



Digital Accessibility Centre

Accessibility Re-test Report for CQC: Give Feedback on Care

Company	Care Quality Commission
Date	30 th October 2020
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Version	v1.0 Retest 1 Final
Standard	WCAG 2.1

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Retest Executive Summary

A retest of the issues raised in the **CQC Give Feedback on Care report** was carried out on **30th September 2020** and this document incorporates the findings regarding any accessibility barriers still present during the process.

The service was assessed against the Web Content [Accessibility Guidelines WCAG 2.1](#).

Retesting revealed that a number of the issues identified in the original audit have been resolved, and details of these can be located in the section [Appendix IV](#). Issues that have not been fixed can be found in the section [Retest Audit Results](#). Additionally, any new issues that were identified during the retest or issues that require further attention have been included.

Screen reader users will find the service problematic in a couple areas. This is due to three single A WCAG 2.1 failures and an AA failure remaining during the retest.

Two labels are assigned to one component on the service, one of which is nested within another. This is problematic for assistive technology when the software determining which labels are to be used.

Checkbox elements were not contained within a programmatically associated grouping to present their relationship to assistive technology, and so screen reader users are unable to distinguish the content relationship when navigating out of content.

Filtering results update the service pages automatically. This is problematic for all user types. Users would expect to submit their selections instead; this would also assist users that could potentially accidentally click a filter option without realising.

On the search results service pages, the “number of results” elements (with a role="status") was not implemented correctly, and so screen reader users were not aware of the updated content. The attribute has been added; however, due to the page refreshing, the results number is still not announced, and for this reason the issue remains, but updated for further guidance.

Usability comments have been provided near the end of the retest report section and although do not fail to meet the success criteria, could be improved upon to benefit the overall user experience.



Retest Audit Summary

In order for the website to be eligible for a Digital Accessibility Centre certification, and fall in line with WCAG 2.1 requirements, improvements need to be made in the following areas.



A

[Parsing \(A\)](#)

[Form Groups \(A\)](#)

[On Input \(A\)](#)



AA

[Status Message \(AA\)](#)



AAA

None.



Scope

Tasks

Brief Task and/ or URLs are listed below along with the specific browser and AT set.

URL: <https://test.cqc.org.uk/give-feedback-on-care>

Task 1 - Good Path

Task 2 - Bad Path

Task 3 - Both Good and Bad Path

See [Appendix I](#) for a full list of tasks and instructions.

Browser matrix and Assistive Technology (AT) combinations

Desktop

User type	Operating System (OS)	Browser	Assistive Technology
Blind	Windows	IE11	JAWS 18 and 2019
		Firefox	NVDA
	MAC	Safari	VoiceOver
Mobility	Windows	IE11	Dragon Voice Activation v15
Mobility	Windows	Chrome	Keyboard
		IE11	Keyboard
Deaf	Windows	Chrome	-
Colour blind/ Dyslexia	Windows	Chrome	-
Low Vision	Windows	Chrome	Screen Magnification, Reflow *, Text Spacing †
		IE11	System inverted colours
Cognitive Impaired/ Asperger's/ Anxiety	Windows	Chrome	-

* **Reflow** tests with screen size of 1280 x 1024px, at 400% browser magnification

† **Text Spacing** tests with larger Line height, and larger Paragraph, Word and Letter spacing.

Mobile / Tablet

User type	Operating System (OS)	Browser	Assistive Technology
Blind	iOS	Safari	VoiceOver
	Android	Android browser	Talkback/ Voice Assistant
Mobility	iOS	Safari	-
	Android	Android Browser	-
Deaf	iOS	Safari	-
Colour blind/ Dyslexia	Android/iOS	Android browser/ Safari	-
Low Vision	Android	Android browser	Magnification
	iOS	Safari	System inverted colours

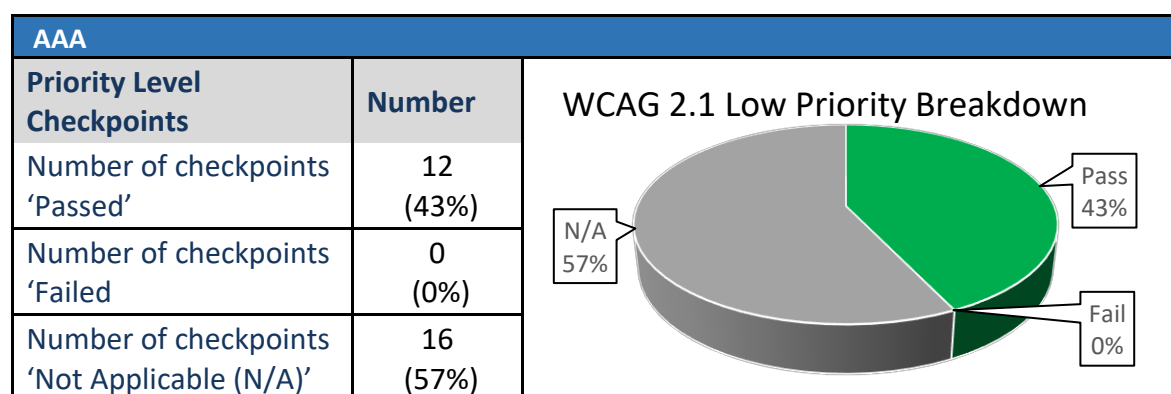
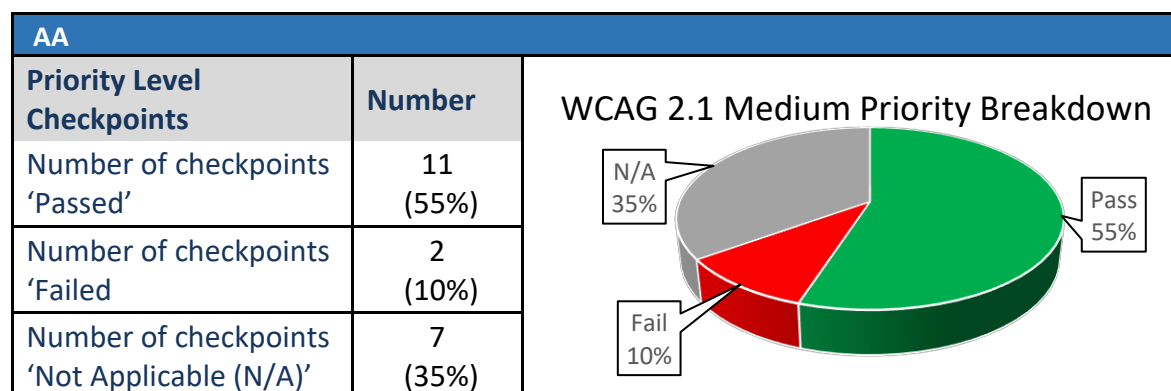
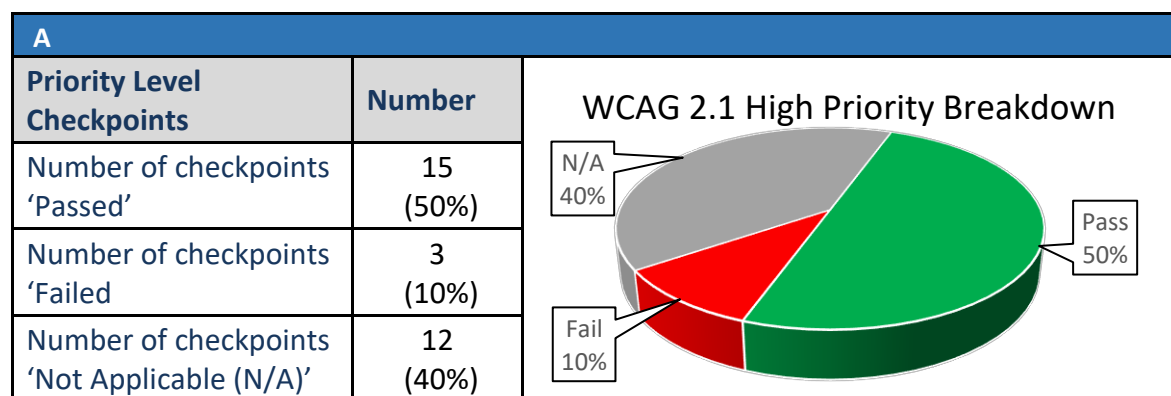


Summary Graphs

WCAG 2.1 Breakdown

The graphs below detail the number of checkpoints that passed, failed or were not applicable to the website.

Please refer to the [Classification of Accessibility Issues](#) for more information.



Retest Audit Results

These are the results of the Digital Accessibility Centre accessibility audit by section.

Each area contains a reference to the WCAG success criteria, a brief overview of the issue encountered, a description of issues found along with user testing commentaries and solutions.



