Accessibility Services Directory

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Training Courses

Accessibility for Developers Training

What is Accessibility for Developers Training?

Accessibility for Developers training will provide web designers with the accessibility knowledge to ensure that published content (both internally and externally) will be fully accessible. It will highlight the access barriers that can exist for users with a disability and users of assistive technology, and will provide solutions to prevent barriers from being created.

Using feedback from our pan-disability testing team and the Web Content Accessibility Guidelines 2.0 (WCAG 2.0) as a base link, participants will learn what to do and what not to do in order to ensure that content is as inclusive as possible.
This training can also incorporate

- how to test your website for accessibility issues
- testing with assistive technology
- testing with widely available accessibility tools
- creating accessible Word and PDF documents.

Why choose us?

As a national charity who delivers services for the users with a disability, we have a vast amount of experience and understanding of the barriers that users with a disability will face when trying to access digital material.

Our courses have been developed utilising feedback from our pan-disability testing team; years of experience of internationally recognised guidelines; and working with major organisations across a host of different sectors.

How long will it take?

The training can be delivered in a minimum of 4 hours, however it is recommended to be delivered in 1 full-day.

The inclusion of testing with assistive technology, testing with accessibility tools and creating accessible documents will require extra time.

What are the benefits?

Having fully accessible digital content not only benefits individuals looking to access information but it also benefits organisations:

- Better presentation on mobile devices
- Improved search engine optimization (SEO)
- Increased Audience Reach
- Increased support for Internationalisation
- Improved User Experience
- Reduced site maintenance
- Reduced Legal Liability
- Demonstrate Social Responsibility

Tailored to suit you

Whether you want to address specific issues or focus on a particular aspect, our trainers will be able to help. We can deliver training sessions at your offices or at our Disability Action Centre (DAC) in Neath, South Wales. Every aspect of training can be tailored to fit your needs.

Accessibility Awareness Training

What is Accessibility Awareness Training?

Accessibility Awareness Training will give participants a first-hand experience of a variety of disabilities, how those disabilities affect everyday living, and what barriers users with those disabilities will face when accessing digital content.

Participants will have a change to use assistive technology, adaptive technology and alternative ways of working to emulate the difficulties faced by hundreds of users on a daily basis.

Why choose us?

As a national charity who delivers services for the users with a disability, we have a vast amount of experience and understanding of the barriers that users with a disability will face when trying to access digital material.

Our courses have been developed utilising feedback from our pan-disability testing team; years of experience of internationally recognised guidelines; and working with major organisations across a host of different sectors.

How long will it take?

The training can be delivered in a minimum of 4 hours, however it is recommended to be delivered in 1 full-day.

What are the benefits?

Being aware of the needs and diversity of your audience will not only benefits individuals looking to access information but it also benefits organisations:

- Appreciate the needs of your audience
- Prevent creating barriers to information
- Be able to provide a fully inclusive service
- Reduced Legal Liability
- Demonstrate Social Responsibility

Tailored to suit you

Whether you want to address specific issues or focus on a particular aspect, our trainers will be able to help. We can deliver training sessions at your offices or at our Disability Action Centre (DAC) in Neath, South Wales. Every aspect of training can be tailored to fit your needs.

Understanding WCAG Training

What is Understanding WCAG Training?

The Web Content Accessibility Guidelines 2.0 (WCAG 2.0) are a series of guidelines for improving web accessibility. Following these guidelines will make content accessible to a wider range of people with disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity and combinations of these. Following these guidelines will also often make your Web content more usable to users in general.

However, being written as technology neutral, it is sometimes difficult to understand how a particular guideline affects content delivery and presentation.

This training will provide participants with a plain explanation of how the WCAG Guidelines affect various different web elements and give practical examples of how to fulfil the requirements, as well as examples of what to avoid.

Why choose us?

As a national charity who delivers services for the users with a disability, we have a vast amount of experience and understanding of the barriers that users with a disability will face when trying to access digital material.

Our courses have been developed utilising feedback from our pan-disability testing team; years of experience of internationally recognised guidelines; and working with major organisations across a host of different sectors.

How long will it take?

The training can be delivered in a minimum of 4 hours, however it is recommended to be delivered in 1 full-day.

What are the benefits?

- Understand an internationally recognised set of accessibility guidelines
- Create content that fulfils those guidelines
- Produce content that is accessible to a wider range of people with disabilities, including:
    - blindness and low vision
    - deafness and hearing loss
    - learning disabilities
    - cognitive limitations
    - limited movement
    - speech disabilities
    - photosensitivity
    - and combinations of these.
- Produce content that will often be more usable to users in general.
- Reduced Legal Liability
- Demonstrate Social Responsibility

Tailored to suit you

Whether you want to address specific issues or focus on a particular aspect, our trainers will be able to help. We can deliver training sessions at your offices or at our Disability Action Centre (DAC) in Neath, South Wales. Every aspect of training can be tailored to fit your needs.

