



# SKILLS TO SUCCEED ACADEMY

Accessibility Guidance



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## 1. INTRODUCTION

The purpose of this guide is to inform Skills to Succeed Academy users about functionality that has been implemented to make the site accessible. Web accessibility means that websites, tools and technologies are designed and developed so that people with disabilities can use them. It allows all people to perceive, understand, navigate and interact with the web. Our goal is to make Skills to Succeed Academy content available and provide a positive user experience for people with all different backgrounds and abilities.

## 2. WEB CONTENT ACCESSIBILITY GUIDELINES

In our design, Skills to Succeed Academy aims to adhere as closely as possible to the Web Content Accessibility Guidelines (WCAG), published by the World Wide Web Consortium (W3C). These guidelines explain how to make Web content more accessible for people with disabilities. Conformance to these guidelines will help us provide a site that is more user friendly to everyone. For more information please visit the W3C [website](#).

## 3. SUPPORTED DEVICES AND BROWSERS

This Accessibility Guidance provides information and tips for using Skills to Succeed Academy on a PC or tablet. You can access Skills to Succeed Academy from most devices, however we strongly recommend that you complete your training on a PC or tablet to get the best experience. The highly interactive content of Skills to Succeed Academy is better viewed on a larger screen, and our Activity Packs are easier to download and complete on a PC.

Learn It modules can be viewed on the following browsers:

- Windows: Internet Explorer 11, Google Chrome (latest version)
- Mac: Safari (latest version), Google Chrome (latest version), Firefox (latest version)

## 4. SCREEN READER SUPPORT

Skills to Succeed Academy is compatible with multiple screen readers. Users can use NVDA, TalkBack, VoiceOver (macOS, iOS) and JAWS with our supported browsers on desktop.

While users can still tab through the module player controls and menus as they always have, they can also take advantage of more screen reader navigation features.

Videos and buttons all have the relevant alternate text and are activated by pressing the Enter or Spacebar key on the element. Please note that purely decorative images/graphics throughout the Academy have been removed from the tab order or will not be visible to screen readers.

Skills to Succeed Academy Screen Reader compatibility:

- Windows: [NVDA](#), [JAWS](#) 16 or later
- Mac: [VoiceOver](#)

## 5. SCREEN NAVIGATION

### 5.1 SCREEN READER USERS

Users using a screen reader can use navigation keys (e.g., Down and Up arrows) to move through all text and interactive objects on the page, listening to each item along the way. Screen reader users can use Tab and Shift+Tab to jump from one interactive object to another, skipping text and images. Press the Enter or Spacebar key to activate an interactive object, such as a video or quiz radio button.

A screen reader will announce the title of each page and then wait for the user to explore the content. This allows the user to hear multimedia first. It also lets the user control when the screen reader announces content. Users simply use their screen reader navigation keys (e.g., Down and Up arrows) to move through each item on the page.

**Important:** Screen reader users should be aware that there is a time delay between moving to the next page and the navigation order starting at the top of the new page. Users are advised to click the Next button and wait up to 5 seconds after the screen reader has announced the title of the page before starting to navigate through the page.

Also, screen reader users should be aware that there is a slight delay between when an element is selected and when the screen reader starts reading. Users are advised to listen to the audio fully before tabbing to the next element.

Note that some activities, such as drag and drop or selecting text activities, will be explained via the Text Only button as they cannot be completed using tab functionality. Also, most screens use a Next button to progress, and sometimes there is a Continue button on screen that serves the same purpose.

## **VIDEO BUTTONS**

The Play/Pause button, Seekbar, and Replay button are grouped for screen reader navigation, and users can activate each control individually using these keyboard shortcuts:

- Spacebar: Plays and pauses the timeline; replays the slide when the timeline has ended
- Home/End: Jumps to the beginning or the end of the timeline
- Arrow Up/Arrow Down: Jumps backward or forward in 0.1-second increments
- Page Up/Page Down: Jumps backward or forward in 1-second increments

Screen reader users can operate the Seekbar as a slider interaction with standard controls.

## **CAPTIONING AND VOLUME SLIDER BUTTONS**

The Closed Captioning button and volume slider are grouped for screen reader navigation, and users can activate them individually.

The volume icon itself now toggles the volume on and off. Users can use these keyboard shortcuts to control the volume:

- Enter/Spacebar: Toggles audio on and off
- Home: Mutes audio
- End: Jumps to max volume
- Arrow Up/Arrow Down/Page Up/Page Down: Adjusts volume in 10% increments

Screen reader users can toggle audio on and off by activating the volume button. They can adjust the volume by selecting the volume slider and using standard slider controls.

## **5.2 KEYBOARD ONLY USERS**

Users who use keyboard-only navigation without a screen reader for mobility reasons should press Tab and Shift+Tab to move from one interactive object to another on the page. Press the Enter or Spacebar key to activate an item. Since keyboard-only users can see text and images, these objects are skipped when tabbing through the slide content. This reduces the number of keystrokes needed to navigate the page.