Parsing (A)

Elements were not implemented according to specification.

WCAG Reference:

4.1.1 Parsing (Level A)

[Understanding Parsing](#) | [How to Meet Parsing](#)

2.4.6 Headings and Labels

[Understanding Headings and Labels](#) | [How to Meet Headings and Labels](#)
(Level AA)

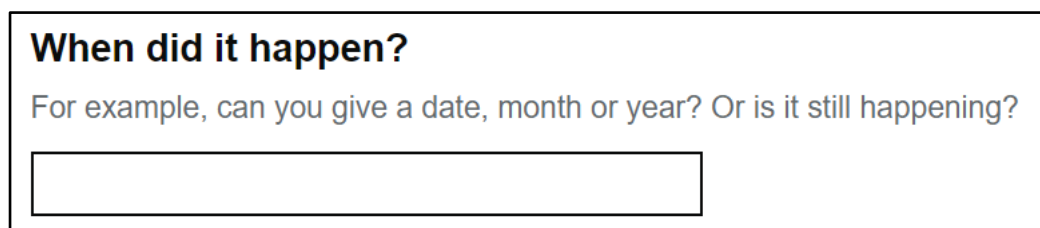
Issue ID: DAC_Parsing_01

Page title: When and where - Give feedback on care

URL: <https://gfc-app-preprod.azurewebsites.net/form/when-and-where>

Journey: Task 2 – Bad Path

Screenshot:



When did it happen?
For example, can you give a date, month or year? Or is it still happening?

There are two label elements assigned to the input component, one of which is nested within the other.

Current Code Ref(s): #qwhen-and-where-02 > label

```
<label class="govuk-label gds-question" for="when-and-where-02">  
  <label class="govuk-label govuk-label--m" for="when-and-where-02">  
    When did it happen?</label>  
  <span id="when-and-where-02-hint" class="govuk-hint">  
    For example, can you give a date, month or year? Or is it still happening?  
  </span>  
</label>  
<input class="govuk-input govuk-!-width-two-thirds" id="when-and-where-02"  
name="when-and-where-02" type="text" value="">
```

Solution:

Please ensure elements are only assigned one label element. Instructional hint text should be associated with the form field via the aria-describedby attribute.



Example:

```
<label class="govuk-label govuk-label--m" for="when-and-where-02">
  When did it happen?
</label>
<span id="when-and-where-02-hint" class="govuk-hint">
  For example, can you give a date, month or year? Or is it still happening?
</span>
<input class="govuk-input govuk-!-width-two-thirds" id="when-and-where-02"
  name="when-and-where-02" type="text" value=""
  aria-describedby="when-and-where-02-hint">
```



Form Groups (A)

Semantic grouping was not correctly provided for related form controls.

WCAG Reference:

1.3.1 Info and Relationships (Level A)

[Understanding Info and Relationships](#) | [How to Meet Info and Relationships](#)

2.4.6 Headings and Labels (Level AA)

[Understanding Headings and Labels](#) | [How to Meet Headings and Labels](#)

Issue ID: DAC_Form_Groups_01

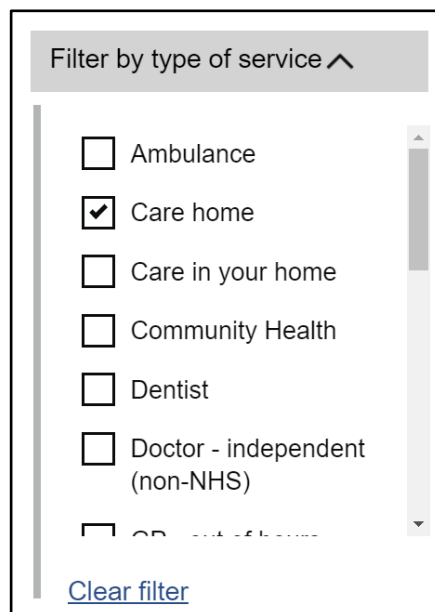
Page title: Results for ST4 6QG - Give feedback on care

URL: <https://gfc-app->

[preprod.azurewebsites.net/search/results?search=ST4%206QG&pageno=1](https://gfc-app-preprod.azurewebsites.net/search/results?search=ST4%206QG&pageno=1)

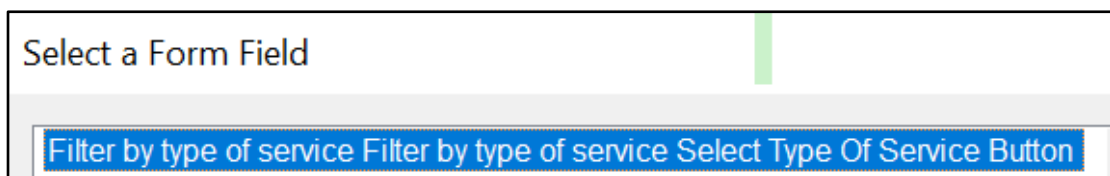
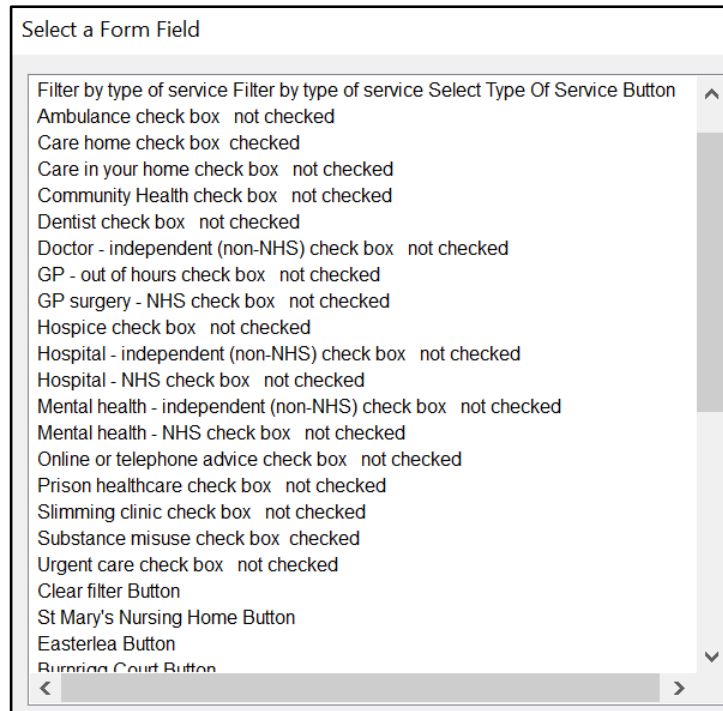
Journey: Task 1 – Good Path

Screenshot:



The screenshot shows a filter menu titled "Filter by type of service" with an upward-pointing chevron. The menu contains a list of service types, each with a checkbox: "Ambulance", "Care home" (checked), "Care in your home", "Community Health", "Dentist", "Doctor - independent (non-NHS)", and "GP - out of hours". A vertical scrollbar is visible on the right side of the list. At the bottom of the menu, there is a link labeled "Clear filter".





The checkboxes are not contained within a programmatically associated semantic grouping to present their relationship to assistive technology. Screen reader users navigating the page 'out of context' filtering the page by element type, will encounter a list of checkboxes, but with no additional group context to describe these as filter options.

The disclosure summary element label has repeated information, making it difficult to clearly understand its purpose.

Screen reader user comments:

“While navigating the list of filters with JAWS on the search results screen after inputting a postcode to find a service, I found that blind users are not able to identify how the various check boxes relate to the main page content while navigating out of context via the JAWS forms list. Including a clear indication of the prompt, such as ‘Dentist apply this filter’ or similar, will resolve this issue in the future.”



Current Code Ref(s): #gfc-search-details

```
<details id="gfc-search-details" class="govuk-details" open="">
  <summary class="govuk-details__summary govuk-details__summaryboarder">
    <span class="govuk-visually-hidden">Filter by type of service</span>
    <span disabled="true" class="govuk-input gfc-filter-title">
      Filter by type of service
      
    </span>
  </summary>
  <div class="govuk-details__text">
    <form id="frm_facets" method="post" action="/search/results">
      <div class="govuk-form-group govuk-checkboxes--small
        gfc-filter-items">
        <div class="govuk-checkboxes__item">
          <input class="govuk-checkboxes__input" type="checkbox"
            onchange="doSubmitIfDesktop(this, 'frm_facets')"
            data-val="true" data-val-required="The Selected field is
              required." id="Facets_0__Selected" name="Facets[0].Selected"
              value="true">
          <label class="govuk-label govuk-checkboxes__label gfc-filter-
            item" for="Facets_0__Selected">Ambulance</label>
        </div>
        ...
      </div>
      <button type="button" id="btn--filter-clear"
        onclick="clearFiltersAndSubmit('frm_facets');" class="govuk-button
        link-button gfc-filter-apply-button govuk-filter-button-blue
        govuk-filter-button-hide">Clear filter</button>
      ...
    </form>
  </div>
</details>
```

Solution:

Ensure that form groups are programmatically determined by including them within a fieldset with a legend. This will ensure that users navigating 'out of context' will be given the additional context of the legend to present the purpose of the components.