Inclusive Customer Service Training

This course is designed to help customer facing staff in relating to disabled customers with appropriate language, actions, understanding the barriers disabled customers face to provide optimal service.

Is it right for me?

This course is for customer-facing staff and managers who can pass on what they've learned onto their employees.

What will I Learn?

By then end of the course you will be able to:

1. Recognise the Social Model and how it informs the language you use
2. Explain the Equality Act and what your obligations are as a service provider
3. Identify barriers customers experience and solutions
4. Practice behaviours via case scenarios and discussions
5. Develop a personal action plan
6. Receive a personal attendance certificate

Details

Format: Classroom

Duration: 1 full day

Disability Equality Training

Disability Equality Training aims to help people understand disability from both the human rights and equality perspective. Disability Equality Training is far more effective in helping organisations embed disability equality in to all policies, procedures and practice than awareness training as it focuses on identifying barriers in the workplace and society and how to address these barriers based on the principles of the Social Model of Disability.

Is it right for me?

This course is aimed at all staff, managers, directors and executive management teams.

What will I Learn?

By the end of the course you will

1. Identify the benefits of the Equality Act 2010 for disabled people and society as a whole
2. Recognize the different models of disability and why they matter in our language
3. Identify barriers disabled people experience
4. How to address the barriers with reasonable adjustments and solutions
5. Develop a personal action plan
6. Receive a personal attendance certificate

Details

Format: Class room

Duration: 1 full day

Accessible Design and Development Services

Design Review

A Design Review will provide guidance to improve your accessibility at the early stages of design and development.

A barebones/wireframe design can be reviewed by our technical team to highlight potential issues with the site. Some areas will be highlighted as definite issues, whilst others will be highlighted as potential issues as the implementation of particular techniques can impact on the finished product.

Is it for me?

This service is designed for website designers or organisations that have commissioned a design agency and require initial feedback.

What will I receive?

A full report of issues identified with recommendations and actions.

Details

Timescale: 10 working days (from receiving the designs to report delivery)

Template Test

Our Template Testing combines both automated testing by our Accessibility Consultants and our pan disability testing team to ensure it meets Web Content Accessibility Guidelines (WCAG 2.0). A full report detailing areas of non-compliances actions and recommendations will help you develop an accessible website.

Templates do not have to have any functionality, however the more like the finished article they are, the more accurate the test results can be.

Is it for me?

This service is web developers or organisations that have commissioned a development agency and require initial feedback.

What will I receive?

A full report of issues identified with recommendations and actions.

Details

Timescale: 10 working days (from receiving the designs to report delivery)

Accessibility Testing Services

Digital Accessibility Audit

Our accessibility audit combines both automated testing by our Accessibility Consultants and our pan disability testing team to ensure it meets [Web Content Accessibility Guidelines (WCAG 2.0).](#) A full report detailing areas of non-compliances actions and recommendations will help you develop an accessible website. Our audit includes a free recheck of all the issues that have been identified and a certification to display on your website.

Is it for me?

This service is for organisations with public facing website, intranets, portals and web applications prior to launch or to evaluate an existing provision.

What will I receive?

- A full report identifying accessibility barriers with user comments, and actions or recommendations.
- A certificate and clickable logo on completion of the fixes identified.
- Support to answer any questions arising from the test results.
- Full support to implement any fixes that are needed following the testing.

Details

Timescale: 15 working days (from receiving access details to report delivery)
6 months support to implement any fixes

Re-Accreditation audit

Our Reaccreditation Audit combines both automated testing by our Accessibility Consultant and our pan disability testing team to ensure it meets [Web Content Accessibility Guidelines (WCAG 2.0)](#) to ensure you maintain an accessible website.

The Re-Accreditation audit ensures that the accessibility of a website has not been compromised due to new content added after the original accreditation date.

Is it for me?

This service is for existing Shaw Trust Accredited website owners who require re-certification.

What will I receive?

- A full report identifying accessibility barriers with user comments, and actions or recommendations.
- A certificate and clickable logo on completion of the fixes identified.
- Support to answer any questions arising from the test results.
- Full support to implement any fixes that are needed following the testing.

Details

Timescale: 15 working days (from receiving access details to report delivery)
6 months support to implement any fixes

User Testing

Our user testing is aimed at organisations who want to feel assured that users can complete end to end tasks effortlessly without facing accessibility barriers.

