

Advan.city.ac.uk Accessibility Statement

Updated: 15/05/2023

This accessibility statement applies to the website **advan.city.ac.uk** run by City University London. We want all users to be able to use this site without experiencing difficulties. It is compatible with assistive technologies and developed to meet the accessibility standards outlined in this statement.

View the site your way

The site is responsive, so is viewable on mobile devices as well as laptops and desktops.

There are several customisation options that are built into your browser and device that could help you use this website and other websites more effectively.

For example, that means you should be able to:

- change colours, contrast levels and fonts using your browser settings
- zoom in to make the text larger on your screen using your browser settings
- navigate most of the website and resources using just a keyboard (mainly Tab and Enter keys).
 - you can use the arrow keys to move between screens on the resources.
 - you can use the tab and enter keys to view 'flip cards' within the resources.
- 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)

[AbilityNet](#) provide advice on making the site easier to use if you have a disability.

Feedback and contact information

Please contact web-accessibility@city.ac.uk if you have an accessibility query including:

- If you are experiencing issues with accessing information or using the website
- If you find an accessibility problem not listed on this statement
- If you have positive feedback on the accessibility considerations made.

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 the Web Development team. web-accessibility@city.ac.uk

Complaints process

If you wish to raise a complaint on how we have handled a reported a problem with our website, or a request for an alternative format, you can contact us:

- By email, to web-accessibility@city.ac.uk
- By phone, on **+44 (0)207 040 5060**

Our full complaints procedures can be found here:

<https://www.city.ac.uk/about/governance/policies/admissions-complaints-and-appeals-policy-and-procedure>

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 \(EASS\)](#).

Technical information about this website's accessibility

City University London is committed to making this 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 \(WCAG\) 2.1 AA](#) standard, due to the non-compliances listed below.

Non-accessible content

We formally test the accessibility of key user journeys that represent the core of content across our website on a regular basis against [WCAG 2. AA standards](#).

Some parts of the website may not work for everyone. Known issues that we are aware of are listed below.

- The resources are built using h5p technology and although we have limited activities to those recommended as accessible by the community some activities may not be fully accessible for keyboard only users

If you find something that does not work that we missed, please contact web-accessibility@city.ac.uk

Non-compliance with the accessibility regulations

This section covers issues that we need to fix and are working to do so.

Contrast issues

Some pages contain text and background colours with low contrast. This can cause text to be difficult to read, especially for those with low vision, poor eyesight, or colour blindness (WCAG: 1.4.3). However, using accessibility features in your browser you should be able to over-ride the default appearance and tailor it to your preference.

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

The law allows for certain exemptions to accessibility law, such as content created by others and legacy PDF documents. However we have taken steps to minimise these issues.

Portable Document Formats (PDFs) and documents

Any PDF documents on the site should be accessible to screen reader software.

If you experience difficulty accessing any PDF documents on the site please contact web-accessibility@city.ac.uk to request alternative formats.

Third-party content

To maximise our control over accessibility this website does not contain third-party content.

What we're doing to improve accessibility

We want our website to offer the best experience possible for all of our users. We continually seek to identify effective practice in the area of accessibility and implement that practice as soon as is practicable. If you identify an area where we can improve, please let us know by contacting web-accessibility@city.ac.uk

Preparation of this accessibility statement

This statement was prepared on 15 May 2023. This website was last tested on 10 May 2023. This test was carried out by Tintisha Technologies (UK) Ltd

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