Example:

```
<details id="gfc-search-details" class="govuk-details" open="">
  <summary class="govuk-details__summary govuk-details__summaryboarder">
    <h2 disabled="true" class="govuk-input gfc-filter-title">
      Filter by type of service
      <span class="govuk-visually-hidden">: show filters</span>
      
    </h2>
  </summary>
  <div class="govuk-details__text">
    <form id="frm_facets" method="post" action="/search/results">
      <fieldset>
        <legend><span class="govuk-visually-hidden">Filter by type of
service</span></legend>
        <div class="govuk-form-group govuk-checkboxes--small gfc-filter-
items">
          ...
        </div>
      </fieldset>
      ...
    </form>
  </div>
</details>
```

The above implementation would result in the following:

Select a Form Field

Filter by type of service: show filters Button

Filter by type of service Ambulance check box not checked

Filter by type of service Care home check box not checked

Filter by type of service Care in your home check box not checked

Filter by type of service Community Health check box not checked

Filter by type of service Dentist check box not checked

Filter by type of service Doctor - independent (non-NHS) check box not checked

Filter by type of service GP - out of hours check box not checked

Filter by type of service GP surgery - NHS check box not checked

Filter by type of service Hospital - independent (non-NHS) check box not checked

Filter by type of service Hospital - NHS check box not checked

Filter by type of service Mental health - NHS check box not checked

Filter by type of service Slimming clinic check box not checked

Filter by type of service Urgent care check box not checked

Queen Square Imaging Centre Button

Great Ormond Street Hospital Button

The National Hospital for Neurology and Neurosurgery Button

The Royal London Hospital for Integrated Medicine Button

The Bloomsbury Surgery Button

The Holborn Medical Centre Button

Greg Gossayn Dental Surgery Button

Canna Button

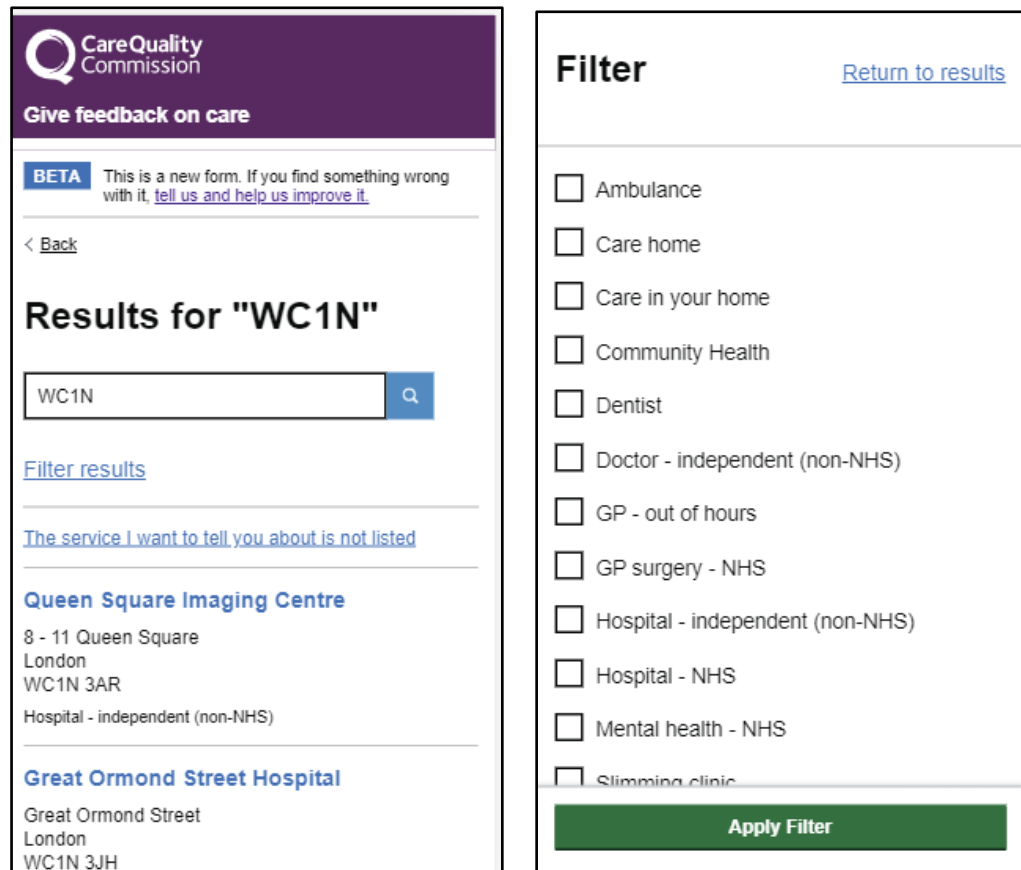


Page title: Results for WC1N - Give feedback on care

URL: <https://gfc-app-preprod.azurewebsites.net/search/results?search=WC1N>
(mobile)

Journey: Task 1 – Good Path

Screenshot:



On a mobile, again the checkboxes are not contained within a programmatically associated semantic grouping to present their relationship to assistive technology. Screen reader users navigating the page 'out of context' filtering the page by element type, will encounter a list of checkboxes, but with no additional group context to describe these as filter options.

Screen reader user comments:

“While navigating the search results screen using iOS VoiceOver, I found that selecting the link announced as ‘filter results’ shows a series of check boxes for each service. Navigating out of context will not indicate that the item is a filter if using the iOS rotor at the time of testing, however users are able to identify the items via the ‘filter results’



link which changes to a 'return to results' item when selected. Including a prompt such as 'filter by service' or 'select this service', will resolve this issue in the future."

Current Code Ref(s): #frm_facets_modal > div.modal-body-container > div > div
<div class="govuk-form-group govuk-checkboxes--small">...</div>

Solution:

Ensure that form groups are programmatically determined by including them within a fieldset with a legend. This will ensure that users navigating 'out of context' will be given the additional context of the legend to present the purpose of the components.

Example:

```
<fieldset>  
  <legend>  
    <span class="govuk-visually-hidden">Filter by type of service</span>  
  </legend>  
  <div class="govuk-form-group govuk-checkboxes--small">...</div>  
</fieldset>
```



On Input (A)

Changing the setting of any user interface component automatically causes a change of context without advising the user of the behaviour prior to use.

WCAG Reference:

3.2.2 On Input (Level A)

[Understanding On Input](#) | [How to Meet On Input](#)

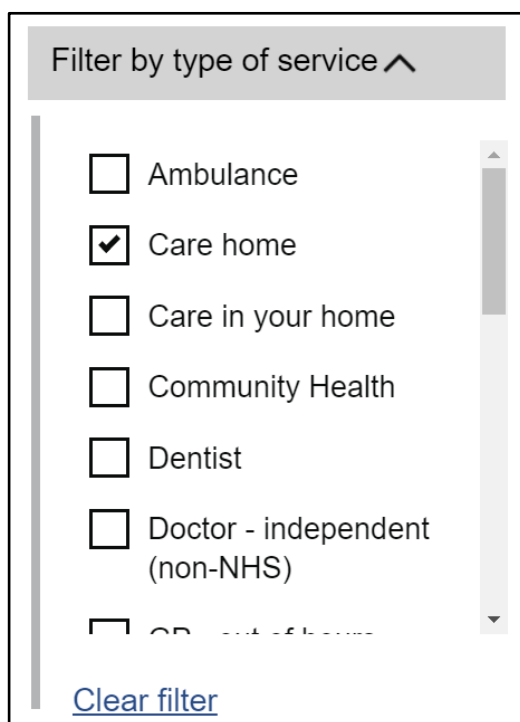
Issue ID: DAC_On_Input_01

Page title: Results for ST4 6QG - Give feedback on care

URL: <https://gfc-app-preprod.azurewebsites.net/search/results?search=ST4%206QG&pageno=1>

Journey: Task 1 – Good Path

Screenshot:



The screenshot shows a filter menu titled "Filter by type of service" with an upward-pointing chevron. The menu contains a list of service types, each with a checkbox. The "Care home" option is selected, indicated by a checkmark in its checkbox. The other options are "Ambulance", "Care in your home", "Community Health", "Dentist", "Doctor - independent (non-NHS)", and "GP - out of hours". At the bottom of the menu is a link labeled "Clear filter".

