



## Accessibility and Usability Standards for Training Inclusively for Disabled People Checklist

<b>DQ Status</b>	<b>Approved</b>	Standard	
<b>DQ Content Authority</b>	Tiffany Hall (Chief Information Officer)		
<b>Contact(s) for Help</b>	Claire Jennings (Head of Access Technology and Usability Strategy) Paul Bepey (Access Technology Manager) Terry Clarke		
<b>Description</b>	<b>Intended Audience:</b> All BBC Staff  <b>Use:</b> To provide the information and support needed to make staff training accessible to disabled people.		
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# British Broadcasting Corporation

Accessibility and Usability Standards Document Six -  
Training Inclusively For Disabled People Checklist.

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# 1. Introduction

This document is sixth in a series of eight which cover Accessibility Standards. Other documents which cover Accessibility and Usability Standards that should be consulted are:

- Document One – Procurement and Accessibility
- Document Two – Procurement and Accessibility Checklist
- Document Three - Integration Summary
- Document Four - Integration Checklist
- Document Five - Training Inclusively for Disabled People
- Document Seven – Technical Design Standards
- Document Eight – Accessibility and Usability Standards for producing accessible emails

In June 2004, the BBC Governors announced their intention to increase the proportion of disabled staff at the BBC from 2.8% to 4% by 2007. This target was exceeded: as of May 2009 the figure is 4.4%. There is now a new target in place – 5.5% before the end 2012.

This has inevitably increased the percentage of access technology users needing to access our desktop applications and broadcast technology. Technology Distribution and Archive intend the BBC to be a world class leader for accessibility of technology, implementing corporate ownership of access, rather than the outdated model of associating patch up fixes with the disabled individual. In this way, the BBC will be technologically accessible wherever a disabled person happens to log in and will enable them to move from work-station to work-station or studio to studio.

The Governors' targets are prompted by changes in the law since 1995 (further updated in 2010 and again in 2011) and research which clearly demonstrates a strong business case for employing more disabled members of staff. Providing a fully accessible technological environment will help the BBC to employ the most talented individuals. The aim therefore is to provide an accessible environment that disabled members of staff can work in or move into, not to address 'problems' at an individual level.

The 1995 Disability Discrimination Act (DDA) was replaced in 2010 with the Equalities Act (EA) and places a duty on the BBC, as it does other UK organisations, 'to make reasonable adjustments' so as not to place a disabled person at a substantial disadvantage compared with people who are not disabled and to ensure that disabled people are not treated less favourably than non-disabled colleagues. What constitutes a 'reasonable adjustment' is an important consideration as well as the process that facilitates the decision. This is because a failure to make reasonable adjustments could have considerable financial consequences for the BBC's reputation and brand, as well as having cost implications if a case is brought before a tribunal. The law was further updated in April 2011 to reflect the Public Sector Equality Duty. This new single Duty strengthens UK equalities legislation and covers up to nine groups of people who share certain 'protected characteristics'. The Duty will have significant implications for many BBC activities and functions.

The PSED requires public bodies to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation;
- Advance equality of opportunity between people who share a protected characteristic and those who do not;
- Foster good relations between people who share a protected characteristic and those who do not.

The BBC also recognises the importance of ensuring its technologies and applications are usable to all members of staff. By following a user centred design approach, based on ISO 9241 Part 210, the BBC can ensure that systems allow staff to work more efficiently, effectively and comfortably. In fact, making a product technically accessible is not enough as accessibility does not always imply usability. For instance, coding a form field so that its label is associated with the data entry field will make the field accessible to JAWS or VoiceOver users. However, if the content of the label is not meaningful, then the data entry field becomes meaningless to all users. To ensure all staff can work optimally, accessible products must also be usable, appealing and pleasurable to use.

