

Accessibility statement

Scope and ownership

Birmingham City University is committed to making its Virtual Learning Environment as fully accessible as possible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018. This accessibility statement covers the pages that sit on <https://moodle.bcu.ac.uk/>

Using Moodle

We strive to create a Virtual Learning Environment (VLE) that can be used by as many people as possible. We understand the importance of creating content with accessibility in mind. Moodle meets WCAG 2.1 Level AA standards in terms of its standard structure and navigation.

This means you should, amongst other things, be able to do the following:

- Change the size of the screen using standard browser controls;
- Change colours and contrast settings using standard browser plugins;
- Access the site on a wide variety of devices (including tablets and smart phones);
- Navigate using keyboard shortcuts.

How accessible is Moodle

We know that some parts of Moodle are not fully accessible. This is because, although the structure and navigation of the Moodle system itself are compliant, some of the materials that are created, collated and uploaded by staff are not compliant.

This may include:

- Poorly formatted documents (e.g. pdf, MSWord, MSPowerPoint);
- Audio/Video files that do not have subtitles or have incorrect auto-generated subtitles;
- Images missing alternative text.

What to do if you can't access aspects of Moodle

If you are unable to access content on Moodle, we will try to provide alternative formats to mitigate this. We are unable to provide content in every available format but we will aim to try and make our content as accessible as possible based on your needs. We review our available formats on an annual basis and our next review will take place in **August 2021**

Requesting an alternative format

If you require information in an alternative format, please contact the identified Module or Course Leader who has provided it on Moodle by email, providing the following details:

- The module or course page (including the url)
- The content required
- The issues you are experiencing and what changes you require to the format

Your email will be acknowledged within **three working days**.

Alternative formats available:

Most Microsoft Office documents (e.g. Word, PowerPoint) can be converted to pdf and made available to you.

Reporting accessibility problems

Whilst we review and audit our pages frequently there may be issues that we are not aware of. If you find a Moodle page that contain accessibility issues that we have not listed above, please let us know and we will investigate.

If you find a page that isn't accessible, please contact the Module or Course leader by email providing the following details:

- The web address (URL) of the page
- The issues you are experiencing

Your email will be acknowledged within three working days and we will provide a timescale for resolution if possible.

If you are unhappy with the response you have received from the University about your accessibility-related issue, you can make a complaint to the University by emailing accessibility@bcu.ac.uk providing the following details:

- The web address (URL) of the page
- Details of initial contact with the University including who you contacted and the information you provided
- Reason for escalation

Your email will be acknowledged within one week and we will provide details of the next steps and how the complaint will be dealt within three weeks.

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 Moodle's accessibility

Moodle as a system is fully compliant with the [Web Content Accessibility Guidelines version 2.1](#) - AA standard. [A Full Statement about how the Moodle system meets accessibility requirements can be found here](#)

Disproportionate burden

There are some accessibility issues with some materials on Moodle that we are currently unable to resolve without significant changes to the overall platform and infrastructure that we have in place. This includes the following:

- Historical documents and videos made available through Moodle where the original editable file is unavailable.

Non-compliance with accessibility regulations

BCU have a commitment to provide accessible web content. To ensure that we are making our existing content accessible and that all new content works for as many users as possible we have a roadmap in place that will allow us to continually improve our website.

In particular, we are currently working to apply an accessibility plugin to Moodle called Ally. [Details about Ally can be found here](#). Once Ally is fully implemented it will provide:

- Reporting tools on the amount of inaccessible content on Moodle that will allow senior managers to target resource at the greatest areas of need;
- Supportive tool kits to academic staff showing them how to create more accessible content;
- Automatic alternative document formats for students including audio files and electronic braille.

Ally is scheduled to be rolled out by the end of 2020.

Content not within the scope of the regulations

As some of our web pages house historical, legacy content we will not be updating all of our older pages as they are out of scope of the regulation. However, if you would like to receive some of this content in an alternative format we can. [Link to section above \(alternative formats\)](#).

Reviews

Accessibility of the website will be discussed at a sub committee of the Trustee Board (Communications and Strategic Sub Committee) at the beginning and the end of every academic year.

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