When a user selects a filter checkbox, the results update without being explicitly submitted. This behaviour can be problematic for users.

Current Code Ref(s): #frm_facets

```
<form id="frm_facets" method="post" action="/search/results">...</form>
```

Solution:

Please ensure that a user is informed that if changing the setting on a user interface control will automatically cause a change to the meaning or purpose of the content of the webpage prior to using the component. Ideally please provide a 'submit' button to allow users to explicitly action any changes.

If changing the setting of a user interface component causes changes to content elsewhere on the page, screen reader users should be informed without having to move their focus on the page. This can be achieved using a role of 'status' (please see related issue [DAC Status Message 01](#)).



Status Message (AA)

Status messages were not properly marked-up.

WCAG Reference:

4.1.3 Status Messages (Level AA)

[Understanding Status Messages](#) | [How to Meet Status Messages](#)

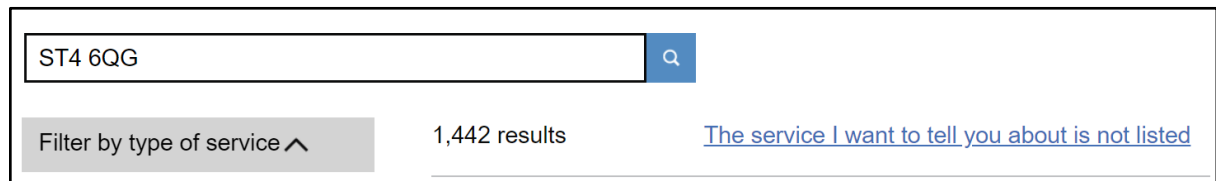
Issue ID: DAC_Status_Message_01

Page title: Results for ST4 6QG - Give feedback on care

URL: <https://gfc-app-preprod.azurewebsites.net/search/results?search=ST4%206QG&pageno=1>

Journey: Task 1 – Good Path

Screenshot:



On retesting the '1,442 results', it is noticed that an attribute of `role="status"` has been implemented; however, due to the page refreshing when a search is initiated – the result information is not announced.

Current Code Ref(s): `#filter-results-header > div.govuk-grid-column-one-third-from-desktop.hide-tablet-or-below > h2`

```
<h2 class="govuk-!-margin-0"><p class="govuk-body">1,442 results</p></h2>
```

Solution:

We recommend implementing a script that loads the attribute `role` of status text after the page refreshes. This will ensure that screen reader users are aware of the updated results text.

Example:

```
<p role="status" class="govuk-body" id="results"> </p>
[...]
```

```
<script>
  document.getElementById("results").innerHTML = "121 results";
</script>
```



GOV.UK Question Pages (Usability)

Question pages were not implemented in accordance with the GOV.UK Design System guidelines.

WCAG Reference:

N/A – [GOV.UK Design System](#) non-conformance

Issue ID: DAC_Form_Groups_01

Page title: Find a service - Give feedback on care

URL: <https://gfc-app-preprod.azurewebsites.net/search/find-a-service>

Journey: Task 1 – Good Path

Screenshot:

Find the service you want to tell us about

Search by service name or address

You do not need to use the whole name or address. For example, 'Great Ormond St WC1N' will find Great Ormond Street Hospital.

Search

Select a Form Field

Find the service you want to tell us about Search by service name or address Edit
Find the service you want to tell us about Search Button

The 'Search' button is included as part of the form group which may be confusing to users.



Current Code Ref(s): #content > div > div > form > fieldset > button

```
<button id="" class="govuk-button" type="submit">Search</button>
```

Solution:

Please implement the 'Search button outside of the form group. For more information, please visit [Question pages – GOV.UK Design System](#).



Results Navigation (Usability)

The order of the results was not indicated.

WCAG Reference:

N/A – Advisory.

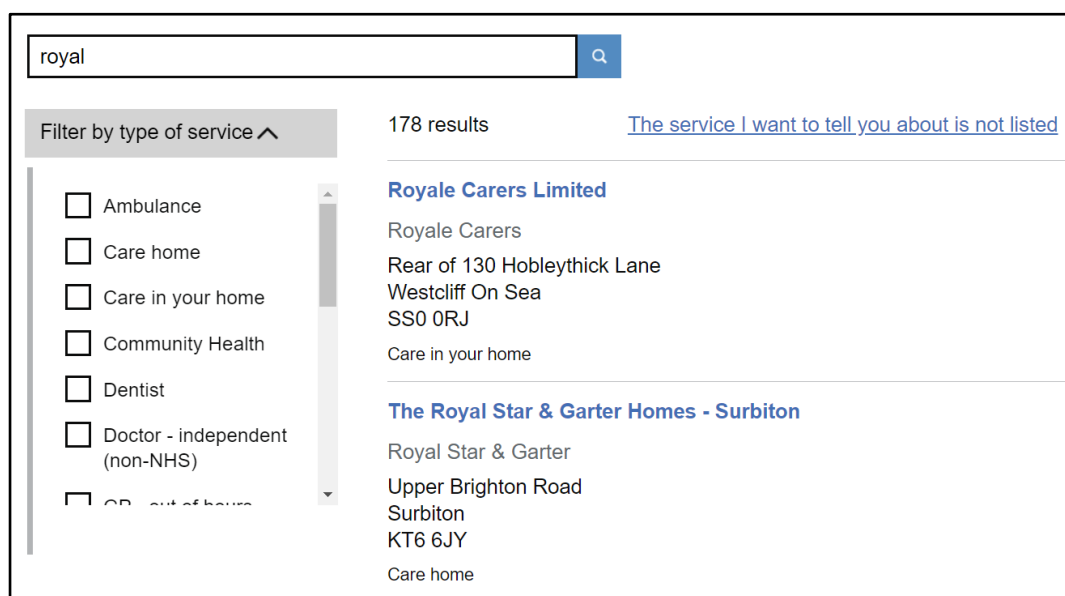
Issue ID: DAC_Results_navigation_01

Page title: Results for royal - Give feedback on care

URL: <https://gfc-app-preprod.azurewebsites.net/search/results?search=royal+&submit.x=0&submit.y=0>

Journey: Task 1 – Good Path

Screenshot:



It is not clear in what order the results are implemented once a search is made. In some cases, there are multiple pages of results, but as the order of results is not clear, users are not able to easily skim through the list of results, as they would be if they knew they were in alphabetical order for example.

Current Code Ref(s): #search-results

```
<div id="search-results" class="govuk-grid-column-full govuk-grid-column-full-from-desktop">...</div>
```

Solution:

Consider implementing some text to indicate the order of the results, for example whether they are in alphabetical order, or distance order.



Scrollable Regions (Usability)

There were embedded scrollable regions on the page.

WCAG Reference:

N/A – Advisory.

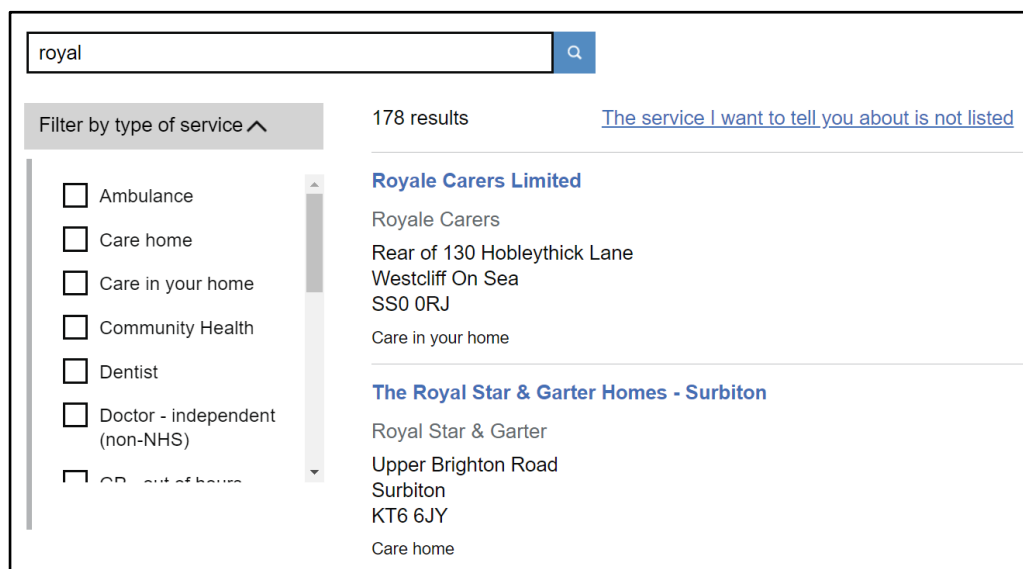
Issue ID: DAC_Scrollable_Regions_01

Page title: Results for royal - Give feedback on care

URL: <https://gfc-app-preprod.azurewebsites.net/search/results?search=royal+&submit.x=0&submit.y=0>

Journey: Task 1 – Good Path

Screenshot:



Embedded scrollable regions within the page can be difficult to navigate for voice activation users as they cannot be referenced by name to allow users to quickly navigate into the region to initialise the scroll functionality.

