Service Definition for Website Accessibility Training for Cloud Services

1. Service Description

Test Partners provide a variety of website accessibility training courses and workshops for developers, testers, project managers and content creators of cloud services.

In addition to our standard training courses, bespoke training courses and workshops can be designed to meet your specific requirements.

Training of groups up to 6 can be conducted in the training room in our office in central London. The client is responsible for the provision and cost of the venue and all equipment and facilities for training larger groups.

Standard Courses

Standard courses include:

- **JAWS Screen Reader Training for Developers and Testers**
  This hands-on JAWS training course is ideal for developers and testers who want to learn how to use JAWS to test the accessibility of the websites they are building.

- **NVDA Screen Reader and Dragon Voice Recognition Training for Developers and Testers**
  This hands-on NVDA and Dragon training course is ideal for developers and testers who want to learn how to use these assistive technologies to test the accessibility of the websites they are building.

- **Accessibility Training for Project Managers - 1 day**
  In this hands-on course you will learn about 10 of the most important accessibility criteria and learn techniques for testing them on your websites. No technical knowledge is required.

- **Accessibility Training for Project Managers - 2 days**
  The agenda is the same as for the 1-day condensed course but the full course allows substantially more time for hands-on testing and one-to-one tuition with our trainers.

68-72 Queen Victoria Street
London
EC4N 4SJ

Tel ▸▸ 0800 612 2780
Fax ▸▸ 020 7692 5517
Web ▸▸ www.testpartners.co.uk

- **JAWS Screen Reader Presentation**
  The JAWS presentation is designed for people who need to have an awareness of the issues related to the use of websites by blind users but do not need to learn how to use a screen reader.

Full descriptions of the courses are in the Appendices at the end of this document.

Independent
Software
Testing

2. Other Criteria

Details of the level of backup/restore and disaster recovery that will be provided

Not applicable for this service.

On-boarding and Off-boarding processes/scope etc.

Not applicable for this service.

Service management details

In all instances an account manager will be assigned throughout the life of your project.

Additional staff will be involved where necessary, reporting to the account manager.

Service constraints (e.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.)

Not applicable for this service.

Service Levels (e.g. performance, availability, support hours, severity definitions etc.)

Not applicable for this service.

Financial recompense model for not meeting service levels

Not applicable for this service.

Training

Not applicable for this service.

Ordering and invoicing process

Ordering

1. Please contact steve.green@testpartners.co.uk or your Test Partners account manager when you wish to place an order.

2. Test Partners will prepare a written proposal containing the scope of work and pricing.

3. Return the signed proposal and raise a purchase order. If you do not use purchase orders, we will accept email acceptance from a suitably authorised person.

4. Your accounts department should contact accounts@testpartners.co.uk if they require any information for their vendor approval process.

Independent
Software
Testing

5. Our accounts department will contact you to obtain the information we need for invoicing and credit control purposes.

Invoicing

1. We will submit invoices when the training is complete.

2. V.A.T will be charged at prevailing rates.

3. Payment terms are 30 days net.

4. Invoices will be submitted in accordance with the procedure specified by your accounts department.

Termination terms

These are specified in our Terms & Conditions document.

The termination period is usually 1 week except in the case of a breach of contract.

Data restoration / service migration

Not applicable for this service.

Customer responsibilities

These depend on the project but usually include:

- Purchase order number (please advise if you do not use them).

- A faxed or emailed copy of the last page of the proposal, signed by an authorised signatory.

- Provision of computers, correctly licensed software and presentation facilities as specified by the trainer.

Technical requirements (service dependencies and detailed technical interfaces, e.g. client side requirements, bandwidth/latency requirements etc.)

We do not impose any technical requirements. However, your infrastructure may require that you whitelist our IP addresses or provide us with some form of VPN access when the testing is conducted from our test lab.

Details of any trial service available

Not applicable for this service.

3. Appendix 1 - JAWS Screen Reader Training for Developers and Testers

Introduction

Website developers are becoming increasingly aware of the need to cater for blind and visually impaired users but little practical guidance is available.

In this hands-on course developers and testers can learn how to use the JAWS screen reader to test the accessibility of the websites they are building.

Duration: Half a day.

Who Should Attend? Website developers and testers.

Course Size: 1 to 3 people.

Number of Trainers

This course is delivered by one trainer.

Agenda

- How blind people visualise web pages.

- The basic means of navigation with a screen reader.

- Problems encountered by screen reader users.

- The difference between being able to hear the website content and being able to understand it.

- How screen readers work; the off-screen model.

