



Digital Accessibility Centre

Accessibility audit report for the Ministry of Justice Design System

Company	Ministry of Justice
Date	30 th April 2021
DAC Ref.	17975
Version	v1.0 Final
Standard	WCAG 2.1

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Document Control

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Executive Summary

An accessibility audit for **MoJ Design System** service was carried out by the Digital Accessibility Centre (DAC) user/ technical team on **12th April 2021**.

The service was assessed against the Web Content [Accessibility Guidelines WCAG 2.1](#).

This document incorporates the findings regarding any accessibility barriers identified during the testing process.

Our screen reader analyst found the service to be more challenging compared to other user groups testing the service.

Some high priority issues that were identified throughout the audit that affected screen reader and keyboard-only users included unlabelled input fields/ textarea, non-descriptive links, missing heading level one, elements that relied upon colour alone and a text editor that was problematic for most user groups.

Medium priority issues encountered related to buttons that were not descriptive, reflow, error handling that was not immediately clear for blind users and duplicated headings and labels.

Our low vision analyst encountered issues with reflow, and also many usability issues that had a direct effect on how they navigated the pages.

Other user groups testing the service, such as cognitive impaired, Dyslexic, voice activation users could navigate through the service using assistive technology without encountering any accessibility barriers.

Usability and GOV.UK Design System feedback have been provided by the testing team and the technical auditor on a range of issues identified throughout the process. This information can be located in the ['Usability'](#) section.

Audit Summary

In order for the service 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

[Unlabelled input fields 1](#)

[Unlabelled input fields 2](#)

[Unlabelled textarea](#)

[Non-descriptive links](#)

[Labels or instructions](#)

[Text editor](#)

[Incorrect list markup](#)

[Heading structure](#)

[Reliant upon colour](#)

[Focus order 1](#)

[Focus order 2](#)



AA

[Non-descriptive button](#)

[Reflow 1](#)

[Reflow 2](#)

[Status message](#)

[Duplicated labels](#)

[Duplicate headings](#)



AAA

[Ambiguous links](#)

[Illogical heading structure](#)



Scope

Tasks

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

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/>

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



Browser matrix and Assistive Technology (AT) combinations

Desktop

User type	Operating System (OS)	Browser	Assistive Technology
Blind	Windows	IE11	JAWS 18 and 2019
		Firefox	NVDA
Mobility	Windows	IE11	Dragon Voice Activation v15
Mobility	Windows	Chrome	Keyboard
		IE11	Keyboard
Colour blind/ Dyslexia	Windows	Chrome	-
Low Vision	Windows	Chrome	Screen Magnification, Reflow *, Text Spacing †
		IE11	System inverted colours
Cognitive Impaired	Windows	Chrome	-

* **Reflow** tests with screen size of 1280 x 1024px, at 400% browser magnification

† **Text Spacing** tests with larger Line height, and larger Paragraph, Word and Letter spacing.

Mobile/ Tablet

User type	Code	Operating System (OS)	Browser	Assistive Technology
Blind	SR	iOS/Android	Safari/Chrome	VoiceOver /TalkBack
Mobility	KO	iOS	Safari	-
Colour blind/ Dyslexia	CB/DX	iOS	Safari	Colour blind checks
Low Vision	LV	iOS	Safari	Resizing content



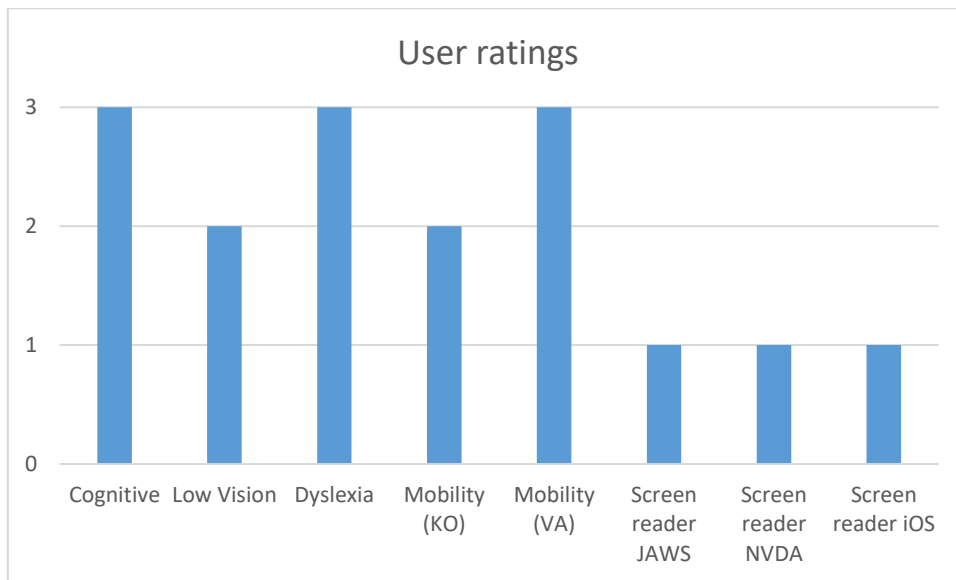
Summary Graphs

Analyst Feedback

Our analysts provided their overall feedback on the service.

This was rated from 0 – could not complete to 3 – Completed independently, no issues.

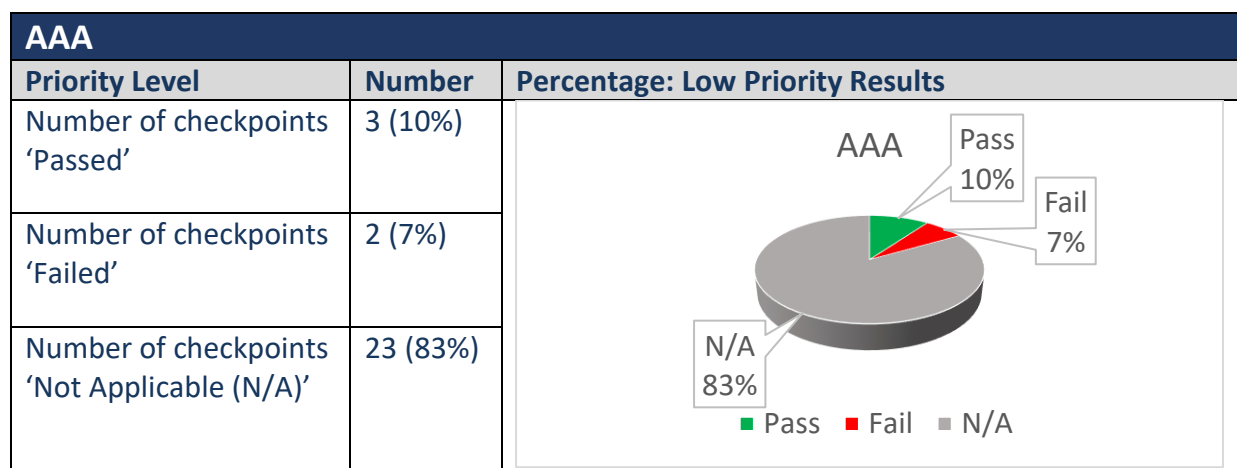
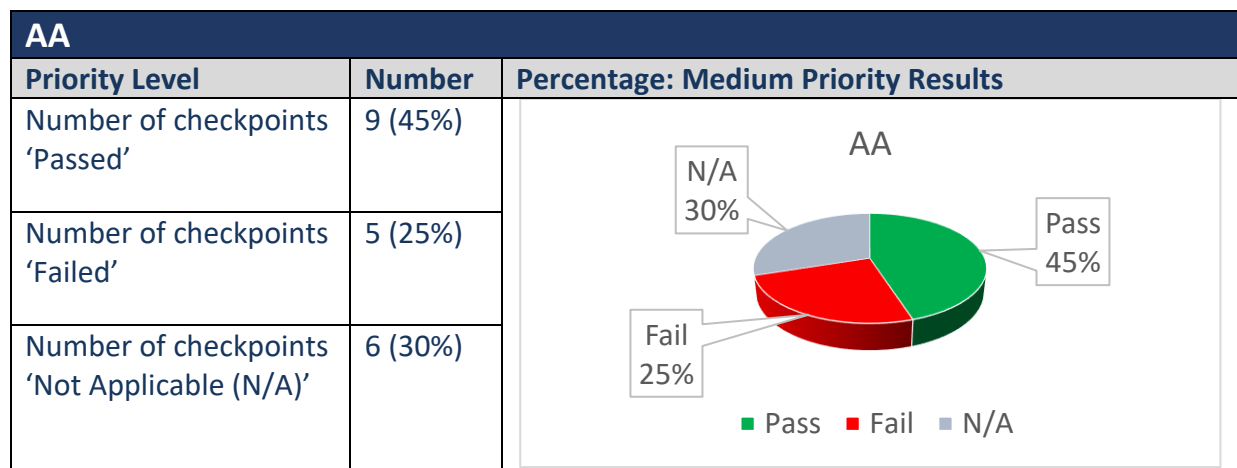
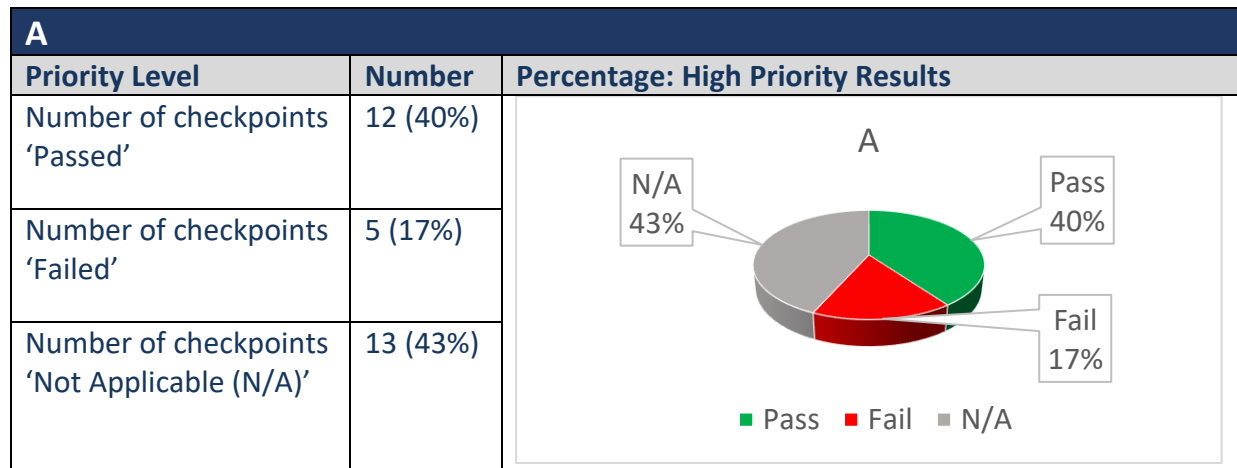
Key:	
0	Could not complete on my own
1	Completed independently but with major issues
2	Completed independently but with minor issues
3	Completed independently, no issues



WCAG 2.1 Breakdown

The graphs below detail 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.



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.



***** High priority *****

Unlabelled input fields 1

Both input fields on the same page were unlabelled.

WCAG Reference(s):

1.3.1 Info and Relationships (Level A)

[Understanding Info and Relationships](#) | [How to Meet Info and Relationships](#)

4.1.2 Name, Role, Value (Level A)

[Understanding Name, Role, Value](#) | [How to Meet Name, Role, Value](#)

Issue ID: DAC-Unlabelled-input-fields-issue4

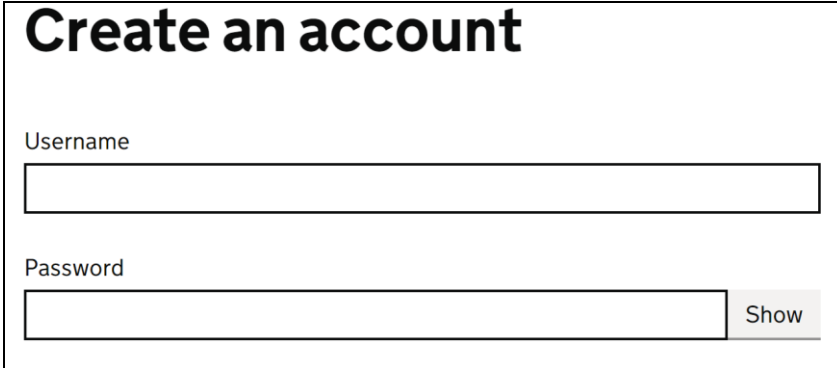
URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/check-password/create-account>

Page title: Create an account – Check password

Journey: Task 1 step 3

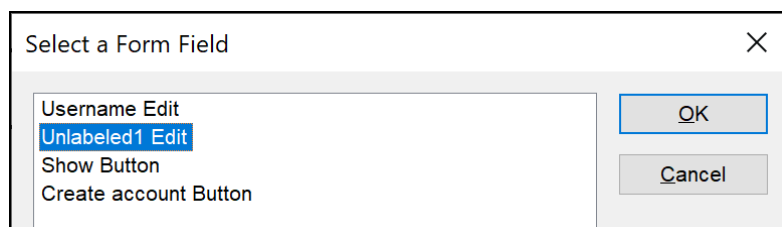
Consistent on task 3 step 6 (Find an auditor input)

Screenshot:

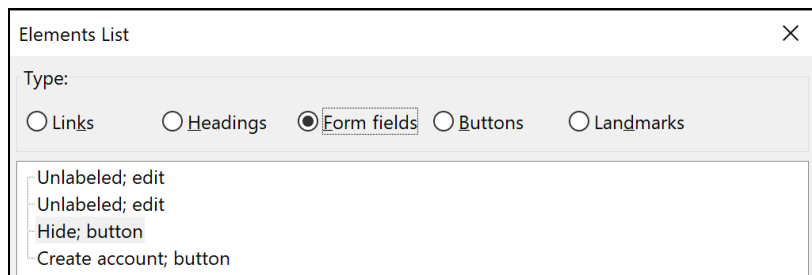


The screenshot shows a form titled "Create an account". It contains two input fields: "Username" and "Password". The "Username" field is a simple text box. The "Password" field is a text box with a "Show" button to its right. Both input fields are unlabelled.

JAWS example



NVDA example



Both the 'Username' and the 'Password' input fields are unlabelled. JAWS software sometimes generates a label from its surrounding text providing a label for the user; however, when browsing in context for example the purpose of the input will be unclear for screen reader users.

Other screen reader software such as NVDA and VoiceOver does not have the capabilities to generate what it identifies incorrectly as the label so this user group may find the purpose of element difficult to understand.

The reason the inputs are unlabelled is because they have not been programmatically determined by using the 'for' attribute with a corresponding ID. Neither label has the 'for' attribute, and both inputs have missing ID's.

Current code ref(s):

```
<div class="govuk-form-group">
<label class="govuk-label">
Username
</label>

<input class="govuk-input" id="" name="" type="text">
</div>

<div class="govuk-form-group">
<label class="govuk-label">
Password
</label>

<div class="moj-password-reveal"><input class="govuk-input" id="" name=""
type="password" data-module="moj-password-reveal"><button type="button"
class="govuk-button govuk-button--secondary moj-password-
reveal__button">Show</button></div>
</div>
```



Screen reader comments:

“While navigating the ‘create an account’ screen using JAWS with IE, I found that the form items ‘unlabelled 1’, and ‘show’ do not clearly indicate what can be typed, or shown at the time of testing via the JAWS forms list out of context.

