

Accessibility statement for Falmouth Flexible

This accessibility statement applies to <https://flex.falmouth.ac.uk/>, commonly referred to as VLE (Virtual Learning Environment).

This website is run by Falmouth Flexible Ltd. 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
- 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:

- Some of our documents have contrast issues
- Some of our images do not have descriptions
- Some of our documents are not structured correctly for screen readers
- Some public or third-party sites live video streams do not have captions
- Some of our online forms are difficult to navigate using just a keyboard
- List items don't have tab-indexing on them so makes it harder to use the tab button to navigate around menus
- Some embedded text will not reflow in a single column when you change the size of the browser window
- You cannot modify the line height or spacing of text
- Most older PDF documents are not fully accessible to screen reader software
- Live video streams do not have captions
- Our older style accordions could be improved to make use of tab indexing
- You cannot skip to the main content when using a screen reader
- There's a limit to how far you can magnify the map on some of our content

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 please use the available alternative formats.

If you cannot locate the alternative formats button, please contact we@supportyou.tech

If you cannot view the map within some of our content pages, please speak to your online tutor in the first instance or email us we@supportyou.tech if they are unavailable.

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, contact: we@supportyou.tech to report this to the Learning Technology Operations and Support team.

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 have dealt with your complaint, contact the Equality Advisory and Support Service (EASS).

Technical information about this website's accessibility

Falmouth Flexible Ltd is committed to making the content on its Canvas website(s) and mobile application(s), 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.

Canvas VLE

The Canvas platform is owned and run by Instructure. WebAIM, an independent authority in web accessibility, has evaluated the Canvas Learning Management System (LMS) by Instructure and certifies it to be substantially conformant with Level A and Level AA of the Web Content Accessibility Guidelines version 2.1. While not fully conformant, conformance issues that pose a significant barrier for users with disabilities have been addressed in the sample evaluated.

<https://www.instructure.com/en-gb/products/canvas/accessibility>

Resource lists

Students access resource lists in Falmouth Flexible via a tool called Talis Aspire. Talis provide a Talis Aspire Voluntary Product Accessibility Template (VPAT) which explicitly states how compliant Talis Aspire is as a product against each of the WCAG 2.1 AA criteria.

<https://library.fxplus.ac.uk/reading-lists-accessibility-statement>

Padlet

Padlet are currently in the process of testing Padlet for WCAG 2.1 level AA compliance.

<https://legal.padlet.com/accessibility>

H5P

H5P lists the accessibility of each of its content types, which it tests against a WCAG 2.1 AA standard. When they list a content type as accessible. "it means that either there are no known accessibility issues that [they] are aware of." Therefore the content type is accessible to a WCAG 2.1 AA standard or higher.

<https://help.h5p.com/hc/en-us/articles/7505649072797-Content-types-recommendations>

Wistia

Most of Falmouth Flexible video content runs on Wistia, the default player aligns with WCAG AA Guidelines. Further information can be located here: <https://wistia.com/product/accessibility>

Big Blue Button

Blindside Networks is striving to create an accessible online experience for all users of BigBlueButton. Blindside recognizes both the regulatory and usability benefits of complying with government standards for accessibility, and so strives to both comply with those standards and use

them as a guideline for making BigBlueButton more accessible for persons with disabilities and difficulties.

<https://bigbluebutton.org/accessibility/>

Non-accessible content

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

Contrast issues: WCAG 1.4.3

Documents, images with text, and some page content may have a low contrast ratio between text and the background colour. Most of these issues are largely due to the nature of the creative courses and the learning material being provided.

Where poor contrast exists, we are actively working with staff to address the colour choices for documents and images and aim to make any new learning material accessible.

Images without a description: WCAG 1.1.1, 1.4.5

Some images contain text-based information, or used to convey meaning, and have not provided a text alternative. Ongoing training with Staff aims to educate in this area, and where found or reported the images will be fixed as far as possible to do so.

Headings: WCAG 2.4.3, 2.4.6

Some of the content on pages and documents does not adhere to a typical heading hierarchy, so the structure and layout of sections may be confusing to those with assisted devices or tools.

This is partly due to page template structure, however some errors are caused by content editors, where found or reported, these issues will be fixed by the 2024/25 academic year.

Documents: WCAG 2.4.3, 2.4.6

Some documents in PDF format are untagged and therefore do not appropriately highlight the structure of the document, e.g. defining what is a heading, paragraph, list. Where found or reported these issues will be fixed by the 2024/25 academic year.

Scanned Documents: WCAG 1.4.5

Some documents are either entirely scanned or contain pages that are scanned. Screen readers are unable to convert images into words, even if the image only consists of text.

We plan to fix documents that are essential to study for 2024/25 academic year, as well as educate staff on accessibility best practice. The Falmouth Flexible platform also uses a tool within the VLE platform that can, where possible, provide optical character recognition versions of these documents.

Videos without captions: WCAG 1.2.2

Some older videos uploaded to the Wistia platform do not have captions. WCAG 1.2.2. We will be remaking these videos over the coming academic year and uploading to other streaming platforms where they will be captioned.

Content links without discernible text: WCAG 2.4.4 and 2.4.9.

Some links do not have descriptive text or titles, we are working through these as we update and create new content.

Forms: WCAG 1.3.1, 4.1.2

Some form elements do not have a label. This is a third-party issue with the platform and outside of our control.

Non-compliance with the accessibility regulations

Some images do not have a text alternative, so people using a screen reader cannot access the information. This fails WCAG 2.1 success criterion 1.1.1 (non-text content).

We plan to add text alternatives for all images by May 2025. When we publish new content we will make sure our use of images meets accessibility standards.

Disproportionate burden

Heritage documents

Certain technical documentation that has been scanned may not be accessible due to OCR not working on scan, and the original documents no longer exist.

Pre-recorded Audio and Video

Video content published before September 2020 is exempt from the regulations and therefore may not be accessible. All new video content going forward will adhere to applicable regulations.

Third-party content

Falmouth Flexible uses various third-party plugins, such as Talis Aspire, Padlet, Wistia, Big Blue Button, H5P that we do not have control over, so are not responsible for their accessibility. We do try to provide alternate solutions to any issues that may affect users and you can contact us should any arise.

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

PDFs and other documents

Some of our PDFs and Word documents are essential to providing our services. For example, we have PDFs with information on how users can access our services, and forms published as Word documents. We plan to fix these by the 2024/25 academic year.

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 stream captions

As stated, we are partially compliant to WCAG 2.1 AA standard, presently it is not possible in some of our live streaming services to enable this functionality as services are owned by third parties. Some technologies such as MS Teams have this functionality built in, so it is able to transcribe the recording of the meeting so that it can be watched and read later.

What we're doing to improve accessibility

We are committed to improving accessibility and we are taking measures to build this into our future workflows by automating the markup creation process for HTML. Our content development teams follow guidance set out under applicable laws, regulations or codes, including the Equality Act, W3C standards and WCAG standards.

Preparation of this accessibility statement

This statement was prepared on 29 March 2023. It was last reviewed on 29 March 2023.

This website was last tested on 28 March 2023. The test was carried out by Falmouth Flexible Ltd using Anthology Ally for LMS.

We used this approach to test as Anthology Ally provides a comprehensive breakdown of the types of issues that have been encountered on Falmouth Flexible VLE.