As users navigate the Learn It module with a keyboard, we recommend that they only use the Tab key (or Shift+Tab to switch direction) and Enter/Spacebar to interact with buttons:

- Use the Tab key to navigate to and activate every interactive element on the site
- Tab through interactive items in a logical order, usually from left to right and top to bottom
- Use the Tab key to navigate through the Learn It module
- Hold down the Shift key, and then tap Tab repeatedly to switch direction (to tab back)
- Use the Enter or Spacebar keys to interact with any button

Most screens use a Next button to progress, and sometimes there is a Continue button on screen that serves the same purpose.

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When navigating Skills to Succeed Academy on a tablet, a Play button will appear. Tap this button to enter each module.

Note that all activity screens, such as drag and drop or selecting text activities, will be explained via the Text Only button as they cannot be completed using tab functionality.

## 6. TRANSCRIPTS

Transcripts allow you to read a written version of the audio for each of the videos within Skills to Succeed Academy.

- Transcripts will often require scrolling in order to view the entirety of the text, although they may not have a visible scroll bar. Use one finger to drag the text upward until you have reached the bottom.
- Drag only within the transcript box to avoid scrolling the entire webpage.
- Once the transcript is open, tap the Return button on the transcript window to return to the video.
- Please note: Transcripts and audio for a video may load at slightly different speeds.

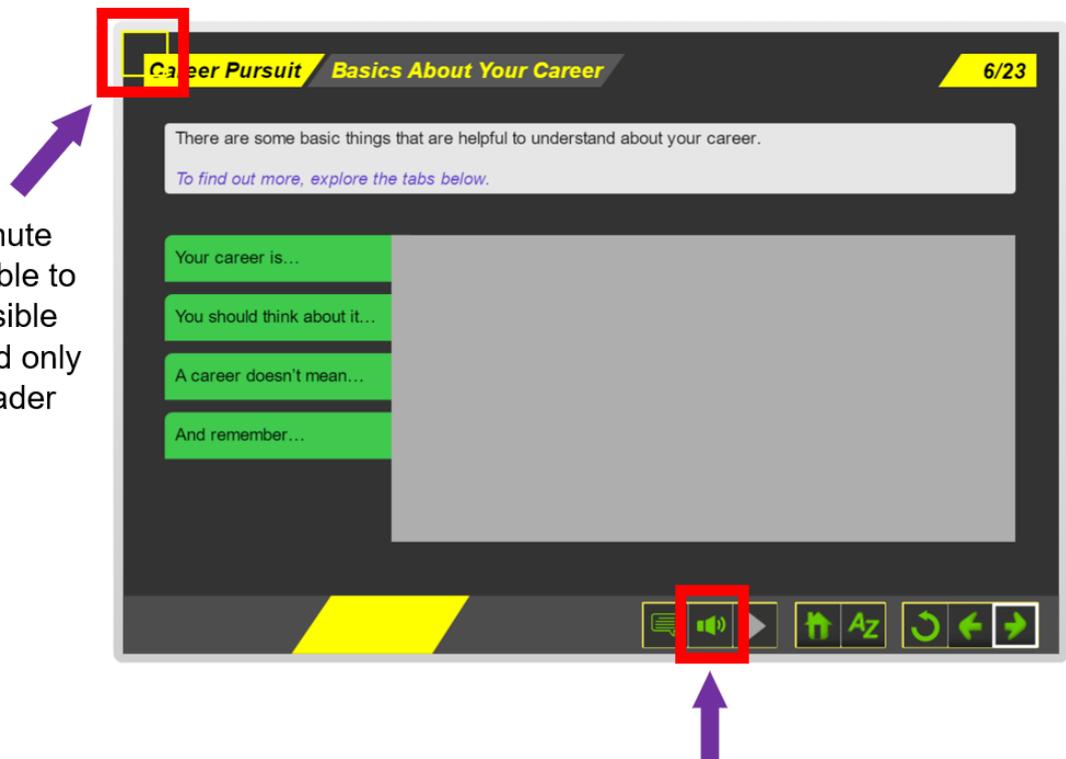
## 7. EMPLOYABILITY SKILLS LEARN IT MODULE BUTTONS

To enhance the user experience, there are multiple buttons available in the tool bar to support any user:

### 7.1 MUTE BUTTONS

Two Mute buttons are available on each Learn It screen. One Mute button is invisible to the user; this button is visible to tab navigation and screen readers. The invisible Mute button is available as the first tabbing element on every screen. The second Mute button is visible on the bottom toolbar alongside the rest of the menu buttons. Both buttons Mute/Unmute any audio on screen and do interact with each other, so users can use either button.

The Mute/Unmute button is invisible to users but is visible using keyboard only and screen reader navigation