Including a clear indication of what action can be taken on each form item regardless of the method of navigation, will cause less confusion in the future.”

I tested in: IE.

Google Chrome: Consistent.

Firefox: Consistent with the IE and JAWS results; however, both form items are announced as unlabelled at the time of testing with Firefox and NVDA.

iOS: Consistent with the Firefox results; however, items are announced as ‘text’ and ‘secure text field’ respectively.

Android: Only consistent as far as the second input field is identified using Android TalkBack. The second field is announced as ‘password’ as expected; however, the first input is announced as ‘text field’ when using Android out of context.

Solution:

All form elements must be labelled uniquely and descriptively. Once labelled, the ‘for’ attribute on the label must match the ID of the associated input control. In this instance, the label requires the ‘for’ attribute, and the input required an ID.

Example:

```
<div class="govuk-form-group">
<label for="example" class="govuk-label">
Username
</label>

<input class="govuk-input" id="example" name="" type="text">
</div>
```



Unlabelled input fields 2

Both input fields on the same page were unlabelled.

WCAG Reference(s):

1.3.1 Info and Relationships (Level A)

[Understanding Info and Relationships](#) | [How to Meet Info and Relationships](#)

4.1.2 Name, Role, Value (Level A)

[Understanding Name, Role, Value](#) | [How to Meet Name, Role, Value](#)

Issue ID: DAC-Unlabelled-input-fields-issue2

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/look-at-a-grant/view/auditors>

Page title: Look at a grant - Rainfall Partners LLC

Journey: Task 3 step 6

Screenshot:

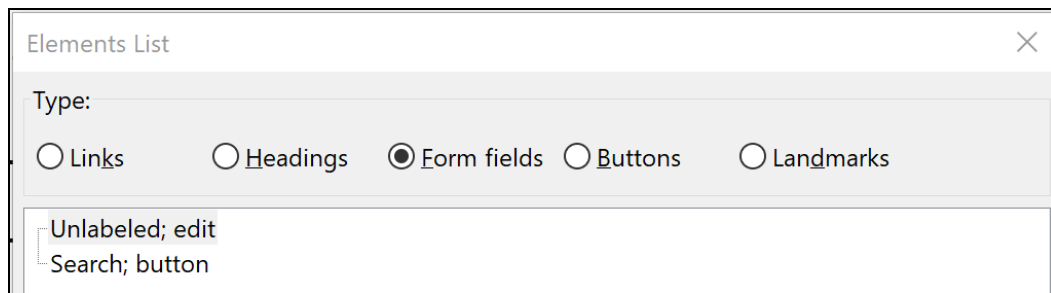
JAWS example

Find an auditor

Enter your town, city or county to search for an approved auditor in your area



NVDA example



Both the 'Username' and the 'Password' input fields are unlabelled. JAWS software sometimes generates a label from its surrounding text providing a label for the user; however, when browsing in context for example the purpose of the input will be unclear for screen reader users.

Other screen reader software such as NVDA and VoiceOver does not have the capabilities to generate what it identifies incorrectly as the label so this user group may find the purpose of element difficult to understand.

The reason the inputs are unlabelled is because they have not been programmatically determined by using the 'for' attribute with a corresponding ID. Neither label has the 'for' attribute, and both inputs have missing ID's.

Current code ref(s):

```
<div class="govuk-form-group">
  <label class="govuk-label moj-search__label govuk-visually-hidden">
    Search
  </label>

  <div id="undefined-hint" class="govuk-hint moj-search__hint ">
    Enter your town, city or county to search for an approved auditor in your area
  </div>

  <input class="govuk-input moj-search__input " id="" name="q" type="search" aria-
  describedby="undefined-hint">
</div>
```



Solution:

Ensure that all form fields are labelled with the 'for' attribute of the label referencing the ID of the associated input control.

```
<div class="govuk-form-group">
  <label class="govuk-label moj-search__label govuk-visually-hidden"
for="auditor">
    Search
  </label>

  <div id="undefined-hint" class="govuk-hint moj-search__hint ">
    Enter your town, city or county to search for an approved auditor in your area
  </div>

  <input class="govuk-input moj-search__input " id="auditor" name="q" type="search"
aria-describedby="undefined-hint">
</div>
```



Unlabelled textarea

The textarea element was unlabelled.

WCAG Reference(s):

1.3.1 Info and Relationships (Level A)

[Understanding Info and Relationships](#) | [How to Meet Info and Relationships](#)

4.1.2 Name, Role, Value (Level A)

[Understanding Name, Role, Value](#) | [How to Meet Name, Role, Value](#)

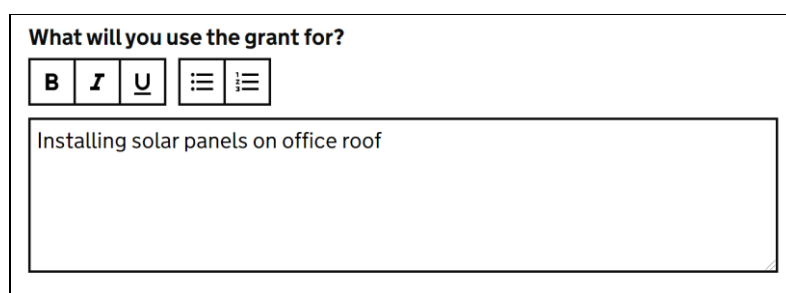
Issue ID: DAC-Unlabelled-textarea

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/edit-a-grant/edit-application>

Page title: Edit application details – Edit a grant

Journey: Task 4 step 7

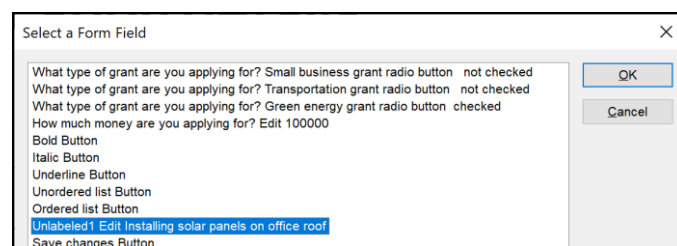
Screenshot:



What will you use the grant for?

B *I* U [List Icons]

Installing solar panels on office roof



Select a Form Field

- What type of grant are you applying for? Small business grant radio button not checked
- What type of grant are you applying for? Transportation grant radio button not checked
- What type of grant are you applying for? Green energy grant radio button checked
- How much money are you applying for? Edit 100000
- Bold Button
- Italic Button
- Underline Button
- Unordered list Button
- Ordered list Button
- Unlabeled1 Edit Installing solar panels on office roof**
- Save changes Button

OK Cancel

The textarea element appears to be unlabelled. The original textarea has been hidden, and the customised element does not have a programmatically determined label.

An issue for mobile users using VoiceOver was also encountered whereby the textarea element was not discoverable while browsing with the rotor feature.

Current code ref(s):

```
<div class="govuk-form-group">  
<label class="govuk-label govuk-!-font-weight-bold" for="usecase">  
What will you use the grant for?
```

```
</label>

<textarea class="govuk-textarea govuk-visually-hidden" id="usecase" name="usecase"
rows="5" data-module="moj-rich-text-editor" data-moj-rich-text-editor-
toolbar="bold,italic,underline,bullets,numbers" aria-hidden="true" tabindex="-
1">Installing solar panels on office roof</textarea>

<div class="moj-rich-text-editor__content" contenteditable="true"
spellcheck="false">Installing solar panels on office roof</div>
```

Screen reader comments:

“While navigating the ‘edit applications’ screen using JAWS and IE, I found that the second edit field which appears after the editor options but prior to the ‘save’ button, is announced as ‘unlabelled 1’ if navigating via the JAWS forms list out of context. Including a clear indication of what can be entered into the input field regardless of the method of navigation will resolve this issue.”

I tested in: IE.

Google Chrome: Consistent.

NVDA: Consistent.

VoiceOver: Not consistent; however, a new issue relates to this comment on iOS.

TalkBack: Consistent, however the item is announced as ‘text’ at the time of testing.

Screen reader comment (mobile):

“While navigating the edit an application section using iOS VoiceOver, I found that screen reader users are not able to identify a clear indication of the second input field which contains the use of the grant if navigating out of context. Currently I found that focus appears to skip past this field if navigating out of context using the iOS forms rotor setting; however, in context the input field appears. Including a consistent level of navigation, will cause less confusion in the future.”

I tested in: iOS.

TalkBack: Not consistent, as this issue could not be replicated at the time of testing.

Solution:

We feel the best solution here would be to use ARIA to associate the customised textarea to the original label using `aria-labelledby`. The `<label>` tag requires an ID, followed by the implementation of `aria-labelledby` with a value that matches the ID of the label.



Example:

```
<label id="example" class="govuk-label govuk-!-font-weight-bold" for="usecase">
What will you use the grant for?
</label>
```

```
<div aria-labelledby="example" class="moj-rich-text-editor__content"
contenteditable="true" spellcheck="false">Installing solar panels on office
roof</div>
```

Alternatively, you could provide a standard aria-label to convey this information.

Example:

```
<div aria-label="What will you use the grant for?" class="moj-rich-text-
editor__content" contenteditable="true" spellcheck="false">Installing solar panels
on office roof</div>
```

Please note: we would strongly recommend using a standard textarea instead of this. This is not a feature we would expect to see in the Design System. We do not feel that users would benefit from using its features.



Non-descriptive links

There were links on the page that may be ambiguous for some screen reader users.

WCAG Reference(s):

2.4.4 Link Purpose – in context (Level A)

[Understanding Link Purpose \(In Context\)](#) | [How to Meet Link Purpose \(In Context\)](#)

2.4.9 Link Purpose - Link Only - (Level AAA)

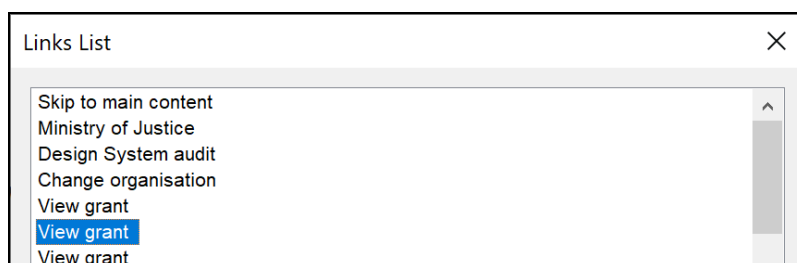
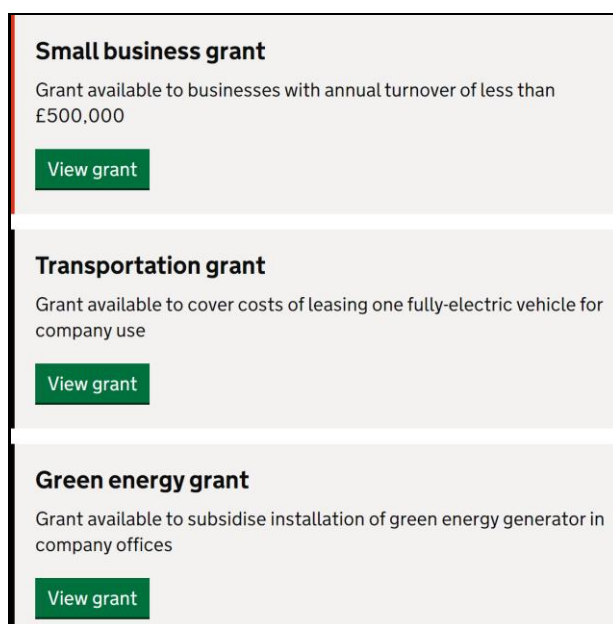
[Understanding Link Purpose \(Link Only\)](#) | [How to Meet Link Purpose \(Link Only\)](#)

Issue ID: DAC-Non-descriptive-links

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/look-at-a-grant/grants-sunshine>

Journey: Task 3 step 5

Screenshot:



The links entitled 'View grant' will be highly problematic for a screen reader browsing out of context as each link takes users to different destinations while using the same hypertext.



The destination of the link is not clear and may be disorientating for the user. Some users may be reluctant to initiate the link in case they make an unnecessary mistake.

Current code ref(s):

```
<a class="govuk-button govuk-!-margin-bottom-1" href="/look-at-a-grant/view" data-module="govuk-button">
View grant
</a>

<a class="govuk-button govuk-!-margin-bottom-1" href="/look-at-a-grant/view" data-module="govuk-button">
View grant
</a>

<a class="govuk-button govuk-!-margin-bottom-1" href="/look-at-a-grant/view" data-module="govuk-button">
View grant
</a>
```

Screen reader comments:

“While navigating the look for a grant section for ‘sunshine Inc’ using JAWS and IE, I found that the links identified as ‘view grant’ do not clearly indicate a destination page or function if navigating out of context.

Including a clear indication of what grants will be viewed if selecting a link, will cause less confusion in the future.”

I tested in: IE.

Google Chrome: Consistent.

NVDA: Consistent.

VoiceOver: Not consistent, as this issue could not be replicated at the time of testing.

VoiceOver will announce the type of grant in focus, such as ‘view grant, business grant’ a short time after the initial link text at the time of testing.

TalkBack: Consistent.

Solution:

We recommend providing unique and descriptive hypertext for each link. This can be hidden by using CSS techniques or by using an aria-label.

Example:

HTML

```
<a class="govuk-button govuk-!-margin-bottom-1" href="/look-at-a-grant/view" data-module="govuk-button">
View grant<span class="sr-only">small business</span>
</a>
```

CSS

```
.sr-only
{
```

```
position: absolute; width: 1px; height: 1px; margin: -1px; padding: 0;
overflow: hidden;
clip: rect(0,0,0,0); border: 0;
}
```

Alternatively, you could also provide an aria-label.

Aria-label

```
<a aria-label="View grant small business" class="govuk-button govuk-!-margin-
bottom-1" href="/look-at-a-grant/view" data-module="govuk-button">
View grant
</a>
```



Labels or instructions

Instructions had not been provided.

WCAG Reference:

3.3.2 Labels or Instructions (Level A)

[Understanding Labels or Instructions](#) | [How to Meet Labels or Instructions](#)

Issue ID: DAC-Labels-or-instructions

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/edit-a-grant/edit-application>

Page title: Edit application details – Edit a grant

Journey: Task 4 step 7

Screenshot:

What will you use the grant for?

B *I* U ☰ ☷

Installing solar panels on office roof

What will you use the grant for?

Please use at least 100 characters to tell us what you'll use the grant money for

B *I* U ☰ ☷

Installing solar panels on office roofs

Save changes

It is imperative that clear instructions are presented to users before an incorrect submission is made. This will avoid the user making unnecessary mistakes and having to renavigate the page to fix them.



Currently, the instructions are only available as an error message when the user makes a mistake and error validation is triggered by inputting less than 100 characters.

Current code ref(s):

```
<span class="govuk-error-message" id="usecase-error">Please use at least 100 characters to tell us what you'll use the grant money for</span>
```

Solution:

Provide these instructions via hint text so that they are visible for all uses. Hint text should also be associated with textarea using aria-describedby.

