



## Training course outline

Title	Web Accessibility – The cornerstone of digital society
Modality	Online self-paced
Duration	8 hours
Training fees	Free of charge
Description	<p>Every day we see how Information and Communication Technologies (ICTs) impact our lives and participation in society by the way we work, learn, purchase our goods, listen to the news, or communicate with one another. Access to information is a fundamental human right. Our world is digital, and most of the information we receive is through digital platforms, such as websites. For this reason, web accessibility has never been as crucial as it is today.</p> <p>The accessibility of websites is key to ensure equal and equitable access for all people to ICTs and their related products and services. Furthermore, is an essential requirement to reduce and eliminate the digital divide.</p> <p>However, 9 out of 10 Internet sites are not digitally accessible. This impacts the access, understanding and use of the information delivered through digital platforms for many people, such as persons with disabilities, older persons, or low literacy persons, who cannot benefit from it and thus, are prevented from being part of the digital society and economy.</p> <p>The COVID-19 pandemic revealed the importance of ensuring that every person, regardless of age, gender, or ability to use technology, should benefit from information made available through websites and other digital platforms, which in case of pandemic or emergency situations can be vital.</p> <p>This training was developed by the Digital Inclusion of the Development Sector of the ITU to support ITU members, stakeholders and all persons involved in website design and development, or the dissemination of digital information implement a "barrier-free" digital ecosystem and thus, guarantee that no one is left behind in the digital age.</p> <p>To further support the efforts of policy and decision-makers in the implementation of Web Accessibility at the national level, ITU-D also developed the <a href="#">Internet for @ll - knowledge development programme</a>.</p>
Code	22OS28009MUL-A



## 1. LEARNING OBJECTIVES

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This course will provide the learner with:

- Evidence on how web accessibility can be part of the solution to foster digital inclusion.
- Knowledge of how to identify and validate accessible features in mainstream ICTs.
- Understanding of the key elements to ensure web accessibility from the development of policy to the creation and evaluation of accessible digital content.  
General concepts on how to create an accessible website.

## 2. LEARNING OUTCOMES

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Upon completion of this course, learners will:

- Gain an understanding of the difference between access/connectivity and accessibility.
- Gain knowledge on how to achieve web accessibility and identify barriers to its implementation.
- Gain a strong understanding of the definitions of web accessibility, ICT accessibility and equitable use of technology.
- Gain knowledge on the roles and responsibilities of the key players, and on the fundamental elements to be considered when creating a successful and effective web accessibility policy.

## 3. TARGET POPULATION

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

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

## 5. TRAINING COURSE CONTENTS

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The course provides holistic knowledge on the topic of Web Accessibility in the following three (3) modules:

### **Module 1: Executive tools**

This module provides the learner with the fundamental concepts necessary to recognize the accessibility of digital information as a human right and with an understanding of what is meant by web accessibility. This module highlights the importance of creating and implementing policies that ensure Web Accessibility and thus, foster digital inclusion for all people, including those with disabilities. In addition, this module highlights the main issues and players involved to create successful and effective web accessibility policies.

### **Module 2: Essentials of implementing a web accessibility policy**

This module introduces the concept of digitally accessible content, the features of accessible websites, and the relevant global accessibility standards. This module aims to assist personnel in



overseeing the implementation of web accessibility policies across all public websites, even if you are not a website developer. Furthermore, this module covers the technical knowledge of identifying and validating a websites' accessibility features.

### **Module 3: Technical skills for designing and developing accessible websites**

This final module will present learners with the importance of designing user-friendly websites. This module explores the importance of accessible ICTs with accessibility features embedded during the design and implementation stages. In addition, examples will be provided to highlight accessibility features in sharing information. Lastly, this module covers general concepts on how to create an accessible website that incorporates the principles of universal design and enables a wide range of users, including those with disabilities among others, to interact with the technology in ways that work best for each user

## **7. TRAINING COURSE SCHEDULE**

<b>Module</b>	<b>Topic</b>	<b>Exercises and interactions</b>
<b>Module 1</b>	Executive tools	<ul style="list-style-type: none"><li>• Obtain the know-how on improving the accessibility of a website</li><li>• Identify barriers to the achievement of web accessibility</li><li>• Learn about the benefits of the use of accessible ICTs</li></ul>
<b>Module 2</b>	Essentials of implementing a web accessibility policy	<ul style="list-style-type: none"><li>• Understand the benefits of accessibility features and assistive technologies</li><li>• Review the tools and guidelines to evaluate the accessibility of an electronic document and website</li><li>• Learn about the Web Content Accessibility Guidelines (WCAG)</li></ul>
<b>Module 3</b>	Technical skills for designing and developing accessible websites	<ul style="list-style-type: none"><li>• Keep equity in mind when designing a website</li><li>• Understand examples of assistive technology and accessibility features</li><li>• Learn about how to make websites, videos, document titles and images accessible for all</li></ul>

## **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 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 they wish.



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

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

### **ADVICE FOR USERS WITH DISABILITIES**

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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 web 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 the learner to answer the question again.

### **10. TRAINING COURSE COORDINATION**

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ITU coordinator
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Name: Roxana Widmer-Iliescu
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