

# Accessibility statement for The Apprenticeship Hub

This accessibility statement applies to [www.theapprenticeshiphub.co.uk](http://www.theapprenticeshiphub.co.uk).

This website is run the Greater Manchester Learning Provider Network. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

We've also made the website text as simple as possible to understand.

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

## How accessible this website is

We know some parts of this website are not fully accessible:

- you cannot currently tab through the FAQ sections on pages where they are included
- the contrast on some of the text currently doesn't fully meet the WCAG 2.1 AA standard
- you cannot change colours, contrast levels and fonts
- you cannot modify the line height or spacing of text

- most older PDF documents are not fully accessible to screen reader software

## **Feedback and contact information**

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille you can contact us at:

- [hello@theapprenticeshiphub.co.uk](mailto:hello@theapprenticeshiphub.co.uk)
- 0161 654 1508

We'll consider your request and get back to you in 7 working days.

## **Reporting accessibility problems with this website**

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements, e-mail us at [hello@theapprenticeshiphub.co.uk](mailto:hello@theapprenticeshiphub.co.uk) and include the following details:

- The full website address of the page you are having problems accessing
- Details about what you were trying to do and why you found it difficult or impossible to do
- Details about your computer and software. For example, the operating systems and version you are using, the browser software and version you use to view the web. If you do not know this part, feel free to skip this.
- If it's related to the problem you are experiencing, please include any settings you have customised and/or any assistive technology you use.

We aim to successfully resolve any issues reported to us regarding the accessibility and usability of our website.

## **Enforcement procedure**

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you're not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).

## **Contacting us by phone or visiting us in person**

The Apprenticeship Hub website doesn't have a physical location as it is solely an online resource.

If required and requested, we can provide a text relay service for people who are D/deaf, hearing impaired or have a speech impediment.

## **Technical information about this website's accessibility**

The Greater Manchester Learning Provider Network, on behalf of the Greater Manchester Combined Authority, is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

## Compliance status

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard, due to non-compliances listed below.

- Alt text not being available in two instances on the homepage
- Most text has good a contrast ratio, however there are a limited number of places where text on the website does not have a contrast ratio of 4.5:1
- Users can tab through most of the website without problems but cannot tab through the FAQs and Vacancies section easily.
- There are a limited number of places where increasing the size of text causes issues with overflow.

## Non-accessible content

The content listed below is non-accessible for the following reasons:

### Non-compliance with the accessibility regulations

- Criterion 1.1.1 Non-text Content
  - Not all images currently have Alt Text – we will be working on this and aim to have all images updated with alternative text by the end of October 2020.

## Disproportionate burden

## Navigation and accessing information

There's no way to skip the repeated content in the page header (for example, a 'skip to main content' option).

It's not always possible to change the device orientation from horizontal to vertical without making it more difficult to view the content.

It's not possible for users to change text size without some of the content overlapping.

Some of the text does not meet the 4.5:1 contrast ratio.

### **Interactive tools and transactions**

Some of our interactive forms are difficult to navigate using a keyboard.

We've assessed the cost of fixing the issues with navigation and accessing information, and with interactive tools and transactions. We believe that doing so now would be a [disproportionate burden](#) within the meaning of the accessibility regulations. We will make another assessment when the supplier contract is up for renewal, likely to be in March 2021.

## **Content that's not within the scope of the accessibility regulations**

### **PDFs and other documents**

The accessibility regulations [do not require us to fix PDFs or other documents published before 23 September 2018](#) if they're not essential to providing our services.

Any new PDFs or Word documents we publish will meet accessibility standards.

### **Live video**

We currently have no live videos on the website and have no plans to use live videos on the website. If this changes we will meet the accessibility standards.

## Preparation of this accessibility statement

This statement was prepared on 15<sup>th</sup> September 2020. It was last reviewed on 17<sup>th</sup> September 2020.

This website was last tested on 17<sup>th</sup> September 2020. The test was carried out internally by GMLPN.

We used this approach to deciding on a sample of pages to test which covered a range of the website template pages:

- The sample pages chosen have a range of the different, standard page templates that are available
- The check was carried out internally following the [basic check guidance published on gov.uk](#)
- This approach was taken to avoid putting a disproportion burden on the organisation in terms of monetary value and time resource