It me be advisable to use the [character count as suggested by GOV.UK Design System](#)



Text editor

There was no indication that the buttons has been pressed.

WCAG Reference:

4.1.2 Name, Role, Value (Level A)

[Understanding Name, Role, Value](#) | [How to Meet Name, Role, Value](#)

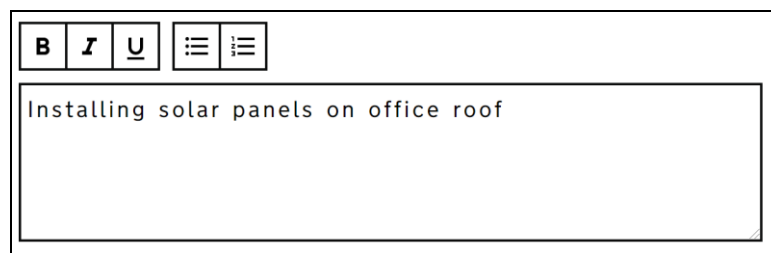
Issue ID: DAC-Text-editor

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/edit-a-grant/edit-application>

Page title: Edit application details – Edit a grant

Journey: Task 4 step 7

Screenshot:



When the buttons within the toolbar are initiated there is no indication for a screen reader that the button has been selected. Aria-pressed should be used to convey this information to screen reader users.

Current code ref(s):

```
<div class="moj-rich-text-editor__toolbar" role="toolbar">  
  
<button tabindex="-1" data-command="bold" type="button" class="moj-rich-text-editor__toolbar-button moj-rich-text-editor__toolbar-button--bold">  
<span class="govuk-visually-hidden">Bold</span>
```

Screen reader comments:

“While navigating the toolbar editing features as part of the editor using JAWS and IE, I found that selecting each option such as ‘ordered list’ or ‘unordered list’ does not indicate if the chosen option is selected. Including a prompt such as ‘ordered list selected’ as an example, will cause less confusion.”

I tested in: IE.

Google Chrome: Consistent.

NVDA: Consistent.

VoiceOver: Consistent.

TalkBack: Consistent.

Keyboard-only comments:

"I can tab onto the bold button, but to get to the others I had to use the arrow keys. I was confused by this as this is not the expected behaviour as usually I am able to tab onto buttons."

Solution:

We recommend implementing `aria-pressed` with a value of 'true' to indicate to screen reader users that the button has been applied. Buttons that have not been pressed should all have a value of 'false' – use JavaScript to change the value when required.

Consider providing instructions for keyboard-only analysts on how to interact with the text editor as it may be unclear for some users in a non-testing environment.

Please note: as previously mentioned in 'Unlabelled textarea' we do not feel this feature is required.

Example:

```
<button aria-pressed="true" tabindex="0" data-command="bold" type="button"
class="moj-rich-text-editor__toolbar-button moj-rich-text-editor__toolbar-button--
bold"><span class="govuk-visually-hidden">Bold</span></button>
```

```
<button aria-pressed="false" class="moj-rich-text-editor__toolbar-button moj-
rich-text-editor__toolbar-button--italic" type="button" data-command="italic"
tabindex="-1"><span class="govuk-visually-hidden">Italic</span></button>
```



Incorrect list markup

The definition list did not have its parent element <dl>

WCAG Reference:

1.3.1 Info and Relationships (Level A)

[Understanding Info and Relationships](#) | [How to Meet Info and Relationships](#)

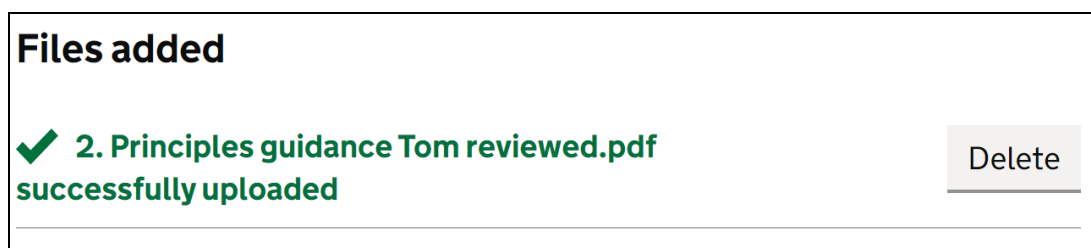
Issue ID: DAC-Incorrect-list-markup

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/provide-some-documents/provide-some-documents>

Page title: Upload documents

Journey: Task 5 step 6

Screenshot:



The definition list did not have its parent element <dl> meaning the list becomes invalid for validation purposes and may not be relayed back to the user in a way which is understandable.

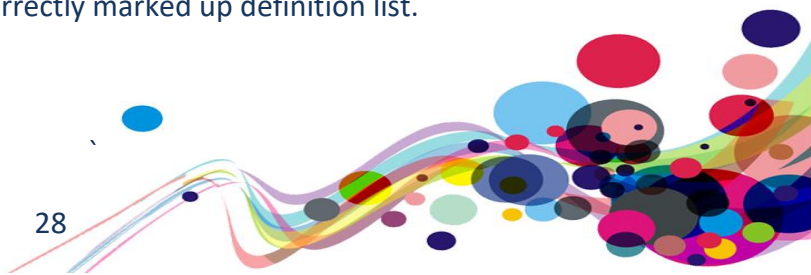
Current code ref(s):

```
<div class="govuk-summary-list_row moj-multi-file-upload_row"> <dd
class="govuk-summary-list__value moj-multi-file-upload_message"><span class="moj-
multi-file-upload_success"> <svg class="moj-banner_icon" fill="currentColor"
role="presentation" focusable="false" xmlns="http://www.w3.org/2000/svg"
viewBox="0 0 25 25" height="25" width="25"><path d="M25,6.2L8.7,23.2L0,14.114-
4.214.7,4.9L21,2L25,6.2z"></path></svg> 2. Principles guidance Tom reviewed.pdf
successfully uploaded</span></dd> <dd class="govuk-summary-list__actions moj-
multi-file-upload_actions"><button class="moj-multi-file-upload_delete govuk-
button govuk-button--secondary govuk-!-margin-bottom-0" type="button"
name="delete" value="2. Principles guidance Tom reviewed.pdf">Delete <span
class="govuk-visually-hidden">2. Principles guidance Tom
reviewed.pdf</span></button></dd></div>
```

Solution:

Ensures <dt> and <dd> elements are contained by a <dl>

The <dl> tag is used in conjunction with both <dt> and <dd>; however, the <dt> tag has not been used. Please refer to the GOV.UK Design System in relation to '[Check your answers page](#)' which uses a working example of a correctly marked up definition list.



Heading structure

There was no h1 on the page.

WCAG Reference(s):

1.3.1 Info and Relationships (Level A)

[Understanding Info and Relationships](#) | [How to Meet Info and Relationships](#)

Success Criterion 2.4.10 Section Headings (Level AAA)

[Understanding Section Headings](#) | [How to Meet Section Headings](#)

Issue ID: DAC-Heading-structure

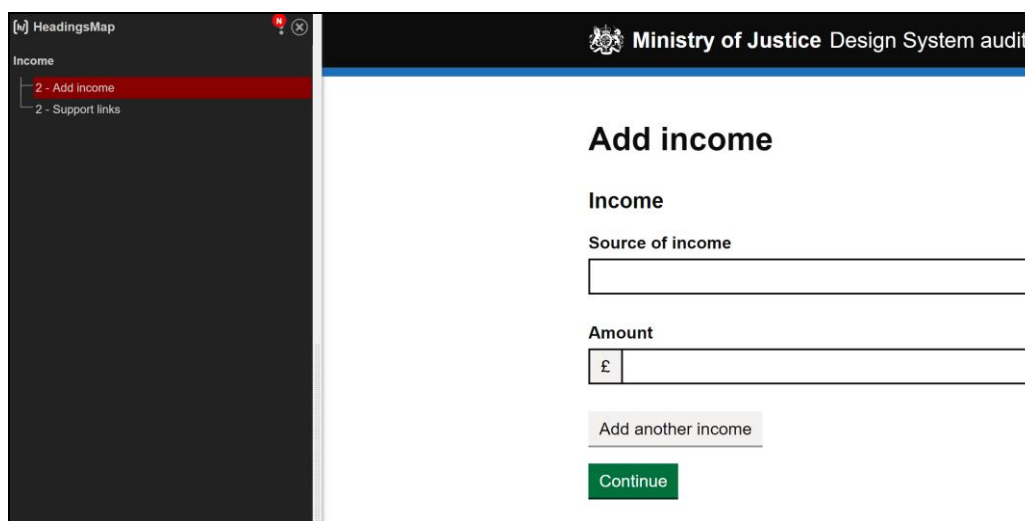
URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/review-a-task-list/income>

Page title: Income

Journey: Task 6 step 6

Consistent on task 3 step 4

Screenshot:



The heading structure begins at level 2 with no h1 present to introduce the main content. This will be problematic for many screen reader users when trying to understand the layout of the page.

Current code ref(s):

```
<h2 class="govuk-heading-1 moj-add-another__heading" tabindex="-1" data-element-id="headingsMap-0">Add income</h2>
```



Screen reader comments:

“While navigating the ‘add income’ screen using all screen reading software, I found that screen reader users are not able to identify a logical headings structure, as the structure starts at a level 2 instead of a level 1 at the time of testing. Including a clear and logical headings structure will cause less confusion.”

Solution:

Ensure there is a heading level one on the page. The current heading entitled ‘Add income’ (h2) should be implemented as a h1 to introduce the main content.



Reliant upon colour

Colour had been used to convey important information.

WCAG Reference:

1.4.1 Use of Color (Level A)

[Understanding Use of Color](#) | [How to Meet Use of Color](#)

1.1.1 Non-text Content (Level A)

[Understanding Non-text Content](#) | [How to Meet Non-text Content](#)

1.4.4 Resize text (Level AA)

[Understanding Resize text](#) | [How to Meet Resize text](#)

1.3.1 Info and Relationships (Level A)

[Understanding Info and Relationships](#) | [How to Meet Info and Relationships](#)

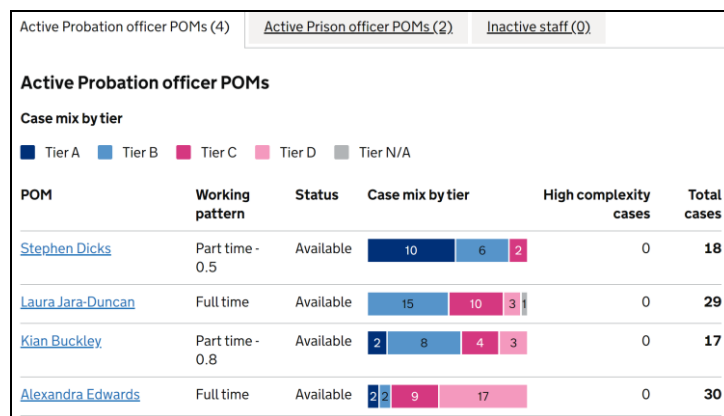
Issue ID: DAC-Reliant-upon-colour

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/manage-your-staff/staff>

Page title: Manage your staff

Journey: Task 7 step

Screenshot:



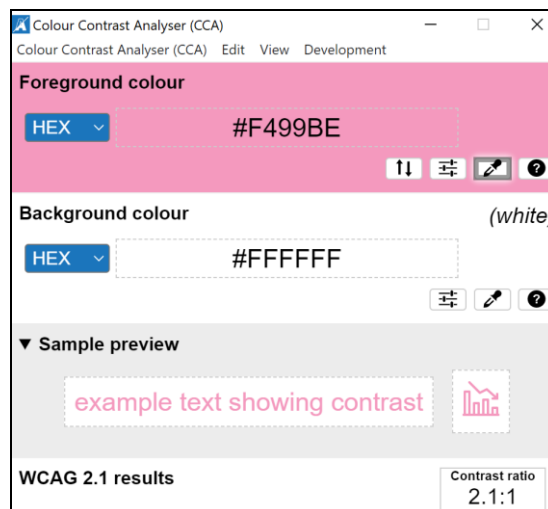
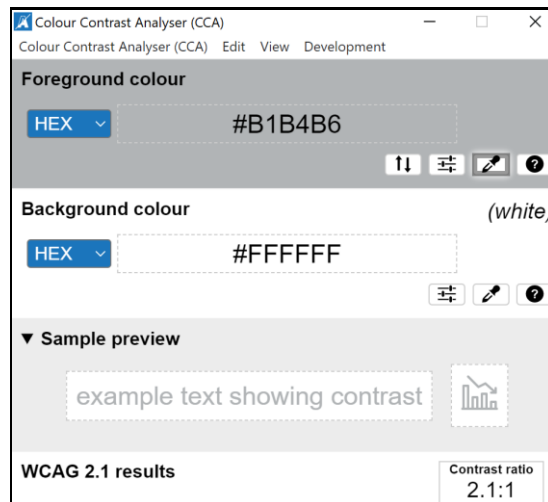
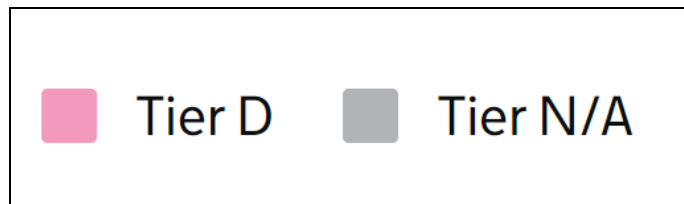
Active Probation officer POMs (4) Active Prison officer POMs (2) Inactive staff (0)

Active Probation officer POMs

Case mix by tier

Tier A
 Tier B
 Tier C
 Tier D
 Tier N/A

POM	Working pattern	Status	Case mix by tier	High complexity cases	Total cases
Stephen Dicks	Part time - 0.5	Available	10 6 2	0	18
Laura Jara-Duncan	Full time	Available	15 10 3	0	29
Kian Buckley	Part time - 0.8	Available	2 8 4 3	0	17
Alexandra Edwards	Full time	Available	2 9 17	0	30



Colour alone has been used to convey important information. There is currently no way for a screen reader to determine what the colours represent. The title attribute will not be conveyed to the user on non-selectable elements meaning keyboard-only users with a colour deficiency may find the colours difficult to perceive.

For a visual user, information conveyed via colour differences can be problematic for some users with colour deficiencies such as colour blindness who have difficulty perceiving colour. Using the title attribute to convey secondary information poses additional issues for users with a vision impairment because this information does not increase in size when this user group increases the size of the content on the page by using screen magnification.

The experience of the table for mobile users slightly differs from the experience encountered on desktop. Mobile users using both VoiceOver and TalkBack are unable to make the distinction between tiers when browsing the table because the title attribute is not supported on mobile. They only hear the numbers '10' '6' and '2' for example, with no mention that they relate to the tiers.

The colour contrast on non-text elements such as the light pink (Tier D) and the light grey (Tier N/A) both have a colour contrast ratio of **2.1:1** falling below the required ratio of at least **3:1**.

This may also affect some users with partial sight and older users as they too sometimes find it difficult to perceive colour.