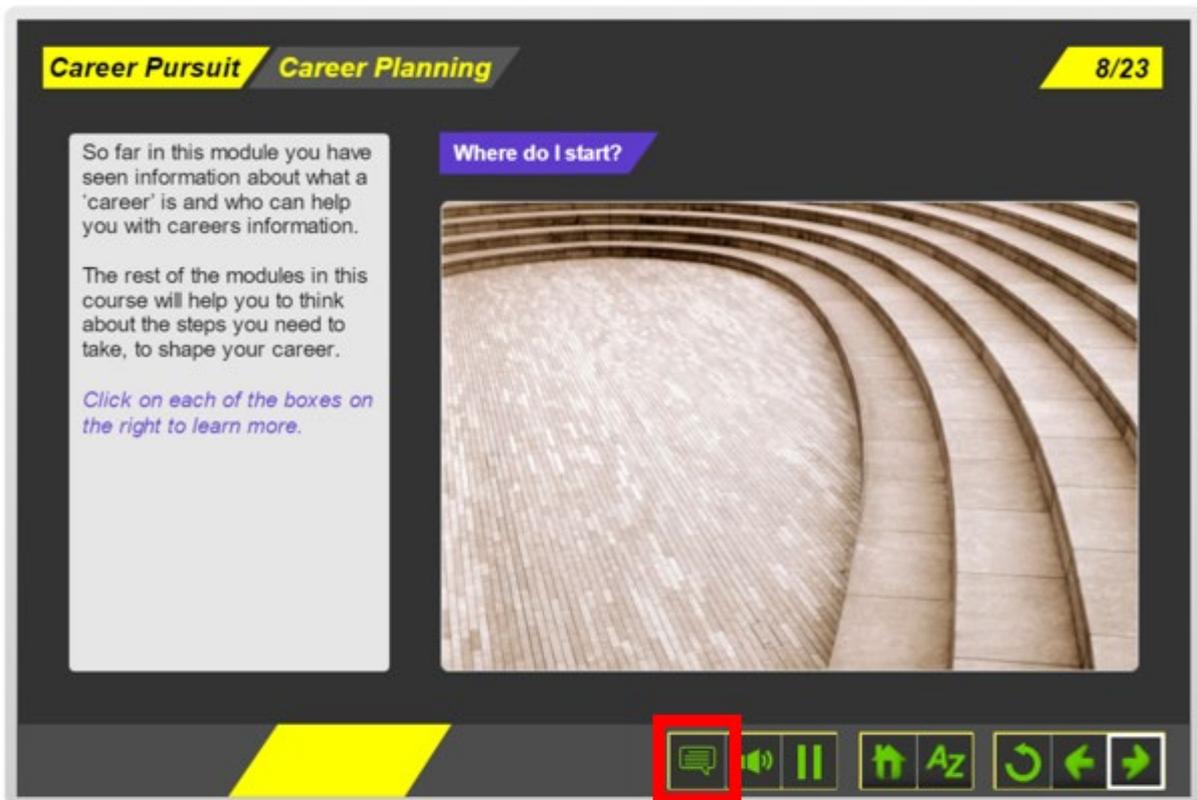
Both buttons are linked and will Mute/Unmute any audio on screen

## 7.2 TEXT ONLY BUTTON

The Text Only button is available on the bottom toolbar. The Text Only button is enabled on screens where the content is complex and/or there are activities that would not be able to be completed by accessible users (for example, search and drag and drop activities).

If the Text Only button is clicked, then the Next button becomes enabled immediately after the lightbox is closed. This allows accessible users to progress through the training.

Note for tab navigation users: Once the user has closed the Text Only lightbox, the user will be taken back to the screen, and the tab navigation will start at the beginning of the screen. To quickly progress to the Next screen, the user should use Shift+Tab to navigate to the Next button.



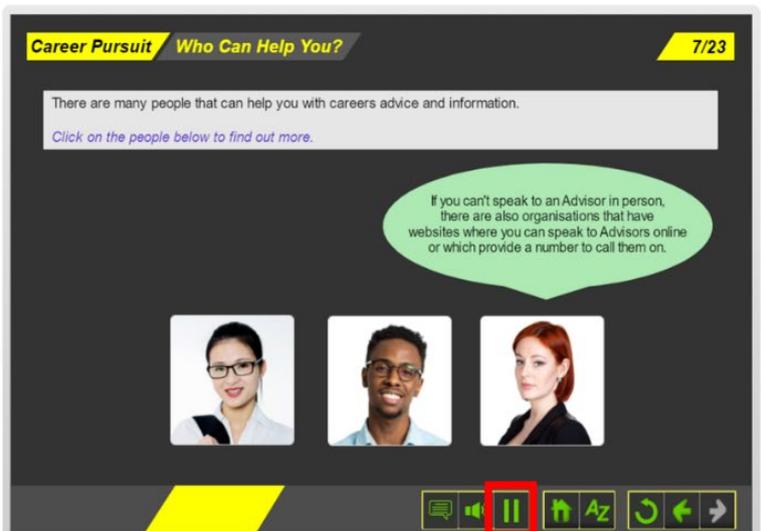
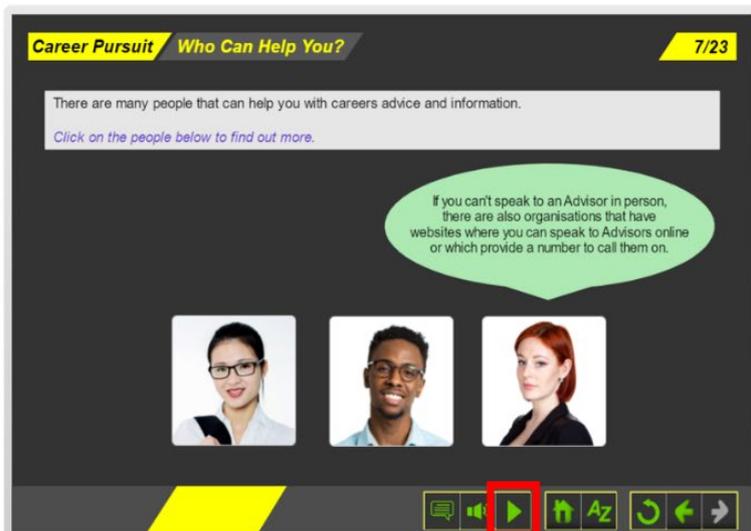
The Text Only button is only enabled on pages where the content is complex and/or where there are activities that can't be completed by keyboard only and screen reader users



