

Accessibility Statement – Learn with NALA



Contents

Overview 3

Measures to support accessibility 3

Conformance status 4

Overview

This accessibility statement from the National Adult Literacy Agency (NALA) applies to content published on the learning website Learn with NALA <https://learnwithnala.ie>.

While NALA is not required to comply with the European Union (Accessibility of Websites and Mobile Applications of Public Sector Bodies) Regulations 2020 and the European Union (Accessibility Requirements of Products and Services) Regulations 2023, we strive to make our Learn with NALA platform as accessible as possible.

Our Commitment

NALA is committed to making our resources and services, especially our online Learning platform as accessible as possible to all users, including those unmet literacy and digital literacy needs, subject to resources. We believe everyone should have the opportunity to develop their literacy, numeracy, and digital skills to fully participate in society.

Measures to support accessibility

NALA takes the following measures to make Learn with NALA as accessible as possible, subject to resources:

- Integrating accessibility into our digital design, development and procurement processes.
- Considering accessibility in our policies and procedures.

Technical specifications

Our website relies on the following technologies to work with specific combinations of web browsers and any assistive technologies or plugins installed:

- Hypertext markup language (HTML)
- Cascading Style Sheets (CSS)
- JavaScript

They are relied upon for conformance with accessibility standards.

Our website allows users to:

- listen to content using a screen reader such as Jobs Access With Speech (JAWS) or NonVisual Desktop Access (NVDA), or to use the built-in site screen reader called ReadSpeaker webReader;
- enlarge text, change colours, contrast levels and fonts and set a screen mask.
- control settings for preferences around automatic scrolling, how pop-up menus close, enable keyboard shortcuts and highlight words and sentences in preferred colours and styles when using ReadSpeaker;
- navigate the website using a keyboard;
- view content on multiple devices such as tablets, phones and laptops; and
- access and use content using a variety of assistive technology such as JAWS and NVDA.

Conformance status

The Web Content Accessibility Guidelines (WCAG) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA.

The NALA learning website is partially conformant with WCAG 2.1 Level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard, this non-accessible content is listed below.

Non-accessible content

The NALA learning website consists of learnwithnala.ie, the pages where users can create accounts and sign up for courses, and learn.nala.ie the content within a Learning Management system.

NALA is continually working to improve the accessibility compliance of both learnwithnala.ie and learn.nala.ie websites. The list below is not an exhaustive list and NALA is working to address issues on an ongoing basis. If you find any accessibility problems not listed in this statement, please contact us.

1. **Portable document format (PDF) documents:** Some documents on learn.nala.ie do not have the correct reading order when accessed using a screen reader. These documents were not accessibility checked at the time of publication. NALA is currently updating documentation to ensure reading order is correct for screen readers. In the meantime, if you come across an issue, please use the support contact button to raise the issue.
2. **Images and logos:** At the time of publication, an auto-generated alternative text was used for images on learn.nala.ie which was insufficient, resulting in images not being fully accessible. NALA has created alt text guidelines and trained staff in adopting best practice who are now revisiting all images with appropriate descriptions. NALA has strived to replace older alt text with meaningful titles and description and continues to review content to ensure alt text is useful when using screen readers. If you cannot follow an image description, please use the support contact button to raise the issue.
3. **Videos:** Some videos do not have captions, in particular descriptions for visual elements. At the time of publication, an auto-generated captioning was used which was not edited. We are currently reviewing all captions to ensure that they are accurate and adding descriptions for visual elements. If you find a video that is hard to follow, please use the support contact button to raise the issue.

Exempted content

PDF documents that were published before 23 September 2018 are exempt from guidelines. However, if you wish to receive any inaccessible content that was published on the site, please contact us at the contact details below and we are happy to support you.

Feedback and contact information

We welcome your feedback on the accessibility of Learn with NALA. Please let us know if you encounter accessibility barriers on Learn with NALA:

- Phone: Freephone 1 800 20 20 80
- Email: learn@nala.ie
- Visitor Address: Sandford Lodge, Sandford Close, Ranelagh, Dublin 6

We try to respond to feedback within 3 business days. Our feedback process is as

follows:

- Upon receipt of your feedback a case ticket will be created, and you will receive a reference number to track the status of the investigation.
- Each case is investigated to identify the root cause, impact to users and potential solutions identified, implemented and tested.
- For complex issues that require software development, we will integrate these issues into our development roadmap and will inform you when you can expect to see an update according to this prioritised review.
- We review content on an annual basis and strive to include the latest standards as part of this review. All feedback received is considered as part of this evaluation process.

Complaints procedure

If you are not happy with the response to a raised issue, you can make a formal complaint to NALA by referring to our **Complaints Policy and Form**.

Preparation of this Accessibility Statement

In preparation for this statement, NALA staff reviewed content against WCAG 2.1 to highlight accessibility issues through a high-level review of the website. Tools included in the review included Microsoft Accessibility Checker, Adobe Acrobat Pro 2020 Accessibility Checker and Chrome Developer tools. An audit was also conducted by IA Labs/Vially in December 2023.

Date

This statement was created on Dublin 6 / 6w using the W3C Accessibility Statement Generator Tool on 19 July 2024.

Review

This statement will be reviewed in July 2027.

The National Adult Literacy Agency (NALA) is a charity and membership based organisation. We support adults with literacy, numeracy and digital literacy needs to access learning opportunities that meet their needs and to take part fully in society. NALA does this by raising awareness of the importance of literacy, doing research and sharing good practice. We also provide support through our online learning courses, tutoring service and by lobbying for further investment to improve adult literacy, numeracy and digital literacy skills.

National Adult Literacy Agency (NALA)

Sandford Lodge

Sandford Close

Ranelagh, Dublin 6

D06 YF65

Websites:

nala.ie

learnwithnala.ie

Freephone: 1 800 20 20 65

Email: info@nala.ie

Registered Charity Number: 20020965

Charity (CHY) Number: 8506

Company Registration Number: 342807



Rialtas na hÉireann
Government of Ireland

SOLAS
learning works