Voice activation user comments:

“There is an internal scroll present on this page. The default focus for Dragon is on the main scroll for a page, not on an internal one. This meant that I had to use keyboard commands to tab into the area to get focus into it.”

Current Code Ref(s): #frm_facets > div

```
<div class="govuk-form-group govuk-checkboxes--small gfc-filter-items">...</div>
```

Solution:

Please avoid using embedded scrollable regions if possible.



Browser Compatibility (Usability)

The page did not render completely in internet Explorer.

WCAG Reference:

N/A – Advisory.

Issue ID: DAC_Browser_Compatibility_01

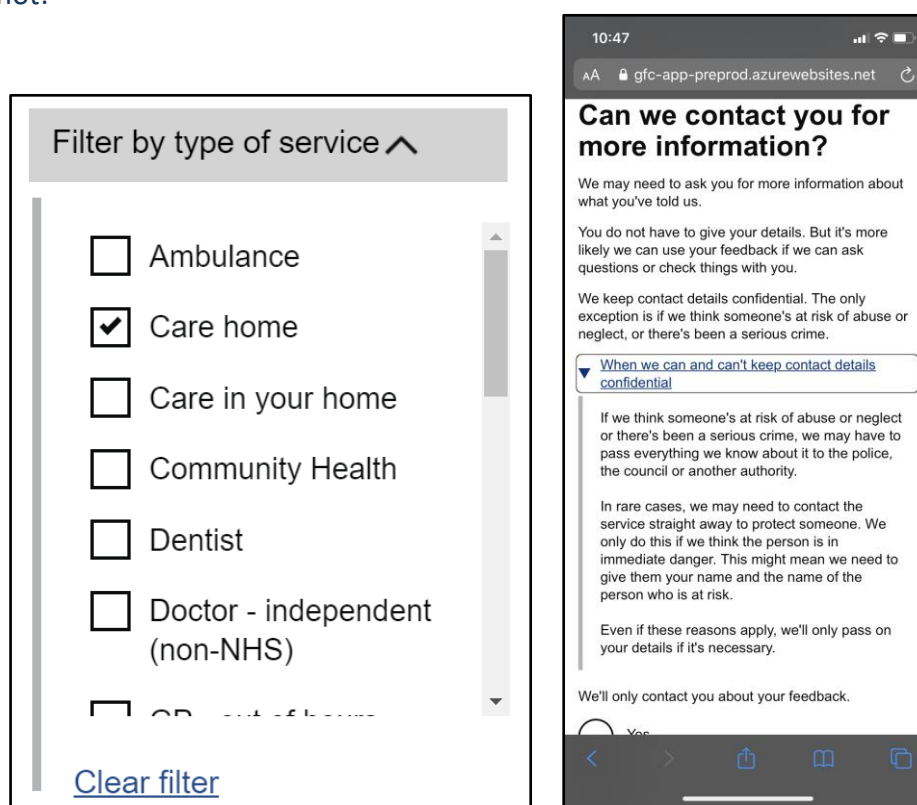
Page title: Results for royal - Give feedback on care

URL: <https://gfc-app-preprod.azurewebsites.net/search/results?search=royal+&submit.x=0&submit.y=0>

Journey: Task 1 – Good Path

Additional location(s): <https://gfc-app-preprod.azurewebsites.net/form/can-we-contact-you>

Screenshot:



Disclosure elements (summary/details elements) are not fully supported within IE, and assistive technology is not able to interact with them as expected. Users of assistive technology may be constrained to using the browser which their software was designed for, so it is important that any functionality is compatible with all browsers.



Voice activation user comments:

“The click to expand link does not get picked up by Dragon. This meant that I was not able to access it. In Chrome I was able to use keyboard commands to tab onto it.”

Screen reader user comments:

“While navigating the page announced as ‘can we contact you for more information’, and expanding the item announced as ‘when we can and can’t keep details confidential’ using iOS VoiceOver, I found that blind users will not identify that the item expands to show the additional content. I also found that the item does not change the prompt to ‘collapsed’ when closing the item during the test. Including a clear indication that the item will expand and collapse when implementing it, will cause less confusion in the future.”

Current Code Ref(s): #gfc-search-details

```
<details id="gfc-search-details" class="govuk-details" open="">
  <summary class="govuk-details__summary
    govuk-details__summaryboarder">...</summary>
  ...
</details>
```

Solution:

The GOV.UK pattern has been implemented, however please note that within the full example which can be viewed at [Details – Example – GOV.UK Design System](#), there is some conditional JavaScript to ensure that within Internet Explorer component renders as follows in IE:

Example:

```
<details id="gfc-search-details" class="govuk-details" role="group"
  open="open">
  <summary class="govuk-details__summary
    govuk-details__summaryboarder" tabindex="0" role="button"
    aria-expanded="true" aria-controls="details-content">...</summary>
  <div class="govuk-details__text" id="details-content" aria-hidden="false">
    ...
  </div>
</details>
```



Character Count (Usability)

Screen reader users were not aware if there was a word limit.

WCAG Reference:

N/A – Advisory.

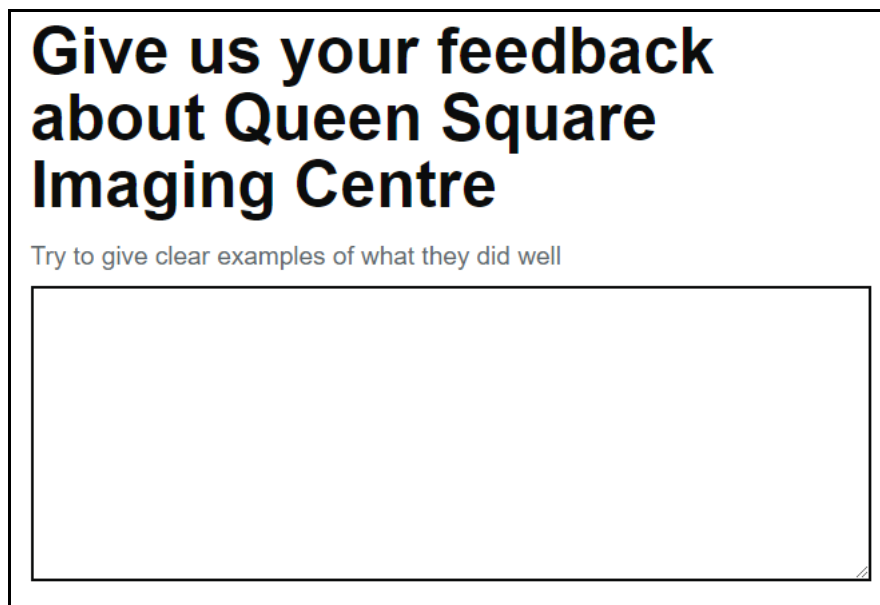
Issue ID: DAC_Character_Count_01

Page title: Give your feedback - Give feedback on care

URL: <https://gfc-app-preprod.azurewebsites.net/form/give-your-feedback>

Journey: Task 1 – Good Path

Screenshot:



**Give us your feedback
about Queen Square
Imaging Centre**

Try to give clear examples of what they did well

[Empty text input area]

Screen reader users were not aware if there was a word count or character count associated with the feedback text area component.



Screen reader user comments:

“While navigating the page announced as ‘give your feedback’ with NVDA, I found that blind users will not identify any prompt relating to how many characters are left if typing information within the ‘give feedback’ form. Including this prompt, will cause less confusion in the future.”

Current Code Ref(s):

```
#give-your-feedback-01  
<textarea class="govuk-textarea govuk-js-character-count auto-expand"  
id="give-your-feedback-01" name="give-your-feedback-01" rows="9" aria-  
describedby="give-your-feedback-01-hint " spellcheck="false">test</textarea>
```

Solution:

Consider including some text on the page to inform screen reader users that there is no word or character limit.