Another issue may arise from users using a monochrome display monitor, which is a type of monitor whereby computer text and images are displayed in only one colour as opposed to a colour display monitor which displays text and images in multiple colours.

Current code ref(s):

```
<li>  
<span class="case-mix-key__swatch case-mix__tier-a"></span>  
Tier A  
</li>
```

Screen reader comments:

“While navigating the entry for the first probation officer (Steven Dix) at the time of testing using both VoiceOver and TalkBack, I found that navigating the table swiping from left to right as expected would not announce any case numbers for the different tiers.”

Solution:

There are a number of ways to solve these accessibility barriers. Please see some options below:

Non-text contrast element must have a colour contrast ratio of at least 3:1. You could either provide a different colour altogether to replace the light pink/ grey colours with a colour contrast ratio of at least 3:1 on its adjacent background, or provide a border around the blocks of colour, which would make them stand out against the background thus providing a better visual experience for users with a vision impairment.



In relation to the use of colour alone issue, you could provide the tier information inside the definition list so that it is visual for all users. Although, this may not be ideal as it interferes with the presentation of the table from a visual perspective.

Example:

```
<dd title="Tier A" class="case-mix__tier-a">10 (Tier A)</dd>
```



This solution would also fix the mobile issue whereby the title attribute is not conveyed to mobile users.

You could abbreviate the tier information so that it does not affect the visual presentation as much. **Please note:** the abbreviation must be explained on the page so that users can understand its meaning.

Example:

```
<dd title="Tier A" class="case-mix__tier-a">10 (TA)</dd>
```



Alternatively, we recommend replacing the current tooltip (via the title attribute) and providing the secondary information in the way of a more accessible tooltip. This will ensure that users can increase the text size of the tooltip if needed.

You will need to style the "div.hasTooltip" element so it stretches to cover the whole parent <dd> element.

Because the <dt> already says it is Tier A, use aria-hidden on the tooltip to hide it from screen reader users (so it is not repeated)

Additionally, ensure that the tooltip can be accessed via keyboard by giving the text a tabindex with a value of '0'



For example:

```
<td aria-label="Case mix by tier" class="govuk-table__cell">
<dl class="case-mix-bar" style="--columns: 0 10fr 0 6fr 0 2fr;">
<dt>Tier A</dt>
<dd title="Tier A" class="case-mix__tier-a">
<div class="hasTooltip" tabindex=0>
<span>10</span>
</div>
<span role="tooltip" aria-hidden="true">Tier A</span>
</dd>
[... ]
</td>
```

Tooltips are a good way to give secondary information to a user; be that abbreviation expansions, explaining icon uses or adding notes.

Using the title attribute is not accessibly sufficient for tooltips as it has inherent flaws:

- Text cannot be enlarged without assistive software.
- Often not read out by screen reading software.
- Cannot be activated by keyboard alone.

Ensuring that the tooltip is accessible is a simple process of:

- Adding the class of “hasTooltip” to the element
- Adding a span directly after the element with the tool tip in.
- Adding the following CSS and JavaScript code to your page/project.
- When the page is loaded, run the “setTooltipEvents();” function.

If the object does not normally take focus from the keyboard, adding an attribute of `tabindex` with a value of 0 will allow keyboard users to access the item.

Note about WCAG 2.1 **Success Criterion 1.4.13 Content on Hover or Focus**

This success criterion advises that of anything covering any other content on mouse hover or keyboard focus, it must be ‘dismissible’ without moving the mouse or keyboard focus. (e.g. by using the ‘Esc’ key)



CSS:

```
.hasTooltip + span {
    color: black;
    background-color: #FFFFC0;
    display: inline;
    position: absolute;
    height: 1px;
    margin: -1px;
    padding: 0;
    overflow: hidden;
    border: 0;
    z-index: 10;
}

.hasTooltip[tooltipStatus=active] + span,
.hasTooltip + span:hover {
    border: 2px solid black;
    height: auto;
    margin: auto;
    top: 1em;
}
```

JavaScript:

```
<script>
function makeActive(elmnt) {
    elmnt.setAttribute("tooltipStatus", "active");
}

function makeInactive(elmnt) {
    elmnt.setAttribute("tooltipStatus", "inactive");
}

function setTooltipEvents() {
// Add javascript event for all tooltips
    obj = document.querySelectorAll(".hasTooltip");
    for (c = 0; c < obj.length; c++) {
        makeInactive(obj[c]);
        obj[c].addEventListener("mouseenter", function() { makeActive(this); });
        obj[c].addEventListener("mouseleave", function() { makeInactive(this); });
        obj[c].addEventListener("focus", function() { makeActive(this); });
        obj[c].addEventListener("blur", function() { makeInactive(this); });
    }

// Check for all tooltip being active and inactivate them when 'Esc' is pressed
    document.addEventListener("keyup", function(e) {
        if ((e.keyCode || e.which) === 27) {
            obj = document.querySelectorAll(".hasTooltip[tooltipStatus=active]");
            for (c = 0; c < obj.length; c++) { makeInactive(obj[c]); }
        }
    });
}
</script>
```



HTML Example:

This is an example of a tooltip by the
`<abbr class="hasTooltip" tabindex=0 aria-hidden="true"> DAC </abbr>`
`Digital Accessibility Centre`
that pass the WCAG 2.1 Success Criterion 1.4.13: Content on Hover or Focus.

```
<script>setTooltipEvents();</script>
```



Focus order 1

The focus order of the page becomes illogical once the filter layer appears.

WCAG Reference:

2.4.3 Focus Order (Level A)

[Understanding Focus Order](#) | [How to Meet Focus Order](#)

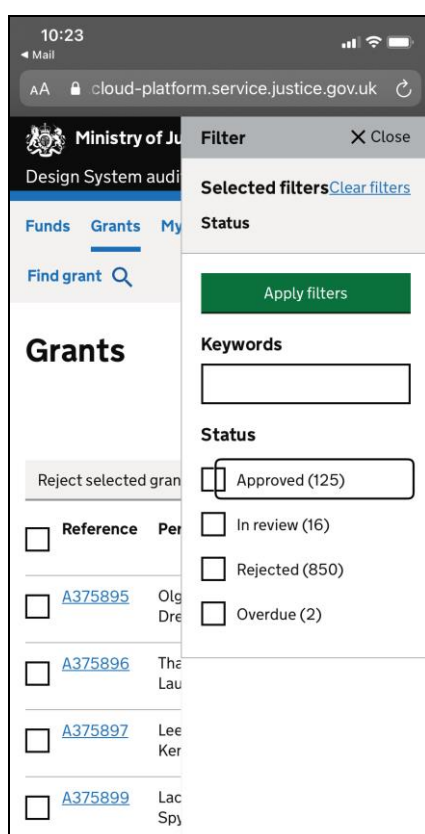
Issue ID: DAC-Focus-order-issue1

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/find-grants/grants>

Page title: Grants – Find and manage some grants

Journey: Task 2 step 4

Screenshot:



When users attempt to interact with the 'Show filter' button focus is not immediately taken inside the layer, instead to content on the page behind. VoiceOver users have to swipe backwards to gain focus in the layer with their focus going to the 'Overdue' checkbox first.

This was highly disorientating as it is not expected and it will be difficult to ascertain where the layer begins affecting the users perception of the layout of the page. Furthermore, user focus it not trapped within the layer meaning content behind is discoverable.

Current code ref(s):

```
<div class="moj-filter" tabindex="-1">  
  
<div class="moj-filter__header">  
  
<div class="moj-filter__header-title">  
<h2 class="govuk-heading-m">Filter</h2>  
</div>  
  
<div class="moj-filter__header-action">  
  
<button class="moj-filter__close" type="button">Close</button></div>
```

Solution:

Ensure focus is taken to the top of the layer once it has opened. Focus must remain locked layer so that users do not become disorientated by the page content behind.



Focus order 2

The positioning of the button may be problematic for users of assistive technology.

WCAG Reference:

2.4.3 Focus Order (Level A)

[Understanding Focus Order](#) | [How to Meet Focus Order](#)

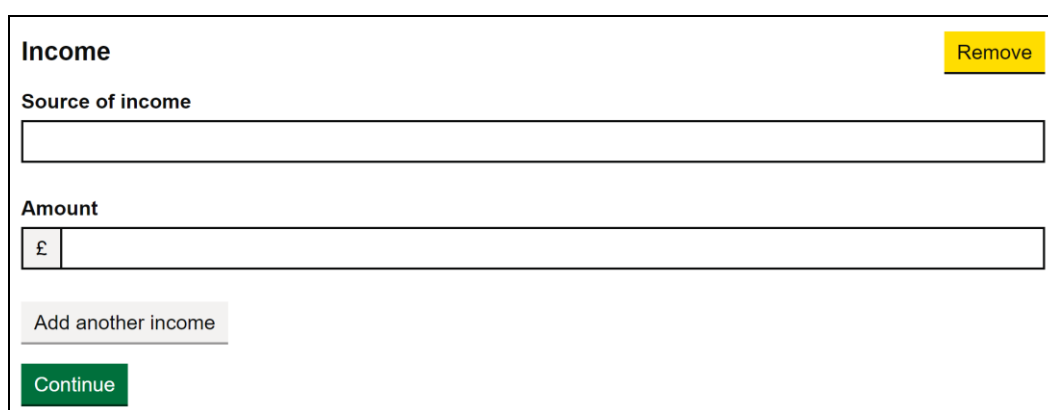
Issue ID: DAC-Focus-order-issue2

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/review-a-task-list/income>

Page title: Income

Journey: Task 6 step 7

Screenshot:



The screenshot shows a form titled 'Income'. At the top right of the form is a yellow 'Remove' button. Below the title is a section for 'Source of income' with a text input field. Underneath is the 'Amount' section, which includes a currency selector set to '£' and another text input field. At the bottom of the form, there is a grey button labeled 'Add another income' and a green 'Continue' button.

Both our keyboard-only and low vision analyst found the positioning of the 'Remove' button problematic. It is currently aligned to the right of the page, which affects how low vision users interact with the page as it may be out of sight of their primary focus.

Our keyboard-only analyst felt that the tab order appeared as illogical as the tab order went from the 'Amount' input field up to the button.

Current code ref(s):

```
<input class="govuk-input moj-input__currency" id="person[1][last_name]" name="person[1][last_name]" type="text" autocomplete="off" pattern="[0-9]*" data-name="person[%index%][last_name]" data-id="person[%index%][last_name]">
```

```
<button type="button" class="govuk-button govuk-button--secondary moj-add-another__remove-button">Remove</button>
```



Keyboard-only comments:

“Focus goes onto the ‘remove’ button after the amount form field. I found this confusing as the buttons are above the fields, so I expected to tab onto them before the ‘source of income’ fields.”

Low vision comments:

“The remove file feature was problematic to locate and access due to the position of the remove button again displayed a fair way outside of a user’s focus, the buttons are not well contrasted and provide an unremarkable appearance easy to miss. The lack of a vivid feature appearance together with the out of main focus position results in an easy to miss feature.

The form field widths are oversized and perhaps influences the remove feature. Reducing the field width and adding the remove feature to the right of the field may improve the ability to see and access the feature if needed. Also, improving the contrast to draw the user’s attention to that area of the screen may improve the locating and access of the remove button.”

Solution:

Position the button so that it is aligned to the left and underneath the input field.



*** Medium priority ***

Non-descriptive button

The 'Show/Hide' button may be ambiguous for some screen reader users.

WCAG Reference:

2.4.6 Headings and Labels (Level AA)

[Understanding Headings and Labels](#) | [How to Meet Headings and Labels](#)

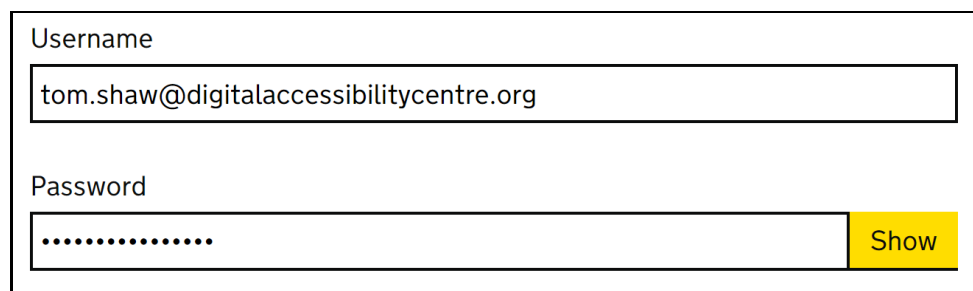
Issue ID: DAC-Non-descriptive-button

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/check-password/create-account>

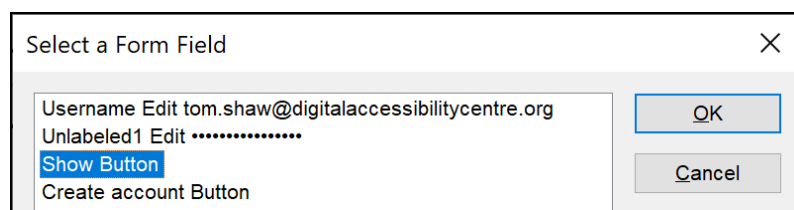
Page title: Create an account – Check password

Journey: Task 1 step 3

Screenshot:



A screenshot of a web form. At the top, the label 'Username' is followed by a text input field containing the email address 'tom.shaw@digitalaccessibilitycentre.org'. Below this, the label 'Password' is followed by a password input field with masked characters '.....'. To the right of the password field is a yellow button with the text 'Show'.



The 'Show/hide' button will be ambiguous for some screen reader users. This will be particularly difficult for users browsing out of context as there is no indication of what the button relates to.

Additional description is required to give the button more context.

Current code ref(s):

```
<button type="button" class="govuk-button govuk-button--secondary moj-password-reveal__button">Show</button>
```



Screen reader comments:

“While navigating the ‘create an account’ screen using JAWS and IE, I found that selecting the option to show or hide does not read an additional prompt to indicate if the state of the button has changed. I also found that reviewing the password input field, does not show my password, and only announces asterisks (***) at the time of testing.

Including a clear indication of the password as typed if choosing to ‘show’ the content, as well as including a prompt to indicate when the status of the button has changed from ‘show’ to ‘hide’ will cause less confusion in the future.”

I tested in: IE.

Google Chrome: Only consistent as far as the state of the button not announcing. The password now reads the letters when reviewing it with JAWS and google chrome.

NVDA: Consistent with the Google Chrome results.

VoiceOver: Not consistent, as the issue could not be replicated at the time of testing.

TalkBack: Consistent with the Google Chrome and JAWS results.

Solution:

Ensure the labelling of all buttons in general are descriptive. We recommend providing some hidden text inside a span to convey this additional information. JavaScript should be used to change the span text when the button has been initiated.

Example:

HTML

```
<button type="button" class="govuk-button govuk-button--secondary moj-password-reveal__button">Show<span class="sr-only">password</span></button>
```

CSS

```
.sr-only
{
position: absolute; width: 1px; height: 1px; margin: -1px; padding: 0;
overflow: hidden;
clip: rect(0,0,0,0); border: 0;
}
```

Alternatively, an aria-label can be used.

Example:

```
<button aria-label="Show password" type="button" class="govuk-button govuk-button--secondary moj-password-reveal__button">Show</button>
```

Please note: JavaScript should be used to change the aria-label once the button has been initiated.



