

			
Accessibility and Usability Standards for Training Inclusively for Disabled People			
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Contact(s) for Help	Claire Jennings		
Description	<p>Intended Audience: All BBC Staff</p> <p>Use: To provide the information and support needed to make staff training accessible to disabled people.</p>		
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Who reviewed	Claire Jennings (Head of Access Technology and Usability Strategy) Paul Bepey (Access Technology Manager) Terry Clarke Mickela Perera		
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Please ensure you are using the current version of the document which is located:-

on gateway :- http://guidelines.gateway.bbc.co.uk/dq/diversity/accessibility_standards.shtml

on bbc.oc.uk :- <http://www.bbc.co.uk/guidelines/dq/contents/diversity.shtml>

British Broadcasting Corporation

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

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1.Introduction

This document is fifth in a series of seven which cover Accessibility Standards. Other documents which should be consulted are:

Accessibility and Usability Standards Document One – Accessibility and Procurement
Accessibility and Usability Standards Document Two – Procurement and Accessibility Checklist

Accessibility and Usability Standards Document Three - Integration Summary

Accessibility and Usability Standards Document Four - Integration Checklist

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

Accessibility and Usability Standards Document Seven – Technical Design Standards

In June 2004, the BBC Governors announced their intention to increase the proportion of disabled staff at the BBC from 2.8 percent to 4 percent 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 end 2012.

This has inevitably increased the percentage of access technology users needing to access our desktop applications and broadcast technology. Future Media and Technology 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to be a world class leader for accessibility of technology, implementing corporate ownership of access, rather than the outdated model of associating patch up fixes with the disabled individual.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 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) 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 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 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. Training and Accessibility

This document has been drawn up to provide you with the information and support you need to make your training accessible to disabled people.

3. The Training Process

The BBC currently supports 3 main software applications that enable disabled staff to access desktop applications. These are:

- Jaws – a Screen Reader which provides speech or Braille output to blind people
- Zoomtext - screen magnification package for people with low vision
- Dragon Naturally Speaking - voice activation software for people who can't use the mouse or keyboard.

Training on desktop applications is covered under the Disability Discrimination Act. It is imperative that reasonable adjustments are made to ensure that training accommodates the requirements of a disabled person and is delivered to an equivalent standard as the training to non-disabled users. Any training event must also accommodate additional functionality built into the enabling technology.

A named member of the training team must be charged with responsibility for ensuring that all records of keystrokes/voice commands are stored and that new members of the training team are aware of them and are confident enough in their use to train using them. At times it may be necessary to use external trainers who are specialist in training Assistive Technology users. Contact Terry Clarke for information:

Terry Clarke
Blazie Engineering
Canada House,
272 Field End Road,
Eastcote,
Middlesex,
HA4 9NA
Tel: 020 8582 0450
Fax: 020 8582 0451
email: terry@blazie.co.uk

It is mandatory that the system has been through an accessibility process involving assessment and potential tailoring by third party organisations. Again, contact Terry Clarke for Information.

It is therefore assumed in this document that the architecture of the application has been designed with accessibility in mind, following the guidelines in this set of documents. For example: keystrokes are available, all icons are correctly labelled and the tab order is logical and complete. For further information please see "Procurement and Accessibility Document

1", "Integration Standards Document 3" and "Diversity Technical Standards Guidance Document 7".

To be able to structure training for Assistive Technology users, it will be necessary for the project to document fully the way that the application can be driven by keyboard alone, i.e. without the use of a mouse; typically users of assistive technology will only utilise the keyboard. The trainer will need to be fully familiar with this set of keystrokes and also with the layout of the screen since if the user is a Zoomtext magnification user only a small portion of the screen will be visible at any one time.

The training may need to be tailored around disabled people. As well as the keystrokes, additional time may need to be allocated as keystroke operation can be less intuitive. It is much easier to click on an obvious symbol on the screen, but 'Control R' for record has to be committed to memory and retrieved along with many other keystrokes. It will also be necessary for the training to be delivered at the access technology user's desk as it will be very difficult to exactly replicate the individual's access technology set up on a static training PC.

Wherever possible the trainer should attempt to view the application or piece of broadcast hardware as someone with an impairment. For example, rather than only seeing an action as a quick mouse click on an icon, think of it in terms of how you either perform the operation with a built-in keystroke or how to navigate to that icon with the keyboard, e.g. by tabbing 5 times.

If a technical problem arises during the training don't attempt to remedy any difficulties by using functions that aren't going to be available to the user. It may be convenient to quickly click the mouse when a keyboard short cut seems not to work but this option won't be available to the trainee when you've left! If the application isn't working with the keyboard short cuts or voice commands then this needs to be fed back to the system development team and the training postponed until the problem has been resolved.

Any supporting materials such as hand-outs will need to be supplied in a format that is accessible to the user; perhaps large print, email or Braille. The BBC's Access Unit can facilitate this. Contact the Access Unit on: 0800 082 8080, email access.team@bbchrdirect.co.uk.

Assistive Technology users will not have the same peripheral support as standard users because members of their team are likely to be non-access technology users. Thus the training team may need to visit a site each time a new disabled person joins a department. Even though you wouldn't provide this to your non-disabled users, it is a reasonable adjustment to accommodate the additional requirements of a disabled person under the Disability Discrimination Act. Ownership of accessible training rests entirely with the training team manager and cannot be left for disabled people to support each other. However, back up support can be obtained from Terry Clarke who must be contacted for an introduction into the access technology concerned and the process of you being linked in with any specific adaptations that have been developed for your application.

For more help and advice please contact Claire Jennings, Head of Access Technology and Usability Strategy on 07870 582145.

4.History

Version	Date	Author	Description
0.1	12 th May	Paul Balbi/Claire Jennings	Added standard document layout. Minor text changes.
0.2	17 th May	Paul Balbi/Claire Jennings	Doc name change for consistency
0.3	18th May	Paul Balbi/Claire Jennings	Text changes
0.4	8 th June	Paul Balbi/Claire Jennings	Changes incorporated following suggestions by Tim Harness
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02.01	24/01/2008	Claire Jennings	Update to include provision of Broadcast Technology as part of accessibility considerations.
02.1	17/07/2009	Paul Bepey Terry Clarke	Updated some wording and contact details.
2.2	21/08/2009	Terry Clarke	Including new renaming standards

Any comments, queries or change control requests about this document should be addressed to: Claire Jennings