When clicked, it opens a lightbox with a Text Only version of what is depicted on the page

### 7.3 PAUSE AND PLAY BUTTON

A Pause/Play button is available on the bottom toolbar. This button will pause any animation/moving objects/text that are timed to disappear from screen. The Pause enables the user unlimited time to interact with the elements and then the same button can be clicked a second time to restart the animation. This button is only enabled on screens where its functionality can be used.

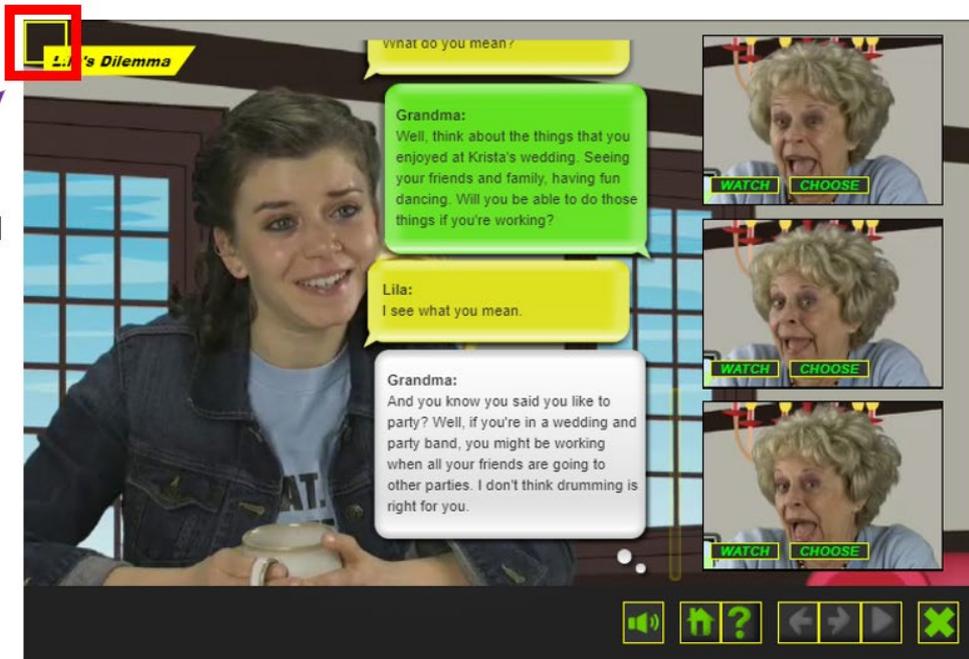


## 8. EMPLOYABILITY SKILLS PRACTICE IT MODULE BUTTONS

### 8.1 SKIP TO NAVIGATION BAR BUTTON

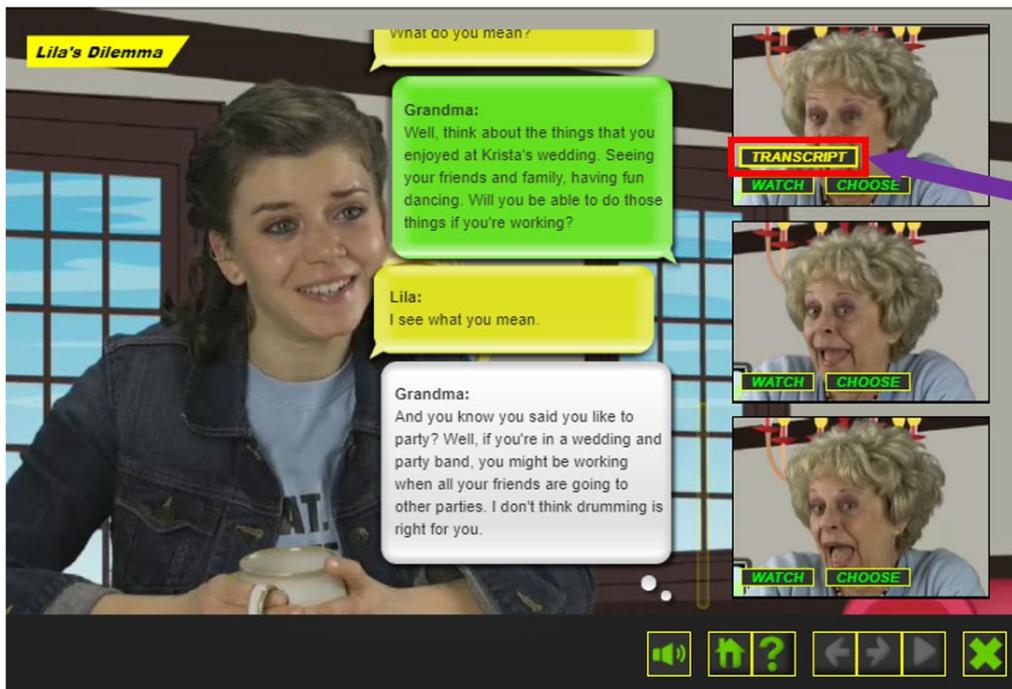
The Skip to Navigation Bar button is invisible to users but is visible using keyboard only and screen reader navigation. The button allows users to skip to the navigation bar at the bottom of the screen where the audit controls are located quickly.