Reflow 1

Content on the page becomes truncated when the reflow technique is implemented.

WCAG Reference:

1.4.10 Reflow

[Understanding Reflow](#) | [How to Meet Reflow](#)

Issue ID: DAC-Reflow

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/find-grants/grants#main-content>

Page title: Grants – Find and manage some grants

Journey: Task 2 step 4

Screenshot:



Page content within the table is truncated when the reflow technique is used. Many users using this method will be unable to view the rest of the content situated within the table.

The reflow technique is when the user manipulates the viewport to 1280px and magnifies the page to 400%. This helps users with a visual impairment to enlarge the text on the page to be able to read it in a single column.

Current code ref(s):

```
<table class="govuk-table" data-module="moj-multi-select" data-multi-select-checkbox="#select-all">
```



Low vision comments:

“Viewing the filter section @400% using 1280 x 1024 resolution, the screen presents a limited view of the filter section. The filter section is only partially visible with no horizontal scrolling present to view off-screen content. The display does not wrap to present content within the screen width.”

Solution:

Ensure content can be presented to users without **loss of information** or functionality when viewed at 400% magnification and the viewport set at 1280 pixels.

Although tables are included within the list of exempt elements that are allowed horizontal scrolling, in this case there is no scroll so that users can view the table. Either implement the scrolling or wrap the table so that it fits within the viewport.

A good working example found on task 3 step 6:

Status	Reference
PAYMENT DETAILS INVALID	MT-C- 528894



Reflow 2

The use of horizontal scrolling is required to view links.

WCAG Reference:

1.4.10 Reflow

[Understanding Reflow](#) | [How to Meet Reflow](#)

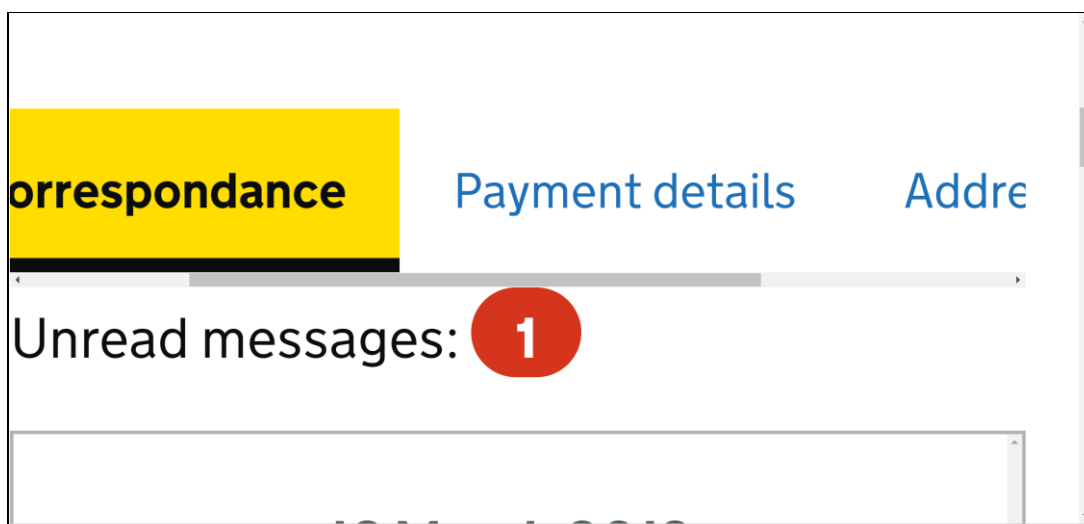
Issue ID: DAC-Reflow-issue2

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/chat-to-us/chat-to-us>

Page title: Chat to us

Journey: Task 7 step 3

Screenshot:

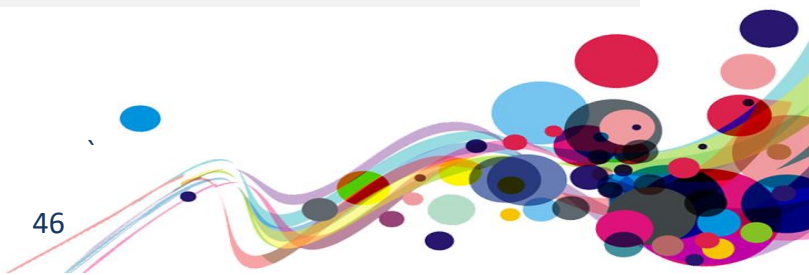


The use of horizontal scrolling is required to view the side navigation links. The navigation links should wrap accordingly without having to add extra navigational steps by using the scroll feature.

Current code ref(s):

```
<nav class="moj-side-navigation" aria-label="Side navigation">
<h4 class="moj-side-navigation__title">Payment</h4>
<ul class="moj-side-navigation__list">
<li class="moj-side-navigation__item moj-side-navigation__item--active">
<a href="#" aria-current="location">Payment correspondance</a>
</li>

<li class="moj-side-navigation__item">
<a href="#1.2">Payment details</a>
```



Low vision comments:

“When re-flow is used. The default left hand navigation position changes to the top of the main message panel. When magnified to the maximum 400% using 1280 x 1024 resolution, each title is singularly displayed upon the message panel, locating the pay and personal detail titles could not be seen. To view and access these tiles, I could initially see no function to achieve this.

After some searching, I noticed what looked to be a horizontal scroll bar located under the payment correspondence tab. The scroll bar was in close proximity soberly reducing the ability to locate and access the scroll bar. The process forced internal horizontal scrolling which may contravene WCAG re-flow guidelines.

Due to the lack of available width, providing these navigation tabs in a drop own may provide a better and perhaps easier to use option to avoid forced scrolling and improving access to the required areas.”

Solution:

Ensure the navigation links are presented to users without the **use of horizontal scrolling** when viewed at 400% magnification and the viewport set at 1280 pixels.



Status message

Screen reader users were not aware that errors had occurred.

WCAG Reference:

4.1.3 Status Messages (Level AA)

[Understanding Status Messages](#) | [How to Meet Status Messages](#)

Issue ID: DAC-Status-message

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/edit-a-grant/edit-company>

Page title: 4 errors - Edit company details – Edit a grant

Journey: Task 4 step 4

Screenshot:

Grant applications

Edit company details

Company name
Enter the name of your company

Date company established
Enter the date your company was established
For example, 31 3 1980

Day Month Year

When an error had been committed there was no indication for screen reader users that errors had occurred. This can be problematic for a screen reader user as newly presented content should be announced immediately.

Current code ref(s): N/A



Screen reader comments:

“While navigating the ‘edit company information’ screen using JAWS and IE, I found that screen reader users are not able to identify any errors if submitting the form incorrectly. Including focus to the top of the form rather than remaining on the ‘continue’ button, as well as giving focus to a list of error messages under a heading announced, ‘there is a problem’, will resolve this issue in the future.”

I tested in: IE.

Google Chrome: Consistent.

NVDA: Consistent.

VoiceOver: Consistent.

TalkBack: Consistent.

Solution:

Implement the error summary as recommended in the GOV.UK Design System. Ensure that screen reader users are informed that an error has occurred on the page by providing a role of alert to the <div> containing the error summary information. Use the aria-labelledby attribute to refer to the ‘There is a problem’ text that will be read to the user when the error is displayed.

Example:

```
<div class="govuk-error-summary" aria-labelledby="error-summary-title"
role="alert" tabindex="-1" data-module="govuk-error-summary">
  <h2 class="govuk-error-summary__title" id="error-summary-title">
    There is a problem
  </h2>
  <div class="govuk-error-summary__body">
    <ul class="govuk-list govuk-error-summary__list">
      <li>
        <a href="#passport-issued-error">The date your passport was issued must be
in the past</a>
      </li>
      <li>
        <a href="#postcode-error">Enter a postcode, like AA1 1AA</a>
      </li>
    </ul>
  </div>
</div>
```

Please refer to [‘error summary guidance’](#) for further information.



Duplicated labels

There were duplicated labels on the page.

WCAG Reference:

2.4.6 Headings and Labels (Level AA)

[Understanding Headings and Labels](#) | [How to Meet Headings and Labels](#)

Issue ID: DAC-Duplicated-labels

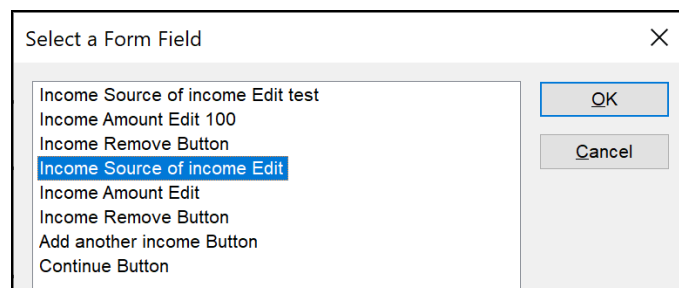
URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/review-a-task-list/income>

Page title: Income

Journey: Task 5 step 6

Screenshot:

The screenshot shows a form titled "Add income". It contains two identical sections for adding income. Each section has a "Remove" button, a "Source of income" text input field, and an "Amount" text input field with a "£" symbol. Below the second section is an "Add another income" button and a green "Continue" button.



The original labels entitled 'Source of income' and 'Amount' are descriptive; however, once the 'Add another income' button is initiated the labels become duplicated.



This will be an issue for screen reader users as it will not be clear when browsing out of context what input relates to which income. The same issue applies to both 'Remove' buttons.

Current code ref(s):

```
<div class="govuk-form-group">
  <label class="govuk-label govuk-!-font-weight-bold" for="person[0][first_name]">
    Source of income
  </label>

  <input class="govuk-input" id="person[0][first_name]" name="person[0][first_name]"
  type="text" data-name="person[%index%][first_name]" data-
  id="person[%index%][first_name]">
</div>
```

Screen reader comments:

“While navigating the ‘add income’ screen using JAWS and IE, I found that screen reader users are not able to identify which income will be removed if navigating the JAWS forms list out of context at the time of testing. Including a clear indication of which income will be removed will resolve this issue”

I tested in: IE.

NVDA: Consistent.

VoiceOver: Consistent.

TalkBack: Consistent.

Solution:

We recommend providing unique and descriptive labels for each input. A fieldset and legend has been used for the two separate incomes so you could amend each legend to ‘Income 1’ and ‘Income 2’ for example.



Duplicate headings

There were duplicated headings on the page.

WCAG Reference:

2.4.6 Headings and Labels (Level AA)

[Understanding Headings and Labels](#) | [How to Meet Headings and Labels](#)

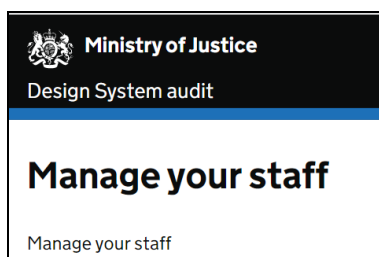
Issue ID: DAC-Duplicate-headings

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/manage-your-staff/staff>

Page title: Manage your staff

Journey: Task 6 step

Screenshot:



When browsing on mobile there were duplicate headings entitled 'Manage your staff'. This can be disorientating for screen reader users as they use the heading structure to try and understand the layout of the page.

Current code ref(s):

```
<h1 class="govuk-heading-xl">  
Manage your staff  
</h1>
```

```
<div class="govuk-tabs" data-module="govuk-tabs">  
<h2 class="govuk-tabs__title">Manage your staff</h2>
```

Screen reader comments:

"While navigating the 'active probation officer' tab using iOS VoiceOver, I found that screen reader users are not able to identify the reason for the multiple headings announced as 'manage your staff'. Include a consistent level navigation and only 1 heading which relates to each section."

I tested in: iOS.

TalkBack: Consistent.

Solution:

Ensure all headings are unique. Alternatively, you could remove the h2 and allow the h1 to introduce the content.



***** Low priority *****

Ambiguous links

The pagination links may be difficult to understand for screen reader users browsing out of context.

WCAG Reference:

2.4.9 Link Purpose - Link Only - (Level AAA)

[Understanding Link Purpose \(Link Only\)](#) | [How to Meet Link Purpose \(Link Only\)](#)

Issue ID: DAC-Ambiguous-link

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/find-grants/grants#main-content>

Page title: Grants – Find and manage some grants

Journey: Task 2 step 4

Screenshot:



The links situated within the pagination are likely to be ambiguous for some users that browse out of context. The purpose of the links are unclear and what they relate to.



Current code ref(s):

```
<a class="moj-pagination__link" href="#">2</a>
```

Solution:

Provide some descriptive hidden text so that screen reader users can understand the purpose of the links when browsing out of context.

Example:

HTML

```
<a class="moj-pagination__link" href="#">2<span class="sr-only">Page 2 of [...]  
</span></a>  
</a>
```

CSS

```
.sr-only  
{  
  position: absolute; width: 1px; height: 1px; margin: -1px; padding: 0;  
  overflow: hidden;  
  clip: rect(0,0,0,0); border: 0;  
}
```

Alternatively, you could also provide an aria-label.

Aria-label

```
<a aria-label="Page 2 of [...]" class="moj-pagination__link" href="#">2</a>
```



Illogical heading structure

The structure of the page is illogical (h1 to h4)

WCAG Reference:

Success Criterion 2.4.10 Section Headings (Level AAA)

[Understanding Section Headings](#) | [How to Meet Section Headings](#)

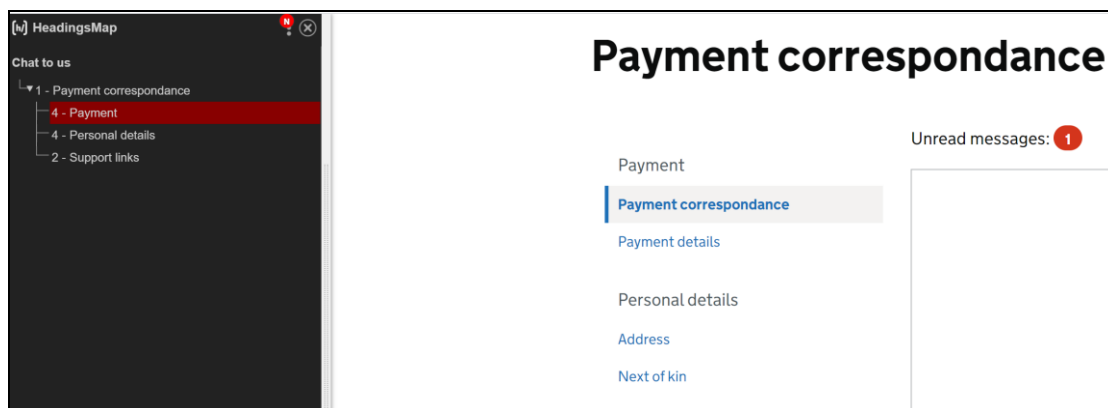
Issue ID: DAC-illogical-heading-structure

URL: <https://caseworker-uat.rtge-notprod.homeoffice.gov.uk/caseworker/reports/applicationDashboard>

Page title: Application dashboard

Journey: Task 7 step 3

Screenshot:



The heading structure of the page was illogical due the heading levels increasing by more than one level at a time.

