

UK agent and counsellor training and
engagement hub

Accessibility statement

27 Aug 2024

How accessible is this website?


We want as many people as possible to be able to use this website. For example, that means you should be able to:

- change colours, contrast levels and fonts of web pages (not including document downloads)
- zoom in up to 300 per cent 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.

We know some parts of this website aren't fully accessible:

- some focus outlines are not clear when navigating using a keyboard
- some images that do not convey meaning do not have alternative text
- some images contain text within them
- some link text is generic (or non-specific)
- some links open in a new window without informing the user beforehand 
- progressive reveal (show/hide) elements aren't fully accessible to screen reader software.
- some exercise types such as matching, reordering and grouping activities are not accessible to assistive technologies
- many documents are in PDF format and may not be fully accessible
- not all media (pre-recorded or live) may have captions or have available transcripts
- some social media components such as commenting functions are not fully accessible to assistive technologies

Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems that aren't listed on this page or think we're not meeting accessibility requirements, contact:

accessibility@britishcouncil.org.

Technical information about this website's accessibility

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

Non accessible content

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

Images

Some images that don't convey meaning or value don't have a text alternative, so the information in them isn't available to people using a screen reader. This doesn't meet WCAG 2.1 success criterion 1.1.1 (non-text content). When we publish new content we'll make sure our use of images meets accessibility guidelines.

Some images contain text within them. The text within these images may be hard for some users to see or listen to using a screen reader. This doesn't meet WCAG 2.1 success criterion 1.4.5 (images of text).

We do not plan to remove all images containing text, however we will ensure that we provide supporting text describing images, where appropriate, with the page.

Navigation

On some pages the focus indicator is not clearly visible when navigating using a keyboard. This doesn't meet WCAG 2.1 success criterion 2.4.7 Focus Visible - Level AA. We plan to resolve these issues by June 2022.

Links

Some link text is non-descriptive and therefore does not inform the user where the link goes (without the context of the surrounding content). This may be problematic for screen reader users. This doesn't meet WCAG 2.1 success criterion 2.4.4 (link purpose).

Some links open in new windows but the link text does not inform the user that a new window will be opened. This can be disorientating for some users. This doesn't meet WCAG 2.1 success criterion 2.4.4 (link purpose).

When we publish new content we'll make sure we use specific link text that informs the user of any change in-browser window.

Progressive reveal elements (or 'show/hide' elements)

The [progressive reveal elements](#) on this site do not inform screen reader users that items are clickable. This doesn't meet WCAG 2.1 success criterion 2.4.6 (headings and labels). We plan to improve progressive reveal elements by December 2023.

Exercise elements

Some exercise types such as matching, reordering and grouping activities are not accessible to assistive technologies such as screen readers and we recognise this can be frustrating to the user. These exercises represent only 15-20% of each course and the options “Show answers” and “Feedback” can provide necessary input to support understanding. We plan to improve exercise elements by December 2023.

PDFs and other documents

Many of our older PDFs and Word documents don't meet accessibility guidelines - for example, they may not be structured so they're accessible to a screen reader. This doesn't meet WCAG 2.1 success criterion 4.1.2 (name, role value). Any new PDFs or Word documents we publish will be made as accessible as possible.

Video

Live video streams don't have captions. This doesn't meet WCAG 2.1 success criterion 1.2.4 (captions - live). We don't plan to add captions to live video streams because currently the technology that automatically creates the captions are not accurate enough.