This button allows keyboard only and screen reader users to skip to the navigation bar buttons at the bottom of the screen



### 8.2 TRANSCRIPT BUTTON

Each scenario option has a hidden transcript button that can be selected by keyboard only and screen reader users.



Each option has a transcript button that is only visible to keyboard only and screen reader users

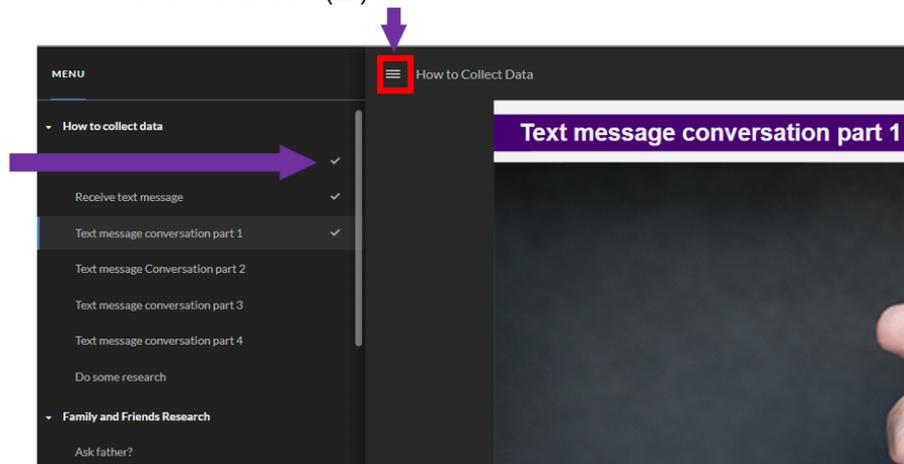
## 9. NEW SKILLS NOW MODULE BUTTONS

### 9.1 MENU SIDE BAR

The menu provides our users greater flexible to explore the module content and informs them of their progress. The menu will be collapsed by default, allowing users to expand it when they need it.

User can access the menu side bar by clicking on the menu icon (☰)

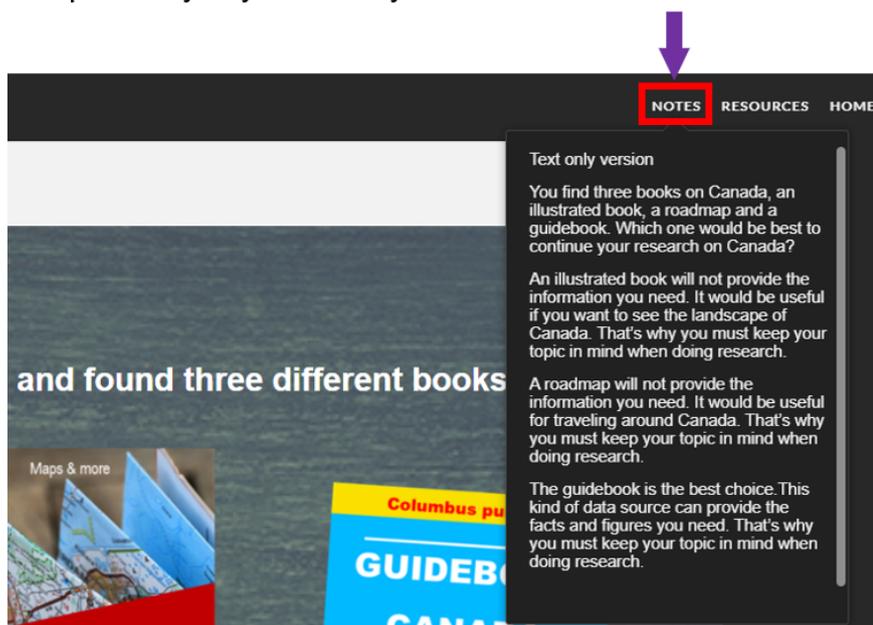
Check mark icons appear to the right of the slide title in the menu for selected and visited slides, informing user of their progress.



