Accessibility statement for CIH Online Learning

We want everyone who visits the CIH Online Learning site to feel welcome and find the experience rewarding.

The Moodle platform this site runs on is built with accessibility in mind, and you can find out more about how this is addressed on [the Moodle accessibility page (opens in new window)](#). You will also find a list of supported accessibility tools on this page, including a list of supported screen reader software.

If you need advice on how to adjust the appearance of the site to make it easier to use, please don't hesitate to get in touch for advice tailored to your circumstances (contact details at the end of this document).

The following accessibility statement largely concerns the factors which remain under our control, i.e. the customisation of the site's visual appearance and the content added to it.

What are we doing?

To help us make CIH Online Learning a positive place for everyone, we've been using the [Web Content Accessibility Guidelines (WCAG) 2.1 (opens in new window)](#). These guidelines explain how to make web content more accessible for people with disabilities, and user friendly for everyone. The guidelines have three levels of accessibility (A, AA and AAA). We've chosen Level AA as the target for CIH Online Learning. This level offers a balance for all users between accessibility whilst retaining the intended appearance and functionality of the site.

How are we doing?

We're working hard to achieve our goal of Level AA accessibility, but we realise there are some areas that still need improving. The following information explains what we're doing to make that happen.

1.1.1: Non-text Content

There are some instances of icons built into the theme of this site for which we are unable to provide alt text. All images inside learning materials should have alt text, although there may be occasional poor quality or missing alt text. We are working on fixing all of these.

1.3.1: Info and Relationships

Some mark-up is handled automatically by the Moodle system and theme. We have provided training for authors and editors of content so that they understand the importance of using appropriate tools and techniques to improve mark-up across the site.

1.4.1: Use of Colour

There may be very occasional instances where content creators have used colour only to convey meaning. We are in the process of fixing these.

1.4.11: Non-text Contrast

There may be some graphics on the site which do not meet these requirements. We will endeavour to fix this where possible as each unit is reviewed.

1.4.3: Contrast (Minimum)

There are some contrast issues, particularly related to links and buttons that we are in the process of fixing. The main content is largely unaffected.

1.4.5: Images of Text

There may be isolated instances of text within images in our content. Where this is the case, we are adding a text alternative.

2.1.1: Keyboard

Moodle navigation and interaction with learning materials is possible using a keyboard. There may be isolated instances of additional external content such as PDFs that do not behave as desired and we are reviewing each as the course are updated. We do use Padlet as an external tool for 'sticky wall' activities and at this time it is not possible to interact with these using a keyboard only, although the content can be read. Padlet are working towards a solution to this which we are monitoring, and we are also looking at alternative tools that offer similar functionality.

2.4.3: Focus Order

There may be some resources, for example PDFs from external sources which do not meet this criterion. We are checking these as we update each unit. There may also be some instances where headings are used inconsistently in materials. Training has been provided on this so and improvements are underway.

2.4.4: Link Purpose (In Context)

We have provided training for all content providers and are in the process of improving our links as some do not meet this standard.

2.4.7: Focus Visible

Most operable elements show clear focus, however there are some which do not so we will be fixing these as soon as possible.

2.5.3: Label in Name

There are a few icons in Moodle that do not have alt text or a txt version. We are testing new themes in order to address this in the future.

3.2.1: On Focus

We use links to external websites extensively and we indicate this by having them open in a new window. We have not indicated this in many cases, so training has now been delivered and we are in the process of labelling these appropriately.

3.2.2: On Input

There are some instances of activities where the interaction behaviour is not explained sufficiently. We are in the process of providing these explanations.

3.3.2: Labels or Instructions

There are some quiz questions which do not explain the input required. We are improving guidance across the site.

4.1.1: Parsing

There are some elements that are handled by Moodle or the Moodle theme which are beyond our control. Those elements which are within our control we will endeavour to make valid as far as is practical and reasonable, given the scale of the task on this complex site.

Let us know what you think

If you enjoyed using CIH Online Learning or if you had trouble with any part of it, please get in touch. We'd like to hear from you in any of the following ways:

- email us at housing.academy@cih.org
- call us on 024 7685 1789

The CIH Online Learning site was tested by CIH in October 2020 and this statement will be reviewed annually.