This may be confusing for some screen readers as the layout of the page will be unclear without a logical and hierarchal heading structure to relate the content.

Current code ref(s):

```
<h1 class="govuk-heading-xl">Payment correspondance</h1>  
<h4 class="moj-side-navigation__title">Payment</h4>
```



Screen reader comment:

“While navigating the JAWS headings list as part of the ‘payment correspondence’ screen, I found that screen reader users are not able to identify a logical headings structure if navigating in or out of context. Currently the headings’ structure moves from a level 1 to a level 4 at the time of testing.”

I tested in: IE.

Google Chrome: Consistent.

NVDA: Consistent.

VoiceOver: Not consistent, as this issue could not be replicated at the time of testing.

TalkBack: Not consistent, as this issue could not be replicated at the time of testing.

Solution:

Ensure heading structures are logical and hierarchical. Users relying on audio feedback use the heading mark-up to determine the importance of each section on the page. The headings in question should be h2’s.



*** Usability ***

Text spacing

The border of the currency input becomes truncated.

WCAG Reference:

Usability

Issue ID: DAC-Text-spacing

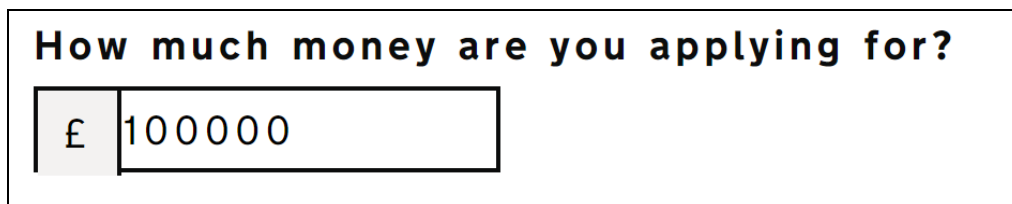
URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/edit-a-grant/edit-application>

Page title: Edit application details – Edit a grant

Journey: Task 4 step 7

Consistent on Task 5 step 6

Screenshot:



The screenshot shows a form with the title "How much money are you applying for?". Below the title is a text input field. The input field contains the text "£ 100000". The border of the input field is truncated, with the bottom part missing, particularly around the currency symbol.

The bottom part of the border surrounding the currency symbol disappears when the text spacing technique is implemented.

Although this did not pose an accessibility barrier, we feel that this may not be the case for all users who use this technique as a way of improving their reading experience. Some users require the ability to increase spacing between lines, words, letters, and paragraphs, which should not affect any other element or its appearance.

Current code ref(s):

```
<span class="moj-label__currency">£</span>
<input class="govuk-input moj-input__currency govuk-input--width-10" id="amount"
name="amount" type="text" value="100000" autocomplete="off" pattern="[0-9]*">
</div>
```



Solution:

Ensure 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.**



Error handling

The error handling present did not follow the GOV.UK Design System patterns.

WCAG Reference:

Usability & GOV.UK Design System requirement

Issue ID: DAC-Error-handling

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/edit-a-grant/edit-company>

Page title: 4 errors - Edit company details – Edit a grant

Journey: Task 4 step 4

Screenshot:

Grant applications

Edit company details

Company name
Enter the name of your company

Date company established
Enter the date your company was established

For example, 31 3 1980

Day Month Year

The error handling did not follow the same patterns as found in the GOV.UK Design System. The following issues were identified:

- The page title contained the words '4 errors' – although this is helpful by knowing there are four errors, the Design system states that the word 'Error' should be used.
- The inline error did not contain the word 'Error'
- There was no error summary present
- There is no indication for blind users that error validation had been triggered once the 'Continue' button had been initiated (please refer to our 'Status message solution' for further guidance on that issue)

Current code ref(s):

```
<span class="govuk-error-message" id="company-name-error">Enter the name of your company</span>
```

```
<title>4 errors - Edit company details - Edit a grant</title>
```



Keyboard-only comment:

“The error messages present on this page appear as red text appearing above the fields. This does not meet the GDS guidelines which requires there to be skip links at the top of the content that take your focus to where the issue is.”

Solution:

It is strongly recommended that the patterns found in the GOV.UK Design System relating to error handling are followed. Please refer to [‘error message guidance’](#) and [‘error summary guidance’](#) for further information.



Warning text

There was no indication for screen reader users that a piece of warning text was present.

WCAG Reference:

Usability & GOV.UK Design System

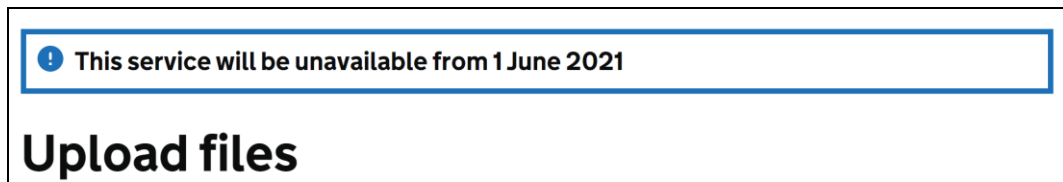
Issue ID: DAC-Warning-text

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/provide-some-documents/provide-some-documents>

Page title: Upload documents

Journey: Task 5 step 3

Screenshot:



The GOV.UK Design System states that warning text should be used to warn users about something important. They use a span to convey the word 'Warning' and hide the icon. Currently, there is no way for blind users to know that this is a warning message.

This issue is consistent on other tasks whereby this warning icon has been used.

Current code ref(s):

```
<div class="moj-banner">  
  
<svg class="moj-banner__icon" fill="currentColor" role="presentation"  
focusable="false" xmlns="http://www.w3.org/2000/svg" viewBox="0 0 25 25"  
height="25" width="25"><path d="M13.7,18.5h-2.4v-2.4h2.4V18.5z M12.5,13.7c-0.7,0-  
1.2-0.5-1.2-1.2V7.7c0-0.7,0.5-1.2,1.2-1.2s1.2,0.5,1.2,1.2v4.8  
C13.7,13.2,13.2,13.7,12.5,13.7z M12.5,0.5c-6.6,0-12,5.4-12,12s5.4,12,12,12s12-  
5.4,12-12S19.1,0.5,12.5,0.5z"></path></svg>  
  
<div class="moj-banner__message">  
  
<h2 class="govuk-heading-m">This service will be unavailable from 1 June 2021</h2>
```



Solution:

Provide a consistent approach when alerting users to a warning. Please refer to [‘Warning text guidance’](#) for further information.

 **You can be fined up to £5,000 if you do not register.**

HTML [Nunjucks](#)

```
<div class="govuk-warning-text">  
  <span class="govuk-warning-text__icon" aria-hidden="true">!</span>  
  <strong class="govuk-warning-text__text">  
    <span class="govuk-warning-text__assistive">Warning</span>  
    You can be fined up to £5,000 if you do not register.  
  </strong>  
</div>
```

[Copy code](#)



Button positioning

The positioning of the button may be problematic for users of assistive technology.

WCAG Reference:

Usability

Issue ID: DAC-Button-positioning

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/find-grants/grants?status%5B%5D=unchecked&keywords=&status%5B%5D=Approved&status%5B%5D=Rejected>

Page title: Grants – Find and manage some grants

Journey: Task 2 step 7

Screenshot:

Filter

Selected filters [Clear filters](#)

Status

Approved x Rejected x

Apply filters

Keywords

Status

Approved (125)

In review (16)

Rejected (850)

Overdue (2)

It may be an issue for some keyboard-only users having to renavigate backwards to apply the filters.



Current code ref(s):

```
<button class="govuk-button" data-module="govuk-button">  
  Apply filters  
</button>
```

Keyboard-only comments:

“The ‘apply filters’ button is above the filters. This meant that I had to select filters then press Shift + Tab to gain focus back on the button. It would be easier for me if the button were below the filter options.”

Solution:

Consider repositioning the filter button so that it is at the end of the filtering process.



Mobile layout

The numbered tiers may be difficult for some low vision users to decipher.

WCAG Reference:

Usability

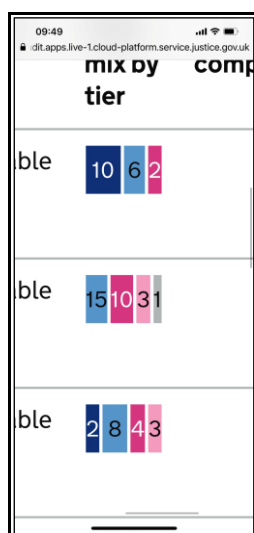
Issue ID: DAC-Mobile-layout

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/manage-your-staff/staff>

Page title: Manage your staff

Journey: Task 7 step 1

Screenshot:



The numbers relating to the tiers were difficult to decipher for our low vision analyst testing on both iOS and Android devices.

Current code ref(s):

```
<dl class="case-mix-bar" style="--columns: 0 15fr 0 10fr 0 3fr 0 1fr;">
<dt>Tier B</dt>
<dd title="Tier B" class="case-mix__tier-b">15</dd>
<dt>Tier C</dt>
<dd title="Tier C" class="case-mix__tier-c">10</dd>
<dt>Tier D</dt>
<dd title="Tier D" class="case-mix__tier-d">3</dd>
<dt>Tier N/A</dt>
<dd title="Tier N/A" class="case-mix__tier-na">1</dd>
</dl>
```

Low vision comments:

“When I was reading through the tabled information, I struggled to read the smaller sectioned numbers within the mix by tier row. This is because some of the tier numbers are considerably smaller than the rest of the numbers within the row as well as the changing colour schemes used for each tier. Because of this I was not sure which tiers were within the row.”

Solution:

Consider spacing out the numbers and providing a larger area for numbers that have a thin appearance.



JAWS heading bug

The heading level one is not discoverable for JAWS users.

WCAG Reference:

Usability

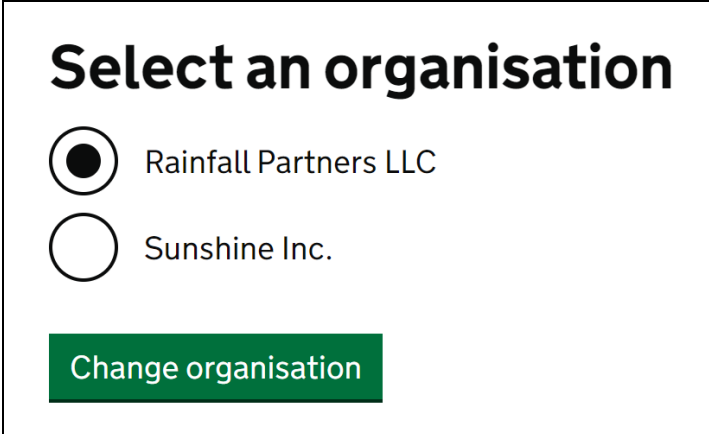
Issue ID: DAC-JAWS-heading-bug

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/look-at-a-grant/switch-organisation>

Page title: Switch organisation – Look at a grant

Journey: Task 3 step 4

Screenshot:



Select an organisation

Rainfall Partners LLC

Sunshine Inc.

[Change organisation](#)

It is a known bug that the h1 is not discoverable for older versions of JAWS using IE11, when the h1 is included as part of the legend.

Current code ref(s):

```
<fieldset class="govuk-fieldset">
<legend class="govuk-fieldset__legend govuk-fieldset__legend--1">
<h1 class="govuk-fieldset__heading">
Select an organisation
</h1>
</legend>
```



Screen reader comments:

“While navigating the ‘select an organisation’ screen using JAWS with IE, I found that screen reader users are not able to identify a logical headings structure if navigating out of context. Currently blind users will identify a heading at level 2 at the time of testing, including a logical structure which starts at a level 1 will resolve this issue.”

I tested in: IE.

Google Chrome: Not consistent, as this issue could not be replicated at the time of testing.

NVDA: Not consistent, as this issue could not be replicated at the time of testing.

VoiceOver: Not consistent, as this issue could not be replicated at the time of testing.

TalkBack: Not consistent, as this issue could not be replicated at the time of testing

Solution:

There is currently no solution for this issue as this is the recommended method found in the GOV.UK Design System.



Page titles

The page title and the h1 did not match.

WCAG Reference:

Usability & GOV.UK Design System requirement

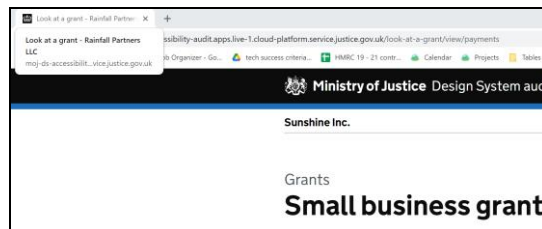
Issue ID: DAC-Page-titles

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/look-at-a-grant/view/payments>

Page title: Look at a grant - Rainfall Partners LLC

Journey: Task 3 step 6

Screenshot:



Providing descriptive page title will help screen reader users understand the purpose of the page immediately if the user has multiple tabs open.

The page title is often the first piece of information the user will hear, so a front-loaded page title (usually matching the h1 of the page) is good practice.

Current code ref(s):

```
<title>
Look at a grant - Rainfall Partners LLC
</title>
```

Screen reader comment 1:

“While navigating the ‘small business grant’ screen for the ‘payments’ section of ‘Rainfall LLC’ using JAWS and IE, I found that the page title does not clearly indicate the full information as expected.

Including the full information via the page title such as ‘look at a grant- Rainfall LLC Small Business grant’ and also GOV.UK will ensure the page title is fully descriptive.”

I tested in: IE.

Google Chrome: Consistent.

NVDA: Consistent.

VoiceOver: Consistent.

TalkBack: Consistent.

Screen reader comment 2:

“While navigating the small business grants section as part of the ‘view grant’ when selecting ‘Sunshine Inc’ using JAWS and IE, I found that the page title announces ‘Rainfall LLC’ instead of the selected organisation.

Including a clear page title which describes the currently selected organisation, will cause less confusion in the future. This also applies to the second screen of the ‘review a task list’ entitled ‘client details.’”

Journey 6, Step 3.

<https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/review-a-task-list/review-a-task-list>

Solution:

It is good practise to front-load the page title with the h1 of the page, followed by the service and organisation (GOV.UK) at the end.

Example:

```
<title>Unique and descriptive page title (matching h1) - Service Name - GOV.UK</title>
```



Aria-current

The state of the link is not conveyed to Android users.

WCAG Reference:

Usability

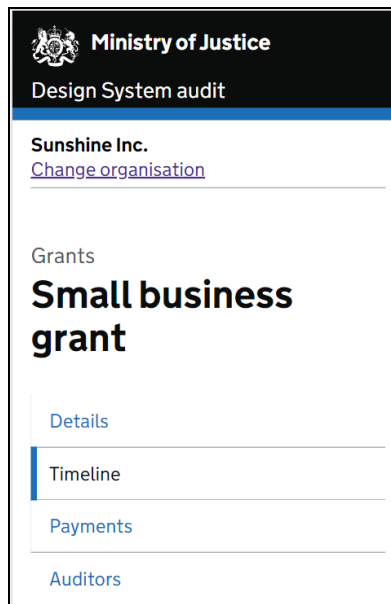
Issue ID: DAC-Aria-current

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/look-at-a-grant/view/timeline>

Page title: Look at a grant - Rainfall Partners LLC

Journey: Task 3 step 6

Screenshot:



Aria-current does not appear to be compatible with TalkBack using Chrome, Firefox or the default browser as it does not announce that the user is on the current page.