### 9.2 NOTES BUTTON

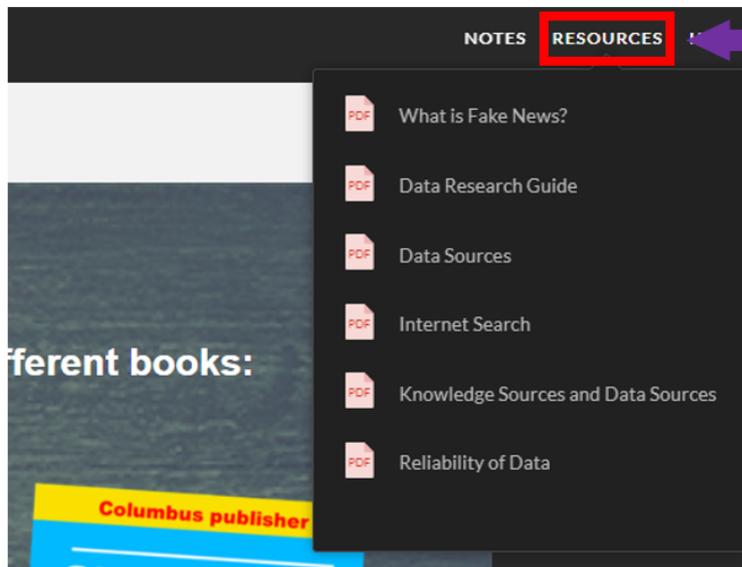
The Notes button is available in the header tabs, located top right side of the screen. The Notes button is enabled on screens where the content is complex and/or there are activities that would not be able to be completed by accessible users (for example, search or drag and drop activities).

The Notes button is only enabled on pages where the content is complex and/or where there are activities that can't be completed by keyboard only and screen reader users



Please note: On small screens where there isn't enough room to display header tabs, they'll collapse into a drop-down menu represented by three dots. Click the dots to see the header tabs.

### 9.3 RESOURCES

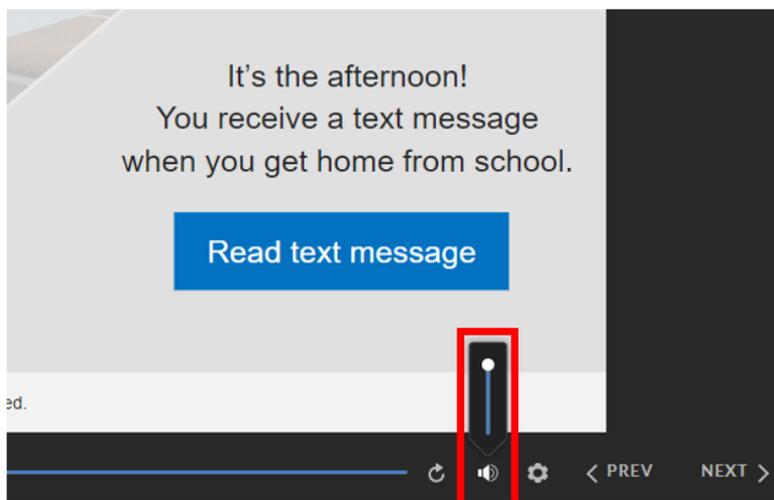


The PDF content will open in a new browser window. It is printable or downloadable

Users can access the Resources section to discover reference materials, job aids, and other helpful information (if available). Also, if users are unable to watch any external video/site linked within a module due to technical restrictions, the Resources button will provide a PDF summarizing the content. The PDF document will open in another browser window and is available to download from there.

### 9.4 VOLUME CONTROL

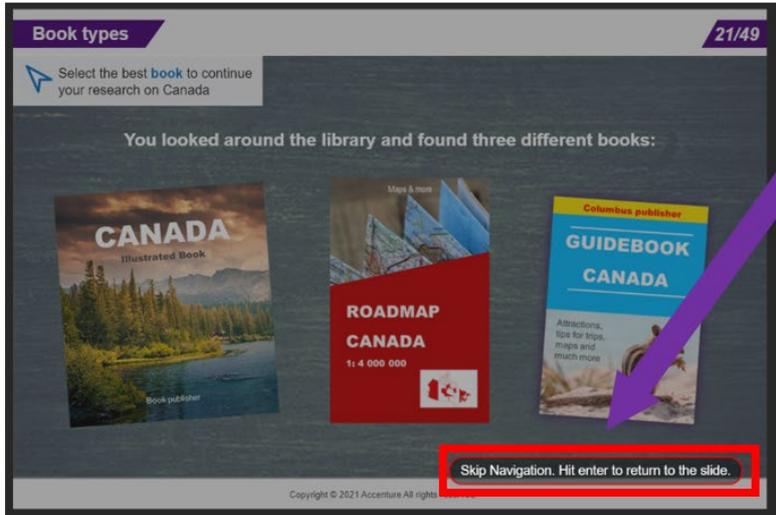
A volume controller appears in the lower left corner of the screen when users view the module on a desktop computer or laptop. The volume controller won't display on tablets and smartphones since users have their own volume buttons.



The adjustable volume bars instantly reflect the selected level, giving the user greater control and visuals of volume levels.

## 9.5 SKIP NAVIGATION

Users can skip repetitive player navigation controls, such as the sidebar tabs, and return to the first object on the slide simply by pressing a key. This is a valuable accessibility feature for screen reader users and keyboard-only users.



