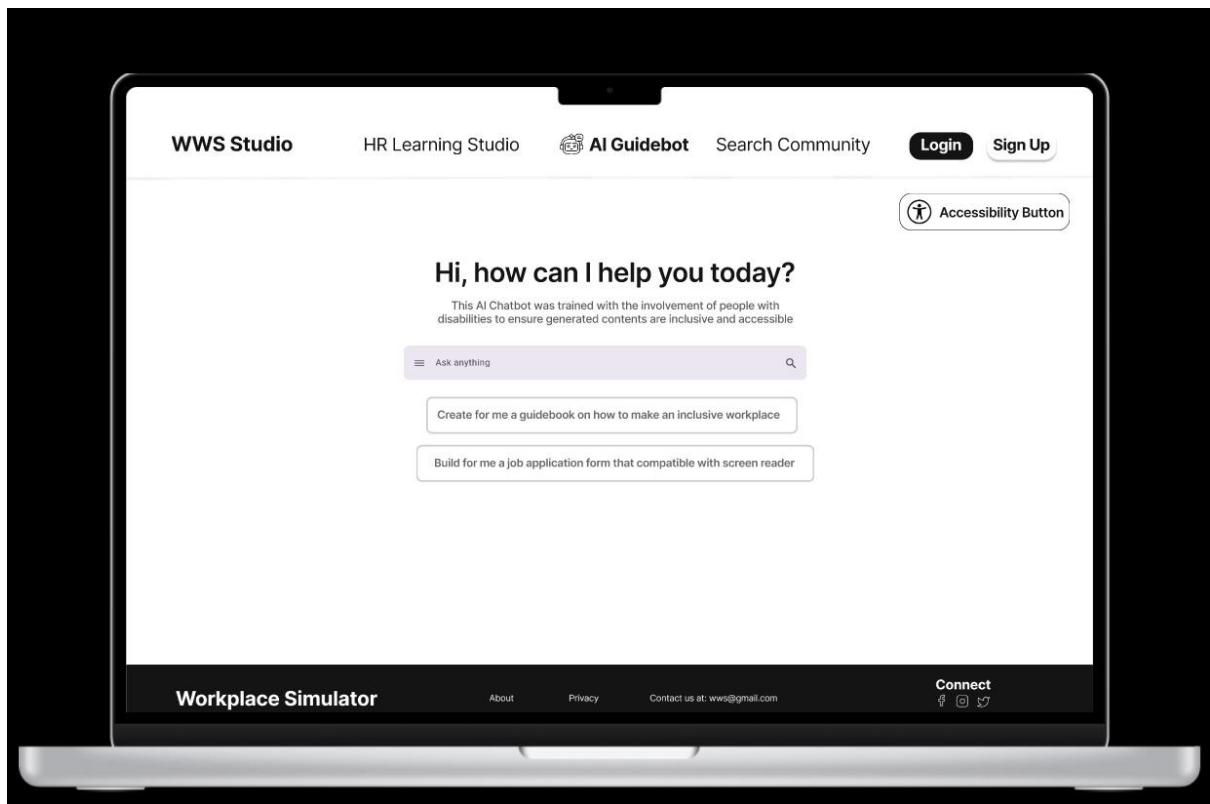
Prototype:

HR interface:

- (1) Learning modules for HR: purpose is to help them better understand people with disabilities through their lens.



- (2) AI guidebot: a guidebot specially trained with people with disabilities data for HR to use.



* Recruitment

- Write job descriptions with inclusive language.
- Partner with diverse talent pipelines.
- Use structured interviews to minimize bias.

* Onboarding & Development

- Provide accessible training materials.
- Offer mentorship programs, especially for underrepresented groups.

* Retention

- Establish fair promotion and pay policies.
- Create employee resource groups (ERGs).

[ABC Company Recruitment Form Document](#)

Can you please make this recruitment form more accessible?

Here are some quick accessibility tips for recruitment forms:

- Use clear, simple language (avoid jargon and abbreviations).
- Ensure screen reader compatibility (proper labels, alt text for images, logical tab order).
- Allow keyboard-only navigation (no mouse required).
- Provide text alternatives for CAPTCHAS (e.g., audio option).
- Make fields optional where possible, and clearly mark required ones.
- Use high-contrast colors and readable fonts.
- Keep forms short and allow saving progress.
- Add a contact option (email/phone) if applicants face technical barriers.

👉 Do you want me to create a sample inclusive recruitment form template that applies these tips?

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