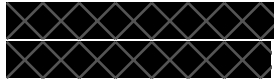
<https://design-system.service.gov.uk/components/character-count/>

End of Report



Appendix I

URL: <https://test.cqc.org.uk/give-feedback-on-care>



Journeys

Task 1 - Good Path

1. Give-feedback-on-care – Click Start Now
2. Find-a-service – Find a care service by entering a location.
Examples; ST4 6QG, SR4
3. 7TP, DN4 5NL and NG10 5NL. (Postcodes need spaces)
4. Results – Selected a result
5. What-you-want-to-tell-us-about – Test Radio Buttons and Continue with the selection “Good”
6. Give-your-feedback – Complete the Form Fields and Continue
7. Did-you-hear-about-this-form-from-a-charity – Test Radio Buttons and Continue with the selection “Yes”
8. Tell-us-which-charity – Test Radio Buttons and Continue
9. Check-your-answers – Test change links
10. You-have-sent-your-feedback – Submit Feedback
11. What-do-you-think-of-this-form - Test Radio Buttons and Send

(Test for error handling in each task)



Task 2 - Bad Path

1. Give-feedback-on-care – Click Start Now
2. Find-a-service – Find a care service by entering a location. Examples; ST4 6QG, SR4
3. 7TP, DN4 5NL and NG10 5NL. (Postcodes need spaces)
4. Results – Selected a result
5. What-you-want-to-tell-us-about – Test Radio Buttons and Continue with the selection “Bad”
6. Have-you-worked-there – Test Radio Buttons and click Yes
7. Check-if-you-are-protected – Click Continue
8. When-and-where – Complete the Form Fields and Continue
9. Give-your-feedback – Complete the Form Fields and Continue
10. Can-we-contact-you – Test Radio Buttons and click Yes
11. Contact-information – Complete the Form Fields and Continue
12. Have-you-told-the-service – Click Continue
13. Have-you-told-anyone-else – Test Radio Buttons and Continue
14. Did-you-hear-about-this-form-from-a-charity – Test Radio Buttons and click Yes
15. Tell-us-which-charity – Test Radio Buttons and Continue
16. Check-your-answers – Test Change Links
17. You-have-sent-your-feedback – Submit Feedback
18. What-do-you-think-of-this-form - Test Radio Buttons and Send



Task 3 - Both Good and Bad Path

1. Give-feedback-on-care – Click Start Now
2. Find-a-service – Find a care service by entering a location.
Examples; ST4 6QG, SR4
3. 7TP, DN4 5NL and NG10 5NL. (Postcodes need spaces)
4. Results – Selected a result
5. What-you-want-to-tell-us-about – Test Radio Buttons and
Continue with the selection “Both Good and Bad”
6. Have-you-worked-there – Test Radio Buttons and click Yes
7. Check-if-you-are-protected – Click Continue
8. When-and-where – Complete the Form Fields and Continue
9. Give-your-feedback – Complete the Form Fields and Continue
10. Can-we-contact-you – Test Radio Buttons and click Yes
11. Contact-information – Complete the Form Fields and Continue
12. Have-you-told-the-service – Click Continue
13. Have-you-told-anyone-else – Test Radio Buttons and Continue
14. Did-you-hear-about-this-form-from-a-charity – Test Radio
Buttons and click Yes
15. Tell-us-which-charity – Test Radio Buttons and Continue
16. Check-your-answers – Test Change Links
17. You-have-sent-your-feedback – Submit Feedback
18. What-do-you-think-of-this-form - Test Radio Buttons and Send



Classification of Accessibility Issues

The following scoring system was used to indicate the status of the sites with regards to each W3C WAI checkpoint up to and including Level AAA:

Status	Description
Pass (P)	The site meets the requirements of the checkpoint.
Fail (L) Low Priority	The site almost meets the requirements of the checkpoint. Only a small number of minor problems were identified. The site fails to meet the requirements against AAA criteria measured against WCAG 2.1
Fail (M) Medium Priority	The site fails to meet the requirements against AA criteria measured against WCAG 2.1
Fail (H) High Priority	The site fails to meet the requirements against A criteria measured against WCAG 2.1 and more severe accessibility issues were identified.
Not Applicable (N/A)	No content was found on the site to which the checkpoint would relate.



Principle 1: Perceivable – Information and users interface components must be presentable to users in ways they can perceive.

<p>Non-text Content: 1.1.1 All non-text content that is presented to the user has a text alternative that serves the equivalent purpose. (Level A)</p>	<p>Not Applicable (N/A)</p>
<p>Audio-only and Video-only (Pre-recorded): 1.2.1 For pre-recorded audio-only and pre-recorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labelled as such: Understanding Success Criterion 1.2.1</p> <ul style="list-style-type: none"> • Pre-recorded Audio-only: An alternative for time-based media is provided that presents equivalent information for pre-recorded audio-only content. • Pre-recorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for pre-recorded video-only content. <p>(Level A)</p>	<p>Not Applicable (N/A)</p>
<p>Captions (Pre-recorded): 1.2.2 Captions are provided for all pre-recorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labelled as such. (Level A)</p>	<p>Not Applicable (N/A)</p>
<p>Audio Description or Media Alternative (Pre-recorded): 1.2.3 An alternative for time-based media or audio description of the pre-recorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labelled as such. (Level A)</p>	<p>Not Applicable (N/A)</p>
<p>Captions (Live): 1.2.4 Captions are provided for all live audio content in synchronized media. (Level AA)</p>	<p>Not Applicable (N/A)</p>
<p>Audio Description (Pre-recorded): 1.2.5 Audio description is provided for all pre-recorded video content in synchronized media. (Level AA)</p>	<p>Not Applicable (N/A)</p>



<p>Sign Language (Pre-recorded): 1.2.6 Sign language interpretation is provided for all pre-recorded audio content in synchronized media. (Level AAA)</p>	<p>Not Applicable (N/A)</p>
<p>Extended Audio Description (Pre-recorded): 1.2.7 Where pauses in foreground audio are insufficient to allow audio descriptions to convey the sense of the video, extended audio description is provided for all pre-recorded video content in synchronized media. (Level AAA)</p>	<p>Not Applicable (N/A)</p>
<p>Media Alternative (Pre-recorded): 1.2.8 An alternative for time-based media is provided for all pre-recorded synchronized media and for all pre-recorded video-only media. (Level AAA)</p>	<p>Not Applicable (N/A)</p>
<p>Audio-only (Live): 1.2.9 An alternative for time-based media that presents equivalent information for live audio-only content is provided. (Level AAA)</p>	<p>Not Applicable (N/A)</p>
<p>Info and Relationships: 1.3.1 Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)</p>	<p>Fail (H)</p>
<p>Meaningful Sequence: 1.3.2 When the sequence in which content is presented affects it's meaning, a correct reading sequence can be programmatically determined. (Level A)</p>	<p>Pass (P)</p>
<p>Sensory Characteristics: 1.3.3 Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. (Level A)</p>	<p>Pass (P)</p>



<p>Orientation : (WCAG 2.1) 1.3.4 Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.</p> <p>Note : Examples where a particular display orientation may be essential are a bank check, a piano application, slides for a projector or television, or virtual reality content where binary display orientation is not applicable. (Level AA)</p>	<p>Not Applicable (N/A)</p>
<p>Identify Input Purpose: (WCAG 2.1) 1.3.5 The purpose of each input field collecting information about the user can be programmatically determined when :</p> <ul style="list-style-type: none"> • The input field serves a purpose identified in the Input Purposes for User Interface Components section; and • The content is implemented using technologies with support for identifying the expected meaning for form input data. <p>(Level AA)</p>	<p>Pass (P)</p>
<p>Identify Purpose: (WCAG 2.1) 1.3.6 In content implemented using mark-up languages, the purpose of User Interface Components, icons, and regions can be programmatically determined. (Level AAA)</p>	<p>Pass (P)</p>
<p>Use of Colour: 1.4.1 Colour is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. (Level A)</p>	<p>Not Applicable (N/A)</p>
<p>Audio Control: 1.4.2 If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. (Level A)</p>	<p>Not Applicable (N/A)</p>



<p>Contrast (Minimum): <u>1.4.3</u> The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:</p> <ul style="list-style-type: none"> • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. <p>(Level AA)</p>	<p>Pass (P)</p>
<p>Resize text: <u>1.4.4</u> Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.</p> <p>(Level AA)</p>	<p>Pass (P)</p>
<p>Images of Text: <u>1.4.5</u> If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: Understanding Success Criterion 1.4.5</p> <ul style="list-style-type: none"> • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed. <p>Note: Logotypes (text that is part of a logo or brand name) are considered essential.</p> <p>(Level AA)</p>	<p>Pass (P)</p>