This is not applicable for VoiceOver users as it is announced.

Current code ref(s):

```
<a class="moj-sub-navigation__link" aria-current="page" href="/look-at-a-grant/view/timeline">Timeline</a>
```

Screen reader comments:

“While navigating the ‘business grants’ screen consistent, I found that screen reader users will hear Talkback announce ‘Timeline’ when navigating the links list out of context in relation to the various links. I found that TalkBack does not announce which link is selected/ which page I am on if navigating in or out of context.

Solution:

You could consider not using aria-current and providing this current information via hidden text, so that it is accessible for TalkBack users on Android devices too.

Please refer to [‘aria-current TalkBack issues’](#) for further guidance.



TalkBack specific issue

TalkBack announces an over-abundance of information.

WCAG Reference:

Usability

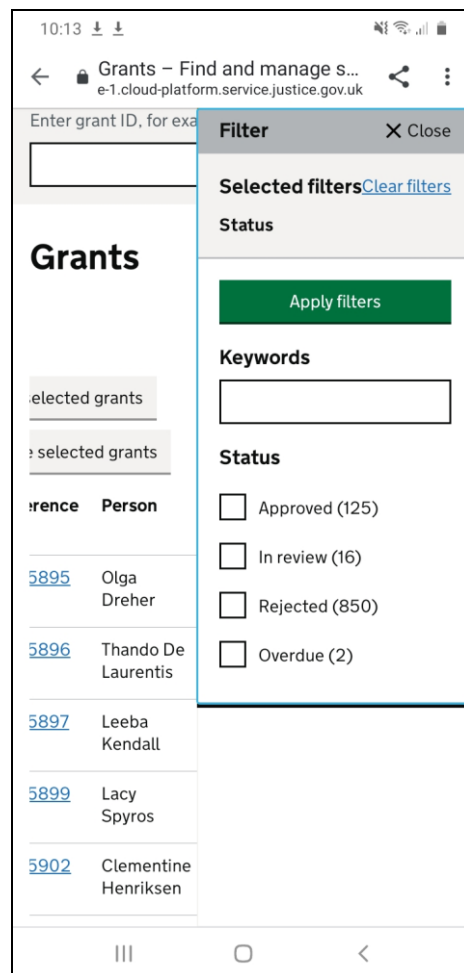
Issue ID: DAC-TalkBack-specific-issue

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/find-grants/grants>

Page title: Grants – Find and manage some grants

Journey: Task 2 step 4

Screenshot:



When the 'Show filter' button is initiated the filter layer appears and Android announces an over-abundance of information such as 'Filter/close/selected filters/clear filters/status/apply filters/keywords/status' with the announcement ending before the checkboxes.



Focus is not an issue because the next element to receive focus is the 'Filter' heading, which is correct.

Current code ref(s):

```
<button class="govuk-button govuk-button--secondary" type="button" aria-haspopup="true" aria-expanded="false">Show filter</button>
```

Screen reader user comments:

"While navigating the 'show filter' option for the view grants screen using Android TalkBack, I found that selecting the 'show filter' causes TalkBack to announce a lot of information back to me such as: "Filter close, show approved, show rejected, status"."

Solution:

It is currently not clear why TalkBack performs this way. It is likely to be a software bug; however, we have included this issue as part of our testing.



*** Low vision feedback ***

Low vision feedback

We have provided feedback from our low vision analyst that may not necessarily fail any WCAG 2.1 guidelines; however, we feel the issues that he has encountered can be equally important from an accessibility perspective.

WCAG Reference:

Usability

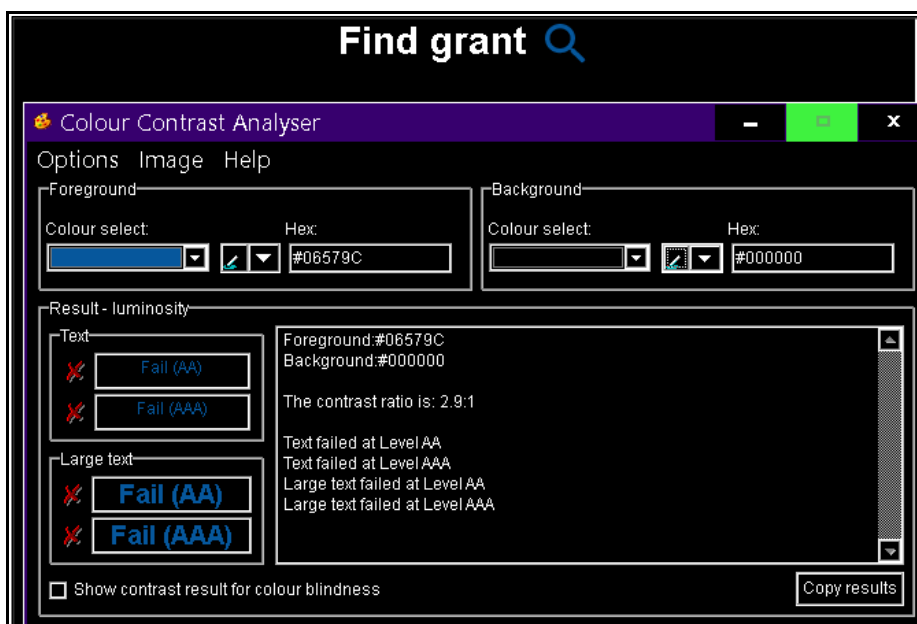
Issue ID: DAC-Low-vision-feedback-issue1

URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/find-grants>

Page title: Find and manage some grants

Journey: Task 2 (landing page)

Screenshot:



Low vision comments:

“The grant search facility, when viewed with inverted contrast, can be missed as a search facility as the identifying magnifying glass icon becomes poorly contrasted as the page appearance changes.

The icon has a fixed contrast meaning the contrast fails to invert resulting in the icon reducing in luminosity displaying a dark icon on a dark background. Although possibly a AAA guideline, this issue may prevent low vision users from locating and accessing a search facility to which may present a barrier from finding and retrieving required information.

Ensuring the inversion of icons together with main content is vital to maintain appearance consistency throughout the site.

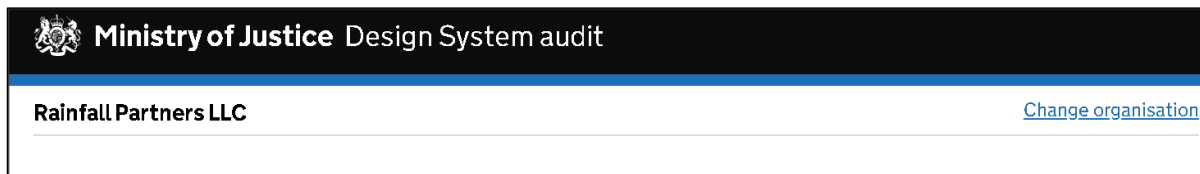
The find grant button is positioned outside of my peripheral vision and away from the main content making locating and accessing difficult.”



URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/look-at-a-grant/grants-rainfall>

Page title: Look at a grant - Rainfall Partners LLC

Journey: Task 3 step 3



The 'Change organisation' link is situated to the far right of the page meaning some users with a visual impairment or users that may be using magnification may miss it.

Low vision comments:

"The change organisation link is displayed outside of my main focus area making it difficult to locate and access. The display with light blue GDS link contrast does not draw my attention away from the central content and therefore easily un-noticed. A result of this may lead to the user missing out on this feature.

Improved appearance is needed to ensure this feature is easily noticed and accessed.

Placing this link closer to the company title may increase the link's appearance and use. The company name displays, and the link is also perhaps displayed in an unorthodox page position toward the very top of the viewing area under the header. A user's attention is instantly drawn to the H1 which may be the area of the page read first. Positioning the display under the H1 will provide a more logical; page position making it possible for easier locating and access."

Solution:

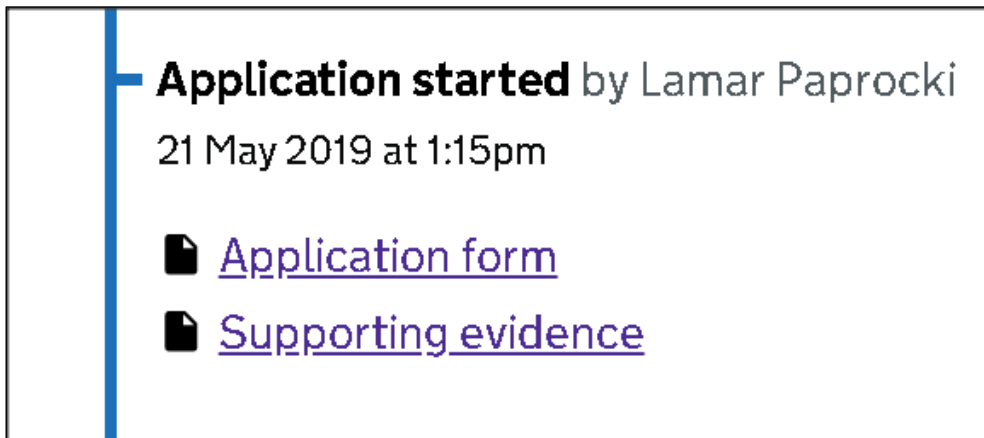
This link should be aligned to the left so that it is visible for all users of assistive technology.





URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/look-at-a-grant/view/timeline>

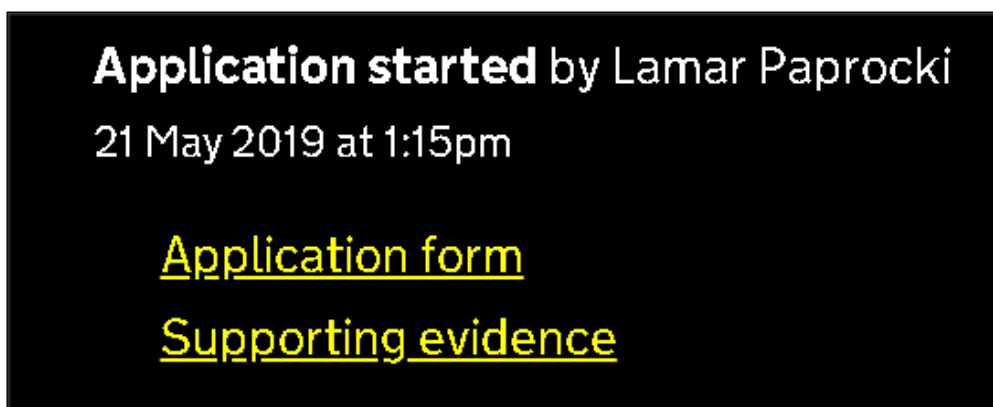
Page title: Look at a grant - Rainfall Partners LLC

Journey: Task 3 step 6



Application started by Lamar Paprocki
21 May 2019 at 1:15pm

-  [Application form](#)
-  [Supporting evidence](#)



Application started by Lamar Paprocki
21 May 2019 at 1:15pm

[Application form](#)

[Supporting evidence](#)

Low vision comment:

“The PDF download links are accompanied by an identifier logo to which has a similar issue to the grant search icon when viewed with inverted contrast. When contrast is inverted, the icons do not invert resulting in the missing icons, this then allows the downloads to resemble links rather than other functions such as a download process.

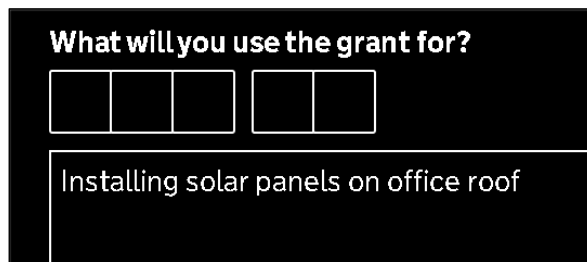
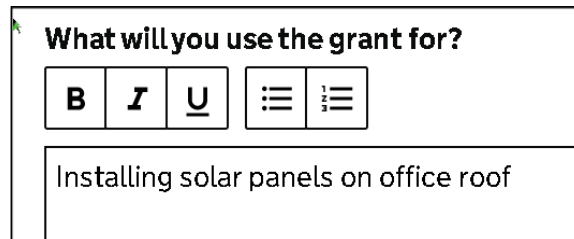
It should be pointed out that some user groups may need to view inverted contrast as a default and therefore fall outside of the AA minimum standard inadvertently providing a barrier to navigating the page. The ensuring that all content is visible upon any customisation is required for all users and highly recommended.”



URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/edit-a-grant/edit-application>

Page title: Edit application details – Edit a grant

Journey: Task 4 step 7



Users using colour inversion as their primary method of navigation will be unable to interact with the text edit feature. The reason for this is because they are background images.

Low vision comments:

“The screenshot shows the similar area of the screen relating to comment entry. The default appearance provides the user with a number of widgets to customise text when entering a comment. This task becomes difficult when viewing with inverted contrast, the widgets are not adequately inverted instead displaying a series of blank boxes.

This issue is a repeat of similar icon issues already reported to which a review a fix is advised to ensure all content is available to user when choosing to view with contrast inverted.”

Solution:

You could use text in the HTML instead of background images, so that this information is not lost on colour inversion.

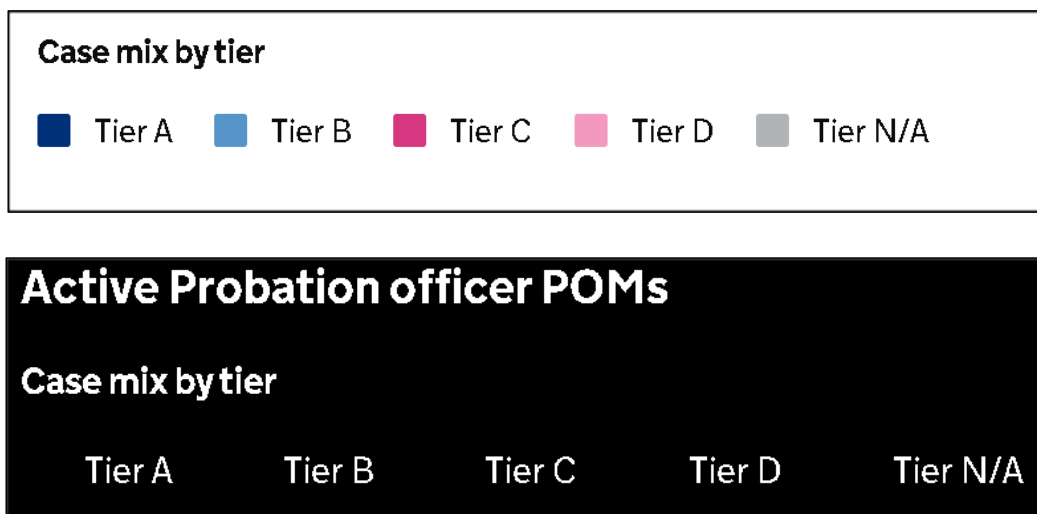


URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/manage-your-staff/staff>

Page title: Manage your staff

Journey: Task 8 step 3

Screenshot:



Low vision comment:

“When viewed with inverted contrast, the colour co-ordinated tier display does not transfer, this may result in the information not being accurately deciphered. Relaying colours to portray information can prove difficult using alternative contrasts as the process relies on the operating system hence providing limited option. As a result, text support may be the only option or an addition of a Column stating the relative tier. A review to fix is recommended to ensure no content is missed upon the use of inverted contrast.”