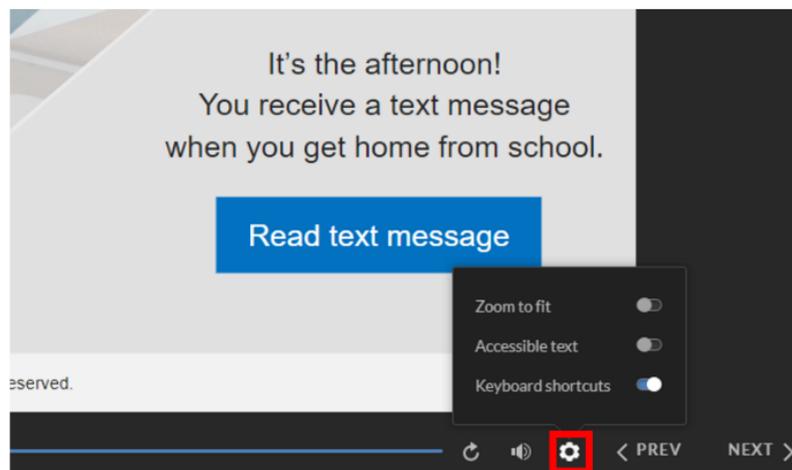
This skip navigation button is invisible to users, the button only becomes visible to tab navigation and screen readers users

- Screen reader users hear a prompt that says, “Back to top.”
- Keyboard-only users see a temporary button, labelled "Back to top," in the lower right corner of the slide.

Users can press the Spacebar or Enter key to activate the skip navigation shortcut and return to the top of the slide. Or, they can press the Tab key to proceed to the player controls.

## 9.6 ACCESSIBILITY CONTROLS

We have empowered our users to personalize their learning experience according to their needs and preferences. The accessibility settings menu, available via the gear icon, allows users to change the zoom mode and turn accessible text and keyboard shortcuts on or off. It gives users toggle switches for the following accessibility controls:



Users can access the accessibility settings menu by clicking the gear icon

- **Zoom to fit:** This switch appears when users view the module on a laptop or desktop computer. When the switch is turned on, users can use the zoom settings in their browsers to make slides bigger and easier to see.
- **Accessible text:** Users can switch between high-fidelity SVG text and accessible HTML text. When accessible text is enabled, users can use custom stylesheets or browser extensions to change how text displays. For example, users might swap fonts, enlarge the font size, or increase the line spacing.
- **Keyboard shortcuts:** This switch appears when users view the module on a laptop or desktop computer. Keyboard shortcuts are enabled by default, but users can turn them off if they conflict with shortcuts in browser extensions or other applications.

### 9.6.1 ZOOM TO FIT

The New Skills Now modules are responsive to any screen size. By default, the module slide content automatically scales to fill all the available space in web browsers, giving users the best experience whether using a desktop computer, tablet, or smartphone.

The 'Zoom to fit' toggle allows users to take control of how the content scales in desktop browsers so they can zoom in as much as they want. Users can toggle between the default zoom behaviour and player zoom simply by pressing Ctrl+Alt+Z on their keyboard. If users zoom in far enough, vertical and/or horizontal scroll bars will appear around slides. On a mobile device, they can always use pinch-to-zoom gestures to zoom in and out.

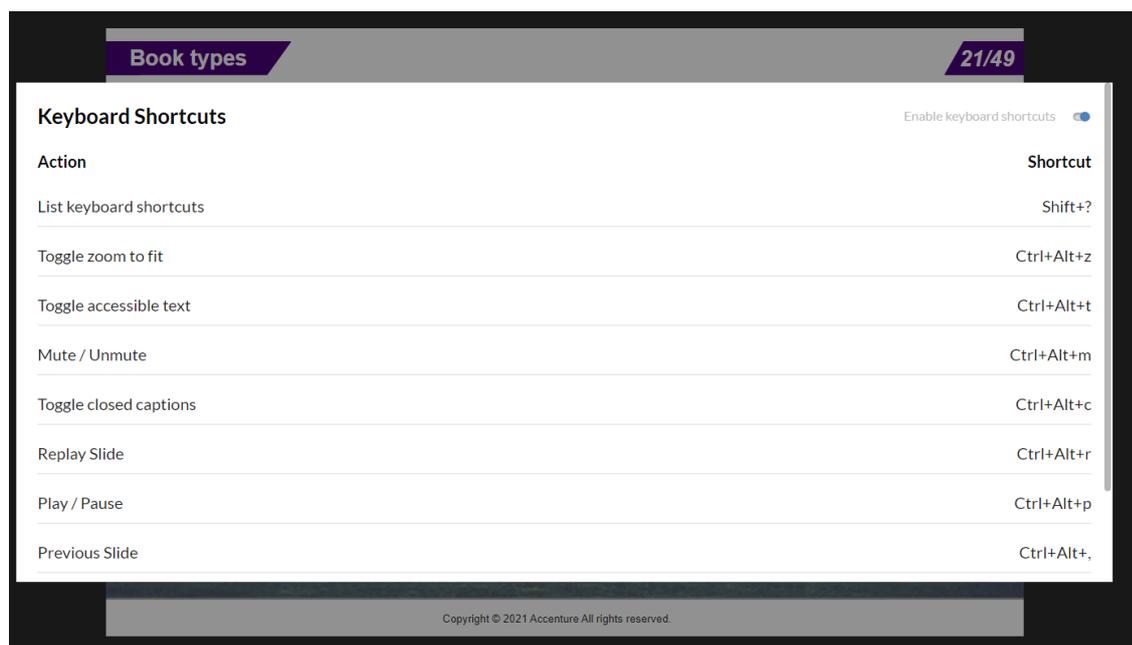
### 9.6.2 ACCESSIBLE TEXT

People often change the visual appearance of website text to meet their needs and preferences. Users can change how text displays in the modules. For example, users can use custom stylesheets or browser extensions to swap fonts, enlarge the font size, increase the line spacing, and generally make content easier to read. If text no longer fits within its bounding box when users reformat it, a scroll bar appears so they can still access all the content.