<p>Contrast (Enhanced): <u>1.4.6</u> The visual presentation of text and images of text has a contrast ratio of at least 7:1, except for the following:</p> <ul style="list-style-type: none"> • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 4.5:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. <p>(Level AAA)</p>	<p>Pass (P)</p>
<p>Low or No Background Audio: <u>1.4.7</u> For pre-recorded audio-only content that (1) contains primarily speech in the foreground, (2) is not an audio CAPTCHA or audio logo, and (3) is not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true:</p> <p>Understanding Success Criterion 1.4.7</p> <ul style="list-style-type: none"> • No Background: The audio does not contain background sounds. • Turn Off: The background sounds can be turned off. • 20 dB: The background sounds are at least 20 decibels lower than the foreground speech content, with the exception of occasional sounds that last for only one or two seconds. <p>Note: Per the definition of "decibel," background sound that meets this requirement will be approximately four times quieter than the foreground speech content.</p> <p>(Level AAA)</p>	<p>Not Applicable (N/A)</p>



<p>Visual Presentation: <u>1.4.8</u> For the visual presentation of blocks of text, a mechanism is available to achieve the following: Understanding Success Criterion 1.4.8</p> <ol style="list-style-type: none"> 1. Foreground and background colours can be selected by the user. 2. Width is no more than 80 characters or glyphs (40 if CJK). 3. Text is not justified (aligned to both the left and the right margins). 4. Line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing. 5. Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window. <p>(Level AAA)</p>	<p>Pass (P)</p>
<p>Images of Text (No Exception): <u>1.4.9</u> Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed.</p> <p>Note: Logotypes (text that is part of a logo or brand name) are considered essential.</p> <p>(Level AAA)</p>	<p>Pass (P)</p>
<p>Reflow: (WCAG 2.1) <u>1.4.10</u> Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for :</p> <ul style="list-style-type: none"> • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels. <p>Except for parts of the content which require two-dimensional layout for usage or meaning.</p> <p>Note: 320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For web content which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024px at 400% zoom.</p> <p>Note: Examples of content which require two-dimensional layout are images, maps, diagrams, video, games, presentations, data tables, and interfaces where it is necessary to keep toolbars in view while manipulating content.</p> <p>(Level AA)</p>	<p>Pass (P)</p>



<p>Non-text Contrast: (WCAG 2.1)</p> <p>1.4.11 The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):</p> <ul style="list-style-type: none"> • User Interface Components Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author; • Graphical Objects Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed. <p>(Level AA)</p>	<p>Pass (P)</p>
<p>Text Spacing: (WCAG 2.1)</p> <p>1.4.12 presentation of graphics is essential to the information being conveyed.</p> <p>In content implemented using mark-up languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <ul style="list-style-type: none"> • Line height (line spacing) to at least 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size. <p>Exception : Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.</p> <p>(Level AA)</p>	<p>Pass (P)</p>



Content on Hover or Focus: (WCAG 2.1)

1.4.13 Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:

- **Dismissible**
A [mechanism](#) is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an [input error](#) or does not obscure or replace other content;
- **Hoverable**
If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;
- **Persistent**
The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.

Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.

Note: Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML [title attribute](#).

Note: Custom tooltips, sub-menus, and other nonmodal popups that display on hover and focus are examples of additional content covered by this criterion.

(Level AA)

**Not
Applicable
(N/A)**



Principle 2: Operable – User interface components and navigation must be operable.

<p>Keyboard:</p> <p>2.1.1 All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p> <p>Note: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.</p> <p>Note: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.</p> <p>(Level A)</p>	<p>Pass (P)</p>
<p>No Keyboard Trap:</p> <p>2.1.2 If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p> <p>Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion.</p> <p>(Level A)</p>	<p>Pass (P)</p>
<p>Keyboard (No Exception):</p> <p>2.1.3 All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.</p> <p>(Level AAA)</p>	<p>Pass (P)</p>



<p>Character Key Shortcuts: (WCAG 2.1)</p> <p>2.1.4 If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:</p> <ul style="list-style-type: none"> • Turn off: A mechanism is available to turn the shortcut off; • Remap: A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc); • Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus. <p>(Level A)</p>	<p>Not Applicable (N/A)</p>
<p>Timing Adjustable:</p> <p>2.2.1 For each time limit that is set by the content, at least one of the following is true:</p> <ul style="list-style-type: none"> • Turn off: The user is allowed to turn off the time limit before encountering it; • Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; • Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; • Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; • Essential Exception: The time limit is essential and extending it would invalidate the activity; • 20 Hour Exception: The time limit is longer than 20 hours. <p>Note: This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with Success Criterion 3.2.1, which puts limits on changes of content or context as a result of user action.</p> <p>(Level A)</p>	<p>Not Applicable (N/A)</p>



<p>Pause, Stop, Hide: 2.2.2 For moving, blinking, scrolling, or auto-updating information, all of the following are true: Understanding Success Criterion 2.2.2</p> <ul style="list-style-type: none"> • Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. <p>Note: For requirements related to flickering or flashing content, refer to Guideline 2.3.</p> <p>Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion.</p> <p>Note: Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so.</p> <p>Note: An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken. (Level A)</p>	<p>Not Applicable (N/A)</p>
<p>No Timing: 2.2.3 Timing is not an essential part of the event or activity presented by the content, except for non-interactive synchronized media and real-time events. (Level AAA)</p>	<p>Not Applicable (N/A)</p>



<p>Interruptions: 2.2.4 Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency. (Level AAA)</p>	<p>Not Applicable (N/A)</p>
<p>Re-authenticating: 2.2.5 When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating. (Level AAA)</p>	<p>Not Applicable (N/A)</p>
<p>Timeouts: (WCAG 2.1) 2.2.6 Users are warned of the duration of any user inactivity that could cause data loss, unless the data is preserved for more than 20 hours when the user does not take any actions.</p> <p>Note: Privacy regulations may require explicit user consent before user identification has been authenticated and before user data is preserved. In cases where the user is a minor, explicit consent may not be solicited in most jurisdictions, countries or regions. Consultation with privacy professionals and legal counsel is advised when considering data preservation as an approach to satisfy this success criterion. (Level AAA)</p>	<p>Not Applicable (N/A)</p>
<p>Three Flashes or Below Threshold: 2.3.1 Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.</p> <p>Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page. All content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. (Level A)</p>	<p>Pass (P)</p>
<p>Three Flashes: 2.3.2 Web pages do not contain anything that flashes more than three times in any one-second period. (Level AAA)</p>	<p>Pass (P)</p>



<p>Animation from Interactions: (WCAG 2.1) 2.3.3 Motion animation triggered by interaction can be disabled, unless the animation is essential to the functionality or the information being conveyed. (Level AAA)</p>	<p>Not Applicable (N/A)</p>
<p>Bypass Blocks: 2.4.1 A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. (Level A)</p>	<p>Pass (P)</p>
<p>Page Titled: 2.4.2 Web pages have titles that describe topic or purpose. (Level A)</p>	<p>Pass (P)</p>
<p>Focus Order: 2.4.3 If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. (Level A)</p>	<p>Pass (P)</p>
<p>Link Purpose (In Context): 2.4.4 The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)</p>	<p>Pass (P)</p>
<p>Multiple Ways: 2.4.5 More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. (Level AA)</p>	<p>Pass (P)</p>
<p>Headings and Labels: 2.4.6 Headings and labels describe topic or purpose. (Level AA)</p>	<p>Fail (M)</p>



<p>Focus Visible: 2.4.7 Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. (Level AA)</p>	<p>Pass (P)</p>
<p>Location: 2.4.8 Information about the user's location within a set of Web pages is available. (Level AAA)</p>	<p>Pass (P)</p>
<p>Link Purpose (Link Only): 2.4.9 A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general. (Level AAA)</p>	<p>Pass (P)</p>
<p>Section Headings: 2.4.10 Section headings are used to organize the content. Note: "Heading" is used in its general sense and includes titles and other ways to add a heading to different types of content. Note: This success criterion covers sections within writing, not user interface components. User Interface components are covered under Success Criterion 4.1.2. (Level AAA)</p>	<p>Pass (P)</p>
<p>Pointer Gestures : (WCAG 2.1) 2.5.1 All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential. Note: This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology). (Level A)</p>	<p>Not Applicable (N/A)</p>



<p>Pointer Cancellation: (WCAG 2.1) 2.5.2 For functionality that can be operated using a single pointer, at least one of the following is true:</p> <ul style="list-style-type: none"> • No Down-Event The down-event of the pointer is not used to execute any part of the function; • Abort or Undo Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion; • Up Reversal The up-event reverses any outcome of the preceding down-event; • Essential Completing the function on the down-event is essential. <p>Note: Functions that emulate a keyboard or numeric keypad key press are considered essential.</p> <p>Note: This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).</p> <p>(Level A)</p>	<p>Pass (P)</p>
<p>Label in Name: (WCAG 2.1) 2.5.3 For user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p> <p>Note: A best practice is to have the text of the label at the start of the name.</p> <p>(Level A)</p>	<p>Pass (P)</p>



<p>Motion Actuation: (WCAG 2.1) 2.5.4 Functionality that can be operated by device motion, or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:</p> <ul style="list-style-type: none"> • Supported Interface The motion is used to operate functionality through an accessibility supported interface; • Essential The motion is essential for the function and doing so would invalidate the activity. <p>(Level A)</p>	<p>Not Applicable (N/A)</p>
<p>Target Size (WCAG 2.1): 2.5.5 The size of the target for pointer inputs is at least 44 by 44 CSS pixels except when:</p> <ul style="list-style-type: none"> • Equivalent The target is available through an equivalent link or control on the same page that is at least 44 by 44 CSS pixels; • Inline The target is in a sentence or block of text; • User Agent Control The size of the target is determined by the user agent and is not modified by the author; • Essential A particular presentation of the target is essential to the information being conveyed. <p>(Level AAA)</p>	<p>Pass (P)</p>
<p>Concurrent Input Mechanisms (WCAG 2.1): 2.5.6 Web content does not restrict use of input modalities available on a platform except where the restriction is essential, required to ensure the security of the content, or required to respect user settings.</p> <p>(Level AAA)</p>	<p>Pass (P)</p>



Principle 3: Understandable – Information and the operation of user interface must be understandable.