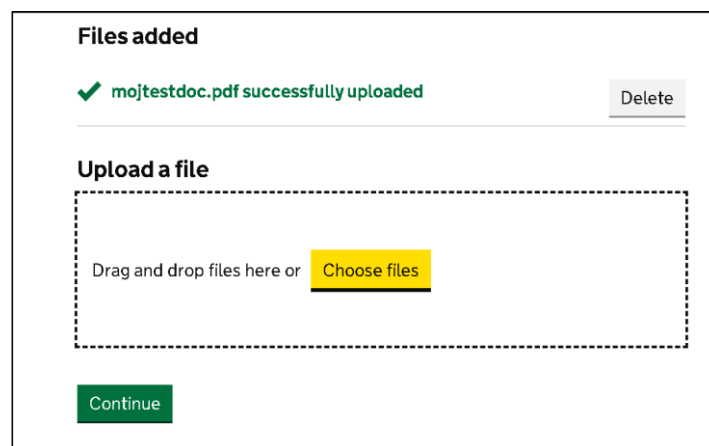


URL: <https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/provide-some-documents/provide-some-documents>

Page title: Manage your staff

Journey: Task 5 step 5

Screenshot:



Our low vision analyst was expecting similar functionality to that found in the GOV.UK Design System when using the file upload feature.

Low vision user comments:

“When a file is searched and located, then dragged to the centrally located area titled upload file, the initial success message was not noticed as there was no indication of a successful addition of a file given in the area where the file is to be dragged. Usually, I would expect the file name to be displayed within the upload box instead, the file is displayed outside of my focus area at the top of the screen out of view.

I initially did not notice this instead expecting the file name to be presented within the target drag-to area. Displaying the file names in this area would provide a more logical position to present uploaded files especially for low vision users who generally fail to see new content outside of their main focus.”

Solution:

Consider a consistent approach when providing users with an upload feature.

End of Report



Appendix I

Task List

Journey 1 – Check and set your password

URL:

<https://moj-ds-accessibility-audit.apps.live-1.cloud-platform.service.justice.gov.uk/>

Login:

audit

Password:

Protopass

1. Landing page – Click ‘Check your password whilst setting it’
2. Check your password – Click ‘Continue’
3. Enter dummy data, then click the ‘Show’ button
4. Ensure that the ‘Show’ button works before clicking ‘Create account’
5. Click ‘Design System Audit’ from the header

Journey 2 – Find and manage some grants

1. Home page – Click ‘Find and manage some grants’
2. Find and manage some grants – Click ‘Grants’ from navigation
3. Grants – Test the ‘Find grant’ button
4. Test the page then click ‘Show filter’
5. Select ‘Approved’ then click ‘Apply filters’
6. Click ‘Show filter’ then select ‘Rejected’ before clicking ‘Apply filters’
7. Click ‘Design System audit’ from the header

Journey 3 – Look at one of your organisation’s grants

1. Home page – Click ‘Look at one of your organisations grants’
2. Look at a grant – Click ‘Continue’
3. Click ‘Change organisation’
4. Select ‘Sunshine inc.’ then click the ‘Change organisation’ button

5. Sunshine inc – Click the first ‘View grant’ button
6. Test each of the tabs and all content within each tab
7. Click ‘Design System audit’ from the header

Journey 4 – Edit an ongoing grant application

1. Home page – Click ‘Edit an ongoing grant application’
2. Edit a grant – Click ‘Continue’
3. Green energy grant – Click the ‘Edit application’ button
4. Edit company details – Remove the contact name information
5. Type a word into the ‘Year’ field then click ‘Continue’
6. Test error handling then correct then errors and click ‘Continue’
7. Test the Currency field and the text editor (Bold, Italic and underline buttons, as well as bullet points and numbered list)
8. Click ‘Save changes’
9. Click ‘Design system audit’ from the header

Journey 5 – Provide some documents

1. Home page – Click ‘Provide some documents’
2. Provide some documents – Click ‘Continue’
3. Upload files – Once the page has been tested, click ‘Choose files’
4. Select a word document to upload (These are not saved anywhere, so any file will do)
5. Click ‘Choose files’ then upload a PDF file
6. Click ‘Delete’ for the invalid file type then click ‘Continue’
7. Click ‘Design system audit’ from the header

Journey 6 – Review a task list

1. Home page – Click ‘Review a task list’
2. Review a task list – Click ‘Continue’
3. Task list – Click ‘Change client’



4. Change client – Select ‘Simon Wolenksy’
5. Task list – Click ‘Income’
6. Add income - Click ‘Add another income’ then fill in the fields with dummy data
7. Click ‘Remove’ for the first income source then click ‘Continue’
8. Click ‘Design System audit’ from the header

Journey 7 – Chat to us

1. Home page – Click ‘Chat to us’
2. Chat to us – Click ‘Continue’
3. Payment correspondence – Test the page and ensure everything is readable / accessible
4. Click ‘Design System audit’ from the header

Journey 8 – Manage your staff

1. Home page – Click ‘Manage your staff’
2. Manage your staff – Click ‘Continue’
3. Are you able to answer the following question?
In the 'active probation officer POM' tab, look at Stephen Dicks, does tier A or B have more cases? How many in each?
4. Test the rest of the page and then test each tab
5. Click ‘Continue’



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.

<p>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)</p>	<p>Pass (P)</p>
<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</p> <ul style="list-style-type: none"> • 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. <p>(Level A)</p>	<p>N/A</p>
<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)</p>	<p>N/A</p>
<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)</p>	<p>N/A</p>
<p>Captions (Live): 1.2.4 Captions are provided for all live audio content in synchronized media. (Level AA)</p>	<p>N/A</p>
<p>Audio Description (Pre-recorded): 1.2.5 Audio description is provided for all pre-recorded video content in synchronized media. (Level AA)</p>	<p>N/A</p>
<p>Sign Language (Pre-recorded): 1.2.6 Sign language interpretation is provided for all pre-recorded audio content in synchronized media. (Level AAA)</p>	<p>N/A</p>

<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)</p>	<p>N/A</p>
<p>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)</p>	<p>N/A</p>
<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)</p>	<p>N/A</p>
<p>Info and Relationships: 1.3.1 Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)</p>	<p>Fail (H)</p>
<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)</p>	<p>Pass (A)</p>
<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)</p>	<p>N/A</p>



<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.</p> <p>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)</p>	<p>Pass (AA)</p>
<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 :</p> <ul style="list-style-type: none"> • 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. <p>(Level AA)</p>	<p>N/A</p>
<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)</p>	<p>N/A</p>
<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)</p>	<p>N/A</p>
<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)</p>	<p>N/A</p>



<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:</p> <ul style="list-style-type: none"> • 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. <p>(Level AA)</p>	<p>Pass (AA)</p>
<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.</p> <p>(Level AA)</p>	<p>Fail (M)</p>
<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</p> <ul style="list-style-type: none"> • 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. <p>Note: Logotypes (text that is part of a logo or brand name) are considered essential.</p> <p>(Level AA)</p>	<p>N/A</p>



<p>Contrast (Enhanced):</p> <p>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:</p> <ul style="list-style-type: none"> • 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. <p>(Level AAA)</p>	<p>Pass (AAA)</p>
<p>Low or No Background Audio:</p> <p>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:</p> <p>Understanding Success Criterion 1.4.7</p> <ul style="list-style-type: none"> • 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. <p>Note: Per the definition of "decibel," background sound that meets this requirement will be approximately four times quieter than the foreground speech content.</p> <p>(Level AAA)</p>	<p>N/A</p>



<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</p> <ol style="list-style-type: none"> 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. 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. <p>(Level AAA)</p>	<p>N/A</p>
<p>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.</p> <p>Note: Logotypes (text that is part of a logo or brand name) are considered essential.</p> <p>(Level AAA)</p>	<p>N/A</p>
<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 :</p> <ul style="list-style-type: none"> • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels. <p>Except for parts of the content which require two-dimensional layout for usage or meaning.</p> <p>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.</p> <p>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.</p> <p>(Level AA)</p>	<p>Fail (M)</p>



<p>Non-text Contrast: (WCAG 2.1)</p> <p>1.4.11 The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):</p> <ul style="list-style-type: none"> • User Interface Components Visual information required to identify user interface components and states, except for inactive components or where the 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. <p>(Level AA)</p>	<p>Pass (AA)</p>
<p>Text Spacing: (WCAG 2.1)</p> <p>1.4.12 presentation of graphics is essential to the information being conveyed.</p> <p>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:</p> <ul style="list-style-type: none"> • 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. <p>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.</p> <p>(Level AA)</p>	<p>Pass (AA)</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**
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)

N/A



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

<p>Keyboard:</p> <p>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.</p> <p>Note: 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>Note: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.</p> <p>(Level A)</p>	<p>Pass (A)</p>
<p>No Keyboard Trap:</p> <p>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.</p> <p>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.</p> <p>(Level A)</p>	<p>Pass (A)</p>
<p>Keyboard (No Exception):</p> <p>2.1.3 All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.</p> <p>(Level AAA)</p>	<p>Pass (AAA)</p>



<p>Character Key Shortcuts: (WCAG 2.1)</p> <p>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:</p> <ul style="list-style-type: none"> • 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. <p>(Level A)</p>	N/A
<p>Timing Adjustable:</p> <p>2.2.1 For each time limit that is set by the content, at least one of the following is true:</p> <ul style="list-style-type: none"> • Turn off: The user is allowed to turn off the time limit before encountering it; • 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; • 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; • 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; • Essential Exception: The time limit is essential and extending it would invalidate the activity; • 20 Hour Exception: The time limit is longer than 20 hours. <p>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.</p> <p>(Level A)</p>	N/A



<p>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</p> <ul style="list-style-type: none"> • 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. <p>Note: For requirements related to flickering or flashing content, refer to Guideline 2.3.</p> <p>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.</p> <p>Note: 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>Note: 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)</p>	<p>N/A</p>
<p>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)</p>	<p>N/A</p>



<p>Interruptions: 2.2.4 Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency. (Level AAA)</p>	<p>N/A</p>
<p>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)</p>	<p>N/A</p>
<p>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)</p>	<p>N/A</p>
<p>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)</p>	<p>N/A</p>
<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)</p>	<p>N/A</p>



<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)</p>	N/A
<p>Bypass Blocks: 2.4.1 A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. (Level A)</p>	Pass (A)
<p>Page Titled: 2.4.2 Web pages have titles that describe topic or purpose. (Level A)</p>	Pass (A)
<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)</p>	Fail (H)
<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)</p>	Fail (H)
<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)</p>	N/A
<p>Headings and Labels: 2.4.6 Headings and labels describe topic or purpose. (Level AA)</p>	Fail (M)



<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)</p>	<p>Pass (AA)</p>
<p>Location: 2.4.8 Information about the user's location within a set of Web pages is available. (Level AAA)</p>	<p>Pass (AA)</p>
<p>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)</p>	<p>Fail (L)</p>
<p>Section Headings: 2.4.10 Section headings are used to organize the content. Note: "Heading" is used in its general sense and includes titles and other ways to add a heading to different types of content. Note: This success criterion covers sections within writing, not user interface components. User Interface components are covered under Success Criterion 4.1.2. (Level AAA)</p>	<p>Fail (L)</p>
<p>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)</p>	<p>N/A</p>



<p>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:</p> <ul style="list-style-type: none"> • No Down-Event The down-event of the pointer is not used to execute any part of the function; • 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. <p>Note: Functions that emulate a keyboard or numeric keypad key press are considered essential.</p> <p>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).</p> <p>(Level A)</p>	<p>Pass (A)</p>
<p>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.</p> <p>Note: A best practice is to have the text of the label at the start of the name.</p> <p>(Level A)</p>	<p>Pass (A)</p>



<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:</p> <ul style="list-style-type: none"> • 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. <p>(Level A)</p>	<p>N/A</p>
<p>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:</p> <ul style="list-style-type: none"> • 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. <p>(Level AAA)</p>	<p>N/A</p>
<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.</p> <p>(Level AAA)</p>	<p>N/A</p>



Principle 3: Understandable – Information and the operation of user interface must be understandable.

<p>Language of Page: 3.1.1 The default human language of each Web page can be programmatically determined. (Level A)</p>	<p>Pass (A)</p>
<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)</p>	<p>N/A</p>
<p>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)</p>	<p>N/A</p>
<p>Abbreviations: 3.1.4 A mechanism for identifying the expanded form or meaning of abbreviations is available. (Level AAA)</p>	<p>N/A</p>
<p>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)</p>	<p>N/A</p>
<p>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)</p>	<p>N/A</p>



<p>On Focus: 3.2.1 When any component receives focus, it does not initiate a change of context. (Level A)</p>	<p>Pass (A)</p>
<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)</p>	<p>Pass (A)</p>
<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)</p>	<p>Pass (AA)</p>
<p>Consistent Identification: 3.2.4 Components that have the same functionality within a set of Web pages are identified consistently. (Level AA)</p>	<p>Pass (AA)</p>
<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)</p>	<p>N/A</p>
<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)</p>	<p>Pass (A)</p>
<p>Labels or Instructions: 3.3.2 Labels or instructions are provided when content requires user input. (Level A)</p>	<p>Fail (H)</p>
<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)</p>	<p>Pass (AA)</p>



<p>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:</p> <ul style="list-style-type: none"> • 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. <p>(Level AA)</p>	<p>N/A</p>
<p>Help 3.3.5 Context-sensitive help is available.</p> <ul style="list-style-type: none"> • Provide instructions and cues in context to help inform completion and submission. <p>(Level AAA)</p>	<p>Pass (AAA)</p>
<p>Error Prevention (All): 3.3.6 For Web pages that require the user to submit information, at least one of the following is true:</p> <ul style="list-style-type: none"> • 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. <p>(Level AAA)</p>	<p>N/A</p>



Principle 4: Robust – Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

<p>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)</p>	<p>Pass (A)</p>
<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)</p>	<p>Fail (H)</p>
<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)</p>	<p>Fail (M)</p>



The Process

The service 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 service 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 service.

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 service need the most urgent attention.

CRITERIA

High

The digital product has one or more issues that urgently need remediation. There will be a list of actions that the developers need to address to make sure that the product is functional for users of assistive technology.

Medium

The digital product has one or more issues that need remediation before meeting the WCAG 2.1 AA Standard. There will be a list of actions that the developers need to address to make sure that the product meets the expectations of the DAC testing team.

Low

The digital product has one or more issues that would cause minor barriers to users of assistive technology. While not necessary to meet the WCAG 2.1 AA Standard, these issues affect users negatively and should be remediated.

Usability

The digital product may have one or more issues that could cause minor difficulties to users of assistive technology. While not necessary to meet the WCAG 2.1 AA Standard, these issues were found to hinder users.



DAC Testing Procedure

The service is tested by a team of experienced auditors and analysts, 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 service 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 service with further credibility and quality.