

## Accessibility statement for SQASOLAR.org.uk

This website is run by the Scottish Qualification Authority (SQA). 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
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

We are working towards making the website text as simple as possible to understand.

### Get help

AbilityNet provides guidance about how to:

- [make your mouse easier to use](#)
- [use your keyboard instead of a mouse](#)
- [talk to your device](#)
- [make your device talk to you](#)
- [make text larger](#)
- [change your colours](#)
- [magnify the screen](#)

### How accessible this website is

[Alternative assessment arrangements](#) can be arranged for candidates who need additional support during exams.

If you have a question about assessment arrangement contact the team:

0345 213 6890

[aarequests@sqa.org.uk](mailto:aarequests@sqa.org.uk)

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

- you can't modify the line height or spacing of text
- some older PDF documents aren't fully accessible to screen reader software
- some videos are not accessible
- you can't skip to the main content when using a screen reader

### What to do if you can't access parts of this website

If you have any problems accessing pages or documents published on this website, please contact SQA's SOLAR helpdesk team: [das.helpdesk@sqa.org.uk](mailto:das.helpdesk@sqa.org.uk)

and we will supply you with the page or document in an accessible format.

Many of our publications can be produced in alternative formats, including large type, braille and community languages.

### 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: the SOLAR Team [das.helpdesk@sqa.org.uk](mailto:das.helpdesk@sqa.org.uk)

### 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 \(EASS\)](#).

### [How to contact us](#)

Technical information about this website's accessibility

SQA is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

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

### Navigation and accessing information

There's no way to skip the repeated content in the page header (for example, a 'skip to main content' option). This doesn't meet WCAG 2.1 success criterion 2.4.1 (bypass blocks).

It's not always possible to change the device orientation from horizontal to vertical without making it more difficult to view the content. This doesn't meet WCAG 2.1 success criterion 1.3.4 (orientation).

We would recommend accessing this site using a desktop or laptop computer as these are the types of devices that are supported to deliver the assessments via our third party software.

### Interactive tools

We have a chatbot on our site which can be activated using either text or speech. It is provided by a third party. We understand that this is WCAG 2.1 compliant.

### PDFs and other documents

Many of our older PDFs and Word documents don't meet accessibility standards - 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).

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. By September 2021, we plan to either fix these or replace them with accessible HTML pages.

The accessibility regulations don't 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.

### Third party content

There is third party content on this site that is not under our control as we did not develop it. This includes: social share functionality, services provided by BTL, Cookie control. We are currently working with our suppliers to comply.

Please see [BTL's accessibility statement](#) for further information.

### How we tested this website

This website was last tested on 18/09/2020. The test was carried out by the web team.

We used:

Commercially available product: <https://www.powermapper.com/>

- [The W3C Markup Validation Service](#)
- [The W3C CSS Validation Service](#)
- [WAVE Web Accessibility Tool](#)
- [Lighthouse](#)
- [Silktide - Screen Reader Simulator](#)

We tested:

- all pages

### What we're doing to improve accessibility

We are working on the issues that are detailed above.

We are training all staff in clear and confident writing to improve readability of the website.

This statement was prepared on 22/09/2020. It was last updated on 13/01/2021.