



Training course outline

Title	ICT Accessibility - The key to inclusive communication
Modality	Online self-paced
Duration	8 hours
Training fees	Free of charge
Description	<p>Information and communication technologies (ICTs) have become a part of everyone's life as the primary means for communications, information sharing, transactions, education, and entertainment, regardless of one's age, gender, or ability. Therefore, it is essential to know how to communicate with each other in a digitally inclusive way mainstreaming ICT accessibility as the key to achieving a digitally inclusive world (see a 3 min video, which introduces the topic).</p> <p>To achieve inclusive communication, ICT accessibility requirements, principles and standards should be fully considered and implemented. ICTs should not only be available and affordable but also accessible, so designed to meet the needs and abilities of as many people as possible – including those with disabilities. Accessibility of ICTs is compulsory if we wish to ensure that everyone's right to communicate in the digital world is respected.</p> <p>This training course encompasses a holistic introduction to ICT accessibility from the perspective of digital inclusion. The course includes an overview of relevant ICT accessibility requirements, policies, regulations, standards, as well as the tools and resources such as practical advice on the public procurement of accessible ICTs.</p>
Code	23OS100143MUL-E

1. LEARNING OBJECTIVES

This course will provide the learner with:

- An introductory overview on ICT accessibility as a key element to empower all members of society, including people with disabilities for whom it is a compulsory requirement to enable them to live independently.
- An understanding of policies, laws and standards from around the world that regulate the implementation of ICT accessibility.
- A know-how to mainstream ICTs to build and ensure inclusive digital communications.



2. LEARNING OUTCOMES

Upon completion of this course, learners will:

- Be aware of accessibility features in mainstream ICTs, e.g., mobile phones, computers, television, websites, and self-service terminals such as ticket machines.
- Understand the benefits of accessible features in ICTs for persons with disabilities.
- Know the global frameworks and digital inclusion agenda encompassing ICT accessibility.
- Gain knowledge of international and regional laws that required ICT accessibility and the public procurement of accessible ICTs.
- Know the main ICT accessibility standards and standard-making bodies.
- Understand how to use available tools and guidance documents to identify and incorporate ICT accessibility standards in public procurement processes.

3. TARGET POPULATION

This training course is designed for all stakeholders (including ITU members, ICT service providers, policymakers, and ICT stakeholders) or individuals who wish to enhance their knowledge on the topic of ICT Accessibility.

To ensure inclusive learning, this online self-paced training course has been designed and developed in digitally accessible formats and is, therefore, accessible to all people, including persons with disabilities, such as blind persons or persons with visual disabilities, deaf persons and/or persons with hearing impairments.

4. ENTRY REQUIREMENTS

No prior knowledge or qualification on the subject matter is required to complete this training course.

5. TRAINING COURSE CONTENTS

The course provides holistic knowledge on the topic of ICT accessibility enabling us to achieve the fundamentals of inclusive digital communication through 3 Modules as follows:

Module 1: Enabling communication for all through ICT Accessibility

This module aims to provide learners with an introduction to ICT accessibility. It is an overview of the global Digital Inclusion policy agenda that strives for inclusive access to ICTs, allowing all people including those with disabilities to use ICTs on an equal and equitable basis and fully participate in the digital society and economy. This module describes the political, economic, and social imperative for making daily ICTs more accessible. It highlights many of the main accessibility features available in technology today that benefit persons with disabilities, older persons, and others.

Module 2: ICT Accessibility policy regulations and standards

This module aims to presents learners with a knowledge and understanding of policies and laws from around the world that support ICT accessibility implementation. In addition, this module discusses the role and development of international ICT standards that specify in detail accessibility features and functions for everyday ICTs. Lastly, it covers how public procurement is being leveraged to encourage innovation and improve the quality, availability, and affordability of accessible ICTs.



Module 3. Challenges and opportunities for inclusive and digitally accessible environments and communities

This module aims to assist learners in identifying accessibility for persons with disabilities in everyday ICT products and services such as websites and computers. It demonstrates how accessibility requirements can be a win-win, if required from the public procurement process, to ensure that procured ICTs are conforming with the required accessibility standards. This module is mainly targeted at managers, ICT staff and employees from government organizations including central procurement agencies, ICT companies, civil society bodies representing persons with disabilities and academia.

7. TRAINING COURSE SCHEDULE

Module	Topic	Exercises and interactions
Module 1	Enabling communication for all through ICT accessibility	<ul style="list-style-type: none">• Recognize an accessibility feature that is commonly available in everyday technology.• Understand the definition of ICT accessibility.• Consider the three key aspects that enable persons with disabilities, and others, to use ICTs on an equal and equitable basis.
Module 2	ICT accessibility policy regulations and standards	<ul style="list-style-type: none">• Learn about the main laws and regulations on ICT accessibility worldwide.• Understand the role and development of accessible ICTs standards to support public procurement.• Gain knowledge on the importance of the public procurement to accelerate ICT accessibility implementation.
Module 3	Challenges and opportunities for inclusive and digitally accessible environments and communities	<ul style="list-style-type: none">• Gain an in depth look at ICT accessibility standards.• Gain knowledge on the available toolkits, guidance documents and resources to use in the ICT accessibility implementation process.• Learn how to incorporate accessibility when writing a “Call for Tender.”

8. METHODOLOGY (Didactic approach)

This course is delivered through a player which supports several accessibility features. All text is read out by a state-of-the-art text to speech engine. Volume can be adjusted and closed captions are available. The course player works with JAWS 16 and later, NVDA, as well as Voiceover and Talkback screen readers in a range of browsers.

9. EVALUATION AND GRADING

Each module contains its own quiz, presented at the end of each topic. The learner must answer all questions correctly to complete each module. The learner may attempt each question as many times as you wish.



After completing each module, the learner must take the final quiz to receive your badge of course completion from the ITU Academy. It is necessary to receive a score of 60% or higher in each module to receive an ITU Academy badge for the course.

Please note that quizzes within the course do not contain their own audio or captions.

ADVICE FOR USERS WITH DISABILITIES

This course had been designed to be accessible for persons with disabilities. It is developed using the Articulate Storyline software in HTML5. The course is designed to be compatible with the JAWS, NVDA, Voiceover and Talkback screen readers used with Internet Explorer, Edge, Chrome, Firefox , and Safari.

The course uses a player which has the following buttons: menu, play, progress bar, repeat, closed captions, next and previous. The controls the learner will use the most are the play and next buttons.

The course contains its own audio. It is strongly recommended that screen reader users mute this audio by going to the volume control on the player interface and muting the audio. All text and any images that contain information are accessible. We recommend using the tab key to navigate through the content of each slide and to use the player controls to move between slides.

There are quizzes in the course to test the learner's knowledge on ICT accessibility. All questions must be answered correctly before progressing to the next topic. We recommend using the tab key to navigate through the radio button choices and using the space bar to select a choice in the quiz. When the learner submits an answer, they must click on the onscreen control that will either move to the next slide or allow you to answer the question again.

10. TRAINING COURSE COORDINATION

ITU coordinator Name: Roxana Widmer-Iliescu
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