<p>Language of Page: 3.1.1 The default human language of each Web page can be programmatically determined. (Level A)</p>	<p>Pass (P)</p>
<p>Language of Parts: 3.1.2 The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. (Level AA)</p>	<p>Not Applicable (N/A)</p>
<p>Unusual Words: 3.1.3 A mechanism is available for identifying specific definitions of words or phrases used in an unusual or restricted way, including idioms and jargon. (Level AAA)</p>	<p>Not Applicable (N/A)</p>
<p>Abbreviations: 3.1.4 A mechanism for identifying the expanded form or meaning of abbreviations is available. (Level AAA)</p>	<p>Not Applicable (N/A)</p>
<p>Reading Level: 3.1.5 When text requires reading ability more advanced than the lower secondary education level after removal of proper names and titles, supplemental content, or a version that does not require reading ability more advanced than the lower secondary education level, is available. (Level AAA)</p>	<p>Pass (P)</p>
<p>Pronunciation: 3.1.6 A mechanism is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation. (Level AAA)</p>	<p>Not Applicable (N/A)</p>



<p>On Focus: 3.2.1 When any component receives focus, it does not initiate a change of context. (Level A)</p>	<p>Pass (P)</p>
<p>On Input: 3.2.2 Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behaviour before using the component. (Level A)</p>	<p>Fail (H)</p>
<p>Consistent Navigation: 3.2.3 Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. (Level AA)</p>	<p>Pass (P)</p>
<p>Consistent Identification: 3.2.4 Components that have the same functionality within a set of Web pages are identified consistently. (Level AA)</p>	<p>Pass (P)</p>
<p>Change on Request: 3.2.5 Changes of context are initiated only by user request or a mechanism is available to turn off such changes. (Level AAA)</p>	<p>Not Applicable (N/A)</p>
<p>Error Identification: 3.3.1 If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. (Level A)</p>	<p>Not Applicable (N/A)</p>
<p>Labels or Instructions: 3.3.2 Labels or instructions are provided when content requires user input. (Level A)</p>	<p>Pass (P)</p>
<p>Error Suggestion: 3.3.3 If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. (Level AA)</p>	<p>Not Applicable (N/A)</p>



<p>Error Prevention (Legal, Financial, Data): 3.3.4 For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:</p> <ul style="list-style-type: none"> • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. <p>(Level AA)</p>	<p>Not Applicable (N/A)</p>
<p>Help 3.3.5 Context-sensitive help is available.</p> <ul style="list-style-type: none"> • Provide instructions and cues in context to help inform completion and submission. <p>(Level AAA)</p>	<p>Not Applicable (N/A)</p>
<p>Error Prevention (All): 3.3.6 For Web pages that require the user to submit information, at least one of the following is true:</p> <ul style="list-style-type: none"> • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. <p>(Level AAA)</p>	<p>Not Applicable (N/A)</p>



Principle 4: Robust – Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

<p>Parsing: 4.1.1 In content implemented using mark-up languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. Note: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete. (Level A)</p>	<p>Fail (H)</p>
<p>Name, Role, Value: 4.1.2 For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification. (Level A)</p>	<p>Pass (P)</p>
<p>Status Messages (WCAG 2.1) 4.1.3 In content implemented using mark-up languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus. (Level AA)</p>	<p>Fail (M)</p>



The Process

The website is measured against the Web Accessibility Initiative's (WAI) Web Content Accessibility Guidelines 2.1 (WCAG 2.1) to give an accurate feedback on any non-compliant issues. To attain our standard accreditation all A and AA criteria must be achieved.

To give a more accurate review of the website, the DAC team employ two differing testing processes.

The first is a manual technical audit using automated tools, and the second a dedicated team of user testers with differing disabilities test using a range of adaptive technologies. The findings of both testing teams are then combined to give the client far more accurate feedback on the website.

By using the testing team in conjunction with an automated procedure a more accurate set of results are made available.

This report combines technical auditing with disabled user feedback. The test does not list each specific area that requires change but highlights patterns of problems where they exist. Each section of the report includes a qualifying statement of pass, fail or recommendation to help developers quickly identify which parts of the website need the most urgent attention.



CRITERIA

High

The digital product has one or more issues that urgently need remediation. There will be a list of actions that the developers need to address to make sure that the product is functional for users of assistive technology.

Medium

The digital product has one or more issues that need remediation before meeting the WCAG 2.1 AA Standard. There will be a list of actions that the developers need to address to make sure that the product meets the expectations of the DAC testing team.

Low

The digital product has one or more issues that would cause minor barriers to users of assistive technology. While not necessary to meet the WCAG 2.1 AA Standard, these issues affect users negatively and should be remediated.

Usability

The digital product may have one or more issues that could cause minor difficulties to users of assistive technology. While not necessary to meet the WCAG 2.1 AA Standard, these issues were found to hinder users.



DAC Testing Procedure

The website is tested by a team of experienced auditors and analysts, many of who are disabled individuals and users of adaptive technology. The combination of subjective pan-disability user feedback and comprehensive technical auditing allows us to measure how the website performs technically and practically, thereby offering an essential added dimension to our test results that other methods of testing cannot provide.

User Testing

Manual accessibility checking was conducted by a team of disabled individuals, using a range of adaptive technologies (hardware and software designed to facilitate the use of computers by people with disabilities). This may include:

NVDA: a screen reader and application used by those who are blind.

ZoomText: a magnification application used by those with low vision.

JAWS: a screen reader used by blind people to access pages.

Dragon Naturally Speaking: voice activated software used by those that do not use a conventional input device such as a keyboard or mouse.

Switch Access: used by those with severe mobility impairments to input commands to a computer.

Keyboard Only: some users with mobility impairments have difficulty making precise movements required by pointing devices such as a mouse; therefore, a keyboard is used as the exclusive input device.

Readability: Manual checks were made to assess the suitability of a page for those with colour blindness and dyslexia.

Deaf/Hard of hearing: Manual checks were made to assess the suitability of a page for those with hearing impairments.

Learning difficulties: Manual checks were made to assess the suitability of a page for those with learning difficulties.

Technical Auditing

Technical auditing involves the experienced application of a number of technical auditing and standards compliance assessment tools. This combined with an extensive knowledge of WCAG, its application and wider global practice provides the DAC website with further credibility and quality.



Appendix IV

Re-test Results

Issue ID	Date fixed	Checked By	Additional Notes
DAC_Error_Summary_01	30 th September 2020	Lee Stone	
DAC_Reflow_01	30 th September 2020	Lee Stone	
DAC_Nondescriptive_Labels_01	30 th September 2020	Lee Stone	
DAC_Link_Only_Purpose_01	30 th September 2020	Lee Stone	
DAC_Section_Headings_01	30 th September 2020	Lee Stone	
DAC_Labels_01	30 th September 2020	Lee Stone	
DAC_Bleedthrough_01	30 th September 2020	Lee Stone	
DAC_Component_Purpose_01	30 th September 2020	Lee Stone	
DAC_Visual_Presentation_01	30 th September 2020	Mark Lane	
DAC_Visual_Presentation_02	30 th September 2020	Mark Lane	
DAC_Hint_Text_01	30 th September 2020	Mark Lane	
DAC_Focus_Indicator_01	30 th September 2020	Mark Lane	
DAC_NonText_Contrast_01	30 th September 2020	Mark Lane	
DAC_Headings_in_Legends_01	30 th September 2020	Mark Lane	This was a GDS design and cannot be altered.