Investing in accessible and usable products provides a number of significant business benefits:

- Increased effectiveness and efficiency of your workforce
- Decreased training time and learning time
- Reduced maintenance costs
- Better user satisfaction, leading to a happier more confident workforce

## 2. Project Details

Name of project	
Contact details and location of project owner	
Name of system owner	
Contact details and location of system owner	
Description of App's core functionality"	
Name and contact details of external suppliers (if any)	
Operational Support contacts	

## 3. Training Inclusively Checklist

Subject	Notes	Compliant (Yes/No/Unsure)
Has a named person within the training team been charged with ownership of training people with additional access requirements and storing records of associated keystrokes/voice commands?		
Has your application been assessed for accessibility to an acceptable level?	See previous documents.  Note: Contact the Head of Access Technology & Usability Strategy for details of BBC appointed accessibility and/or usability experts.  <a href="mailto:AccessibilityTeam-Internal@bbc.co.uk">AccessibilityTeam-Internal@bbc.co.uk</a>	
If the training event is to happen in a training environment, have you installed the correct Assistive Technology application (together with any settings changes and developed adaptations) on the training system .		
Are the adaptations properly documented and stored in a central repository. Also, this should be included in the department's DR plan.		
Is the trainer suitably aware of the issues that they need to take into account with an Assistive Technology user?	A visually impaired user might not be familiar with a particular desktop layout for example and may need time before and during training to adjust to this.	

Subject	Notes	Compliant (Yes/No/Unsure)
Has the course design been assessed to take account of the requirements of any disabled users?	A written test for example should not contain complex tables which are more difficult to navigate with Jaws or VoiceOver.	
Have keystrokes that provide alternative (non-mouse) access to the functionality been documented?	All documentation needs to be copied to the Internal Accessibility team (contactable by email on <a href="mailto:AccessibilityTeam-Internal@bbc.co.uk">AccessibilityTeam-Internal@bbc.co.uk</a> ).	
Do the joining instructions or any pre-course material take account of any disability requirements?	All such materials need to be available in an alternative format, e.g. Braille joining instructions	
Have you documented any training material that is required in a suitable format?	Braille, large print, recorded etc	
If you have test material as part of your training is this in accessible format?	As above	
If the training event relies on certain kinds of communication methods have these been replicated in an accessible manner?	For example, text equivalents of PowerPoint slides, subtitles for audio tracks, audio description for video tracks.	

## 4. Document Control Page

### Document Identification

Title: Accessibility and Usability Standards Document Six – Training Inclusively Checklist.

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CI Ref.:

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Date: 3<sup>rd</sup> December 2010

### Authorisation

Name:

Position:

Date:

Signature:

## 5. History

Version	Date	Author	Description
0.1	12 <sup>th</sup> May	Paul Balbi/Claire Jennings	Added standard document layout. Minor text changes.
0.2	17 <sup>th</sup> May	Paul Balbi/Claire Jennings	Doc name change for consistency
0.3	18 <sup>th</sup> May	Paul Balbi/Claire Jennings	Text changes
1.0	12.12.05	DQ Team	Approved for publication in DQ
2.0	16/07/2007	Claire Jennings	Addition of new question
2.1	17/07/2009	Paul Bepey Terry Clarke	Updated some wording and contact details.
2.2	21/08/2009	Terry Clarke	Including new naming convention.
2.3	20/11/2009	Mickela Perera	Updated introduction and made some minor formatting changes
2.4	18/06/2010	Terry Clarke	Update of references to DDA 1995 to Equalities Act (EA) 2010. Update in the introduction to reference to 8 documents and inclusion of title of new Document 8 Email standards.
2.5	15/10/2010	Terry Clarke	Updating contact details and including Apple and other assistive technology.
2.6	3/12/2010	Terry Clarke	Include specific details for subtitles and audio description.
2.7	12/01/11	Rizwan Nazir	Reference to external 3 <sup>rd</sup> party companies removed.
2.8	14/01/2011	Erin Flynn	Updated to include new percentage target set by BBC Governance to increase the proportion of disabled staff at the BBC.

Any comments, queries or change control requests about this document should be addressed to: Claire Jennings, Head of Access Technology & Usability Strategy (BBC).