During this process our pan disability testing team will follow several journeys through your site to highlight areas that are difficult to use and highlight areas that present a barrier to users with a disability.

Is it for me?

This service is ideal for web developers or organisations that have an interactive website or portal that requires task completion and navigation.

This service focuses on real-world barriers and difficulties, and is less focused on meeting guidelines or criteria.

What will I receive?

A full report identifying accessibility barriers with user comments, actions and recommendations.

Details

Timescale: 10 working days (from receiving access details to report delivery)

Team Visit

Our pan disability testing team have a wealth of knowledge that they love sharing with new people.

During an Accessibility Audit or User Test, customers can attend the testing lab to watch how the testing team interact with their digital content, and gain real time experience of the needs and barriers to users with a disability.

More interactive than a written report, and Team Visit allows web designers and content editors to see first-hand the effects certain content has on

Is it for me?

This service is ideal for web developers or organisations that want to fully understand the difficulties that some content can present to users with a disability.

What will I receive?

An interactive visit to the testing lab with a chance to ask questions to a user with day-to-day experience of living with a disability and accessing digital information using a variety of tool, technologies and techniques.

Details

Timescale: 1 day

Accessible Content Services

PDF Conversion

Shaw Trust can help organisations convert their PDF documents to an accessible format for disabled users to access and read.

Most PDF Documents are created with barriers that prevent users such as screen readers or keyboard only users accessing the content.

Is it for me?

This service is ideal for all organisational central teams such as Human Resources and web teams that do not have the knowledge or resource to update organisational PDF documents

What will I receive?

Fully accessible versions of supplied PDF documents

Details

Timescale: Will depend on the complexity and quantity of the documents provided

Transcription and Captioning Service

All video and audio content must have a textual alternative (in the form of a transcript or captions) to enable users who are hard of hearing or deaf to be able to access content.

Shaw Trust can create a transcription or add captions to video and audio content to make it accessible to users.

Is it for me?

This service is for all organisations that provide video or audio content.

What will I receive?

Transcription Files or Caption Files for supplied audio or video content ready to upload.

Details

Timescale: Will depend on the complexity and quantity of the content provided

Building Access Auditing

Building Access Audit

Our full access audit identifies barriers in the built environment and provides information on significant, effective and practical solutions for the particular organisation and their circumstances. Often these adjustments are simple, low cost and benefit many users, disabled and non-disabled. Information on solutions is provided on the principle of reasonable adjustment as per the Equality Act 2010, seeking to help the greatest number of users for the most cost-effective solution.

Is it for me?

This is for all organisations that provide a service or facility internal or external to ensure their staff, customers and stakeholders have access to all services, goods or information.

What will I receive?

- You will receive a full report detailing the disabled visitor's journey in your building
- A detailed list of potential barriers with solutions and recommendations that are prioritised for you to enable to spread out your costs for implementing solutions over time
- All photographs and findings belong to you as a customer and are kept in the strictest confidentiality
- Information on local suppliers or services that provide solutions

Details

Timescale: Times vary depending on the dimensions of the building being audited but it can take between 5 and 10 working days

Consultancy: Policies and Procedures Review

Your organisational procedures are reviewed and analysed from a disability and equality inclusion perspective to ensure they are inclusive overall to all categories protected by the Equality Act but specifically so towards disabled employees or customers. All your forms and procedures such as:

- Disabled Employee/Customer Protection form
- Employees' Hand-outs
- HR Policies
- Expenses
- Grievances
- Health and Safety, and so forth

Will be reviewed and feedback is provided in a toolkit which indicates any problematic areas where discrimination could inadvertently take place and how to address the issue in the most cost effective and inclusive manner.

Is it for me?

This service is aimed at lower budgeted organisations that require instant feedback on basic barriers disabled people might encounter in visiting their building

What will I receive?

- A toolkit with details of forms examined and specific recommendations

Details

Timescale: Varies depending on the number of documents examined

Ad-hoc Consultancy

Accessibility Services can provide you with ad-hoc consultancy services from as little as ½ day per month. We'll be on call to help you with information on your disability inclusion issues, questions, complaints or new initiatives you'd like to launch so they are as inclusive as possible and cater for all people protected by the Equality Act 2010. From issues with your physical premises, to dealing with a customer request for reasonable adjustments, we'll be there to support you and give you the best information we can to support you towards your equality goals.

Is it for me?

This service is ideal for corporate and larger organisations who require instant feedback on basic barriers disabled people or employees might encounter in visiting their building, accessing their products or services or providing feedback using social media.

What will I receive?

- A confidential consultancy service with information and solutions via email or phone and written reports where applicable

Details

Timescale: Varies depending on the number of queries needed but we start at about ½ day of ad-hoc consultancy a month