### 9.6.3 KEYBOARD SHORTCUTS

Our New Skills Now modules have keyboard shortcuts enabled. Keyboard shortcuts benefit everyone, especially screen reader users and users with motor disabilities. They work no matter where the keyboard focus is currently located in the module.

keyboard shortcut list that users can display at any time by pressing ? (Shift+?):



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Users can press Shift+? at any time to see a list of keyboard shortcuts. There are three options for closing the shortcuts screen: press Shift+? again, press ESC, or click the X in the upper right corner.

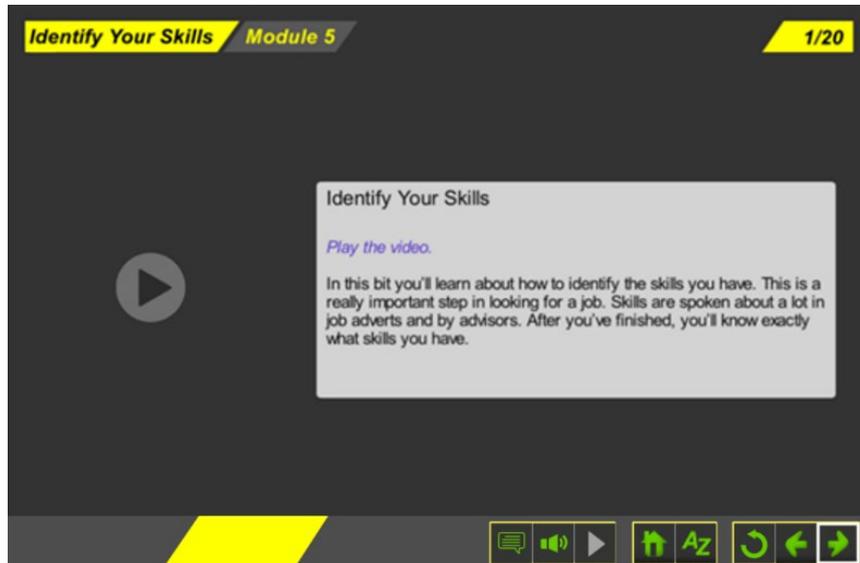
Full list of shortcuts available:

<b>Action</b>	<b>Shortcut</b>
<b>List keyboard shortcuts</b>	Shift+? or Shift+/ 
<b>Toggle Zoom to fit</b>	Ctrl+Alt+Z
<b>Toggle accessible text</b>	Ctrl+Alt+T
<b>Mute/unmute audio</b>	Ctrl+Alt+M
<b>Toggle closed captions</b>	Ctrl+Alt+C
<b>Replay the slide</b>	Ctrl+Alt+R
<b>Play/pause</b>	Ctrl+Alt+P
<b>Previous slide</b>	Ctrl+Alt+, (comma)
<b>Next slide</b>	Ctrl+Alt+. (period)
<b>Submit slide</b>	Ctrl+Alt+S

## 10. TABLET DEVICE - USER GUIDANCE

### 10.1 PLAYING VIDEOS

Depending on the operating system of your Tablet, videos in the Learn It modules may not have a thumbnail image to identify that the video is ready to play. There will, however, always be a grey Play button where a video is present on screen, often coupled with guidance in the text and audio (see below for an example).



### 10.2 TOOLBAR TIPS

The size of the toolbar buttons can be small depending on the size of the device's screen. Take care when tapping:

- If any of the toolbar buttons fail to engage after a few taps, try refreshing the page on your browser.
- If you inadvertently zoom in while attempting to tap one of the toolbar buttons, there are two ways that you can zoom out:
  - Pinch your thumb and pointer finger together to zoom out.
  - Use one finger to double tap the screen in the area where you wish to zoom out.
- Header tabs are always on the side of the player opposite the sidebar. If your sidebar is on the left, your header tabs are on the right. If your sidebar is on the right, your header tabs move to the left. On small screens where there isn't enough room to display header tabs, they'll collapse into a drop-down menu represented by three dots or a menu icon (☰). Just click the dots or (☰) to see your header tabs.
- The seekbar appears across the bottom of the screen on all devices and orientations except on smartphones in landscape mode. On smartphones in landscape mode, the seekbar is a circular indicator that travels around the play/pause button. When a slide is paused or it finishes playing, the seekbar changes to a line across the bottom of the screen.

## 11. ACTIVITY PACKS

You will need to download Adobe PDF reader in order to view the Activity Packs if you are using a tablet.

- You can only edit the Activity Packs on a desktop. However, you can open the PDF in your tablet's browser and opt to save it to your device.
- For iOS devices, tap anywhere on screen to reveal the Safari toolbar. Tap the Share button and select Save to Files.
- For Android devices, tap the three-dot menu button to bring up the sharing menu. Select Print, and once the print preview has been created, you can opt to Save to PDF.
- We recommend emailing yourself a copy of the Activity Pack so you can open it on a desktop or printing the document from your tablet.