



Accessibility and Usability Standards for Training Inclusively for Disabled People

DQ Status	Approved	Standard	
DQ Content Authority	Tiffany Hall (Chief Information Officer)		
Contact(s) for Help	Claire Jennings (Head of Access Technology and Usability Strategy) Paul Bepey (Access Technology Manager) Terry Clarke		
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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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 eight which cover Accessibility Standards. Other documents which cover Accessibility and Usability Standards that should be consulted are:

- Document One – Accessibility and Procurement
- Document Two – Procurement and Accessibility Checklist
- Document Three - Integration Summary
- Document Four - Integration Checklist
- Document Six - Training Inclusively for Disabled People Checklist
- 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to be a world class leader for accessibility of technology, implementing corporate ownership of access, rather than the outdated model of associating patch up fixes with the disabled individual.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. 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 4 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.
- TextHelp is a literacy support tool designed to assist users who require extra assistance when reading or composing text.

There is an equivalent set of products for Apple OSX based applications:

- VoiceOver screen reading
- Zoom magnification
- Dragon Dictate for Mac (formerly MacSpeech) voice recognition
- TextHelp for Mac

If the application or system is developed on a platform other than Windows or Apple then assistive technology on that other platform needs to be considered.

Training on desktop applications is covered under the Equalities 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 the Head of Access Technology & Usability Strategy for information on BBC appointed external trainers.

It is mandatory that the system has been through an accessibility process involving assessment and potential tailoring by third party organisations.

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 or Zoom 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. Equally, all multimedia content (e.g. audio and video) involved as part of the training must incorporate Subtitles (or some other text equivalent) or Audio Description.

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

Equalities Act. Ownership of accessible training rests entirely with the training team manager and cannot be left for disabled people to support each other.

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

4. Document Control Page

4.1 Document Identification

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4.2 Authorisation

Name:

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5. History

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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
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	Update of contact details and inclusion of TextHelp and Apple (and other) assistive technology.
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2.7	12/01/11	Rizwan Nazir	References to named external companies removed.
2.8	14/04/2011	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