- Strategies for navigating a web page.

- Verbosity settings.

- Accessing Flash and JavaScript content.

- Navigating data tables.

- Navigating forms.

- Foreign languages.

4.   Appendix 2 - NVDA Screen Reader and Dragon Voice Recognition Training for Developers and Testers

Introduction

Website developers are becoming increasingly aware of the need to cater for users with a variety of disabilities but little practical guidance is available.

In this hands-on course developers and testers can learn how to use the NVDA screen reader and Dragon voice recognition software to test the accessibility of the websites they are building.

Duration: One day.

Who Should Attend? Website developers and testers.

Course Size: 1 to 3 people.

Number of Trainers

This course is delivered by one trainer.

Agenda

NVDA

- How screen readers are used

- Problems encountered by screen reader users

- Testing tips and what to look for

- Navigation strategies

- Hands-on experience

- Other screen readers

Dragon

- Modes of operation

- Testing tips and what to look for

- User profiles

- Hands-on experience

Independent
Software
Testing

5. Appendix 3 - Accessibility Training for Project Managers - 1 day condensed course

Introduction

Accessibility is increasingly a requirement when building and updating websites, and project managers need to ensure that the required level of accessibility has been met.

In this hands-on course, you will learn about 10 of the most important accessibility criteria and learn techniques for testing them on your websites. No technical knowledge is required.

The agenda is the same as for the 2-day full course but there is substantially more time for hands-on testing and one-to-one tuition with our trainers in the full course.

Duration: One day.

Who Should Attend? Project managers and senior producers.

Course Size: Up to 20 people.

Number of Trainers

For up to 6 people, one trainer will deliver the course.

For 7 to 12 people, two trainers will deliver the course.

For 13 to 20 people, three trainers will deliver the course.

Agenda

For each of the following criteria the training will comprise an explanation of the success criteria, a demonstration of how to test it and a period of hands-on testing to ensure that the attendees are able to put the training into practice.

- Testing that text has sufficient colour contrast

- Checking the 'alternate text' for images

- Using a website without a mouse

- Checking that form controls and their text labels are correctly associated

- Checking the semantic structure

- Checking for reliance on colour or sensory characteristics such as shape or location

- Ability to stop or pause audio that starts automatically

- Ability to pause, stop or hide moving, blinking, scrolling, or auto-updating information

- Checking that page titles describe the topic or purpose of each page

- Checking that link text is meaningful

Note that these techniques are not a substitute for professional accessibility testing. They are not sufficient to verify that a website is accessible but they are able to verify that it is not.

Independent
Software
Testing

Test Partners

6. Appendix 4 - Accessibility Training for Project Managers - 2 day full course

Introduction

Accessibility is increasingly a requirement when building and updating websites, and project managers need to ensure that the required level of accessibility has been met.

In this hands-on course, you will learn about 10 of the most important accessibility criteria and learn techniques for testing them on your websites. No technical knowledge is required.

The agenda is the same as for the 1-day condensed course but the full course allows substantially more time for hands-on testing and one-to-one tuition with our trainers.

Duration: One day.

Who Should Attend? Project managers and senior producers.

Course Size: Up to 20 people.

Number of Trainers

For up to 6 people, one trainer will deliver the course.

For 7 to 12 people, two trainers will deliver the course.

For 13 to 20 people, three trainers will deliver the course.

Agenda

For each of the following criteria the training will comprise an explanation of the success criteria, a demonstration of how to test it and a period of hands-on testing to ensure that the attendees are able to put the training into practice.

- Testing that text has sufficient colour contrast

- Checking the 'alternate text' for images

- Using a website without a mouse

- Checking that form controls and their text labels are correctly associated

- Checking the semantic structure

- Checking for reliance on colour or sensory characteristics such as shape or location

- Ability to stop or pause audio that starts automatically

Independent Software Testing

- Ability to pause, stop or hide moving, blinking, scrolling, or auto-updating information

- Checking that page titles describe the topic or purpose of each page

- Checking that link text is meaningful

Note that these techniques are not a substitute for professional accessibility testing. They are not sufficient to verify that a website is accessible but they are able to verify that it is not.

7. Appendix 5 - Presentation with a Blind JAWS Screen Reader User

Introduction

Website developers are becoming increasingly aware of the need to cater for blind and visually impaired users but little practical guidance is available.

In this course a presenter, assisted by a blind screen reader user, will illustrate the issues screen reader users face and the aspects of design that do and don't make a difference.

Duration: Half a day.

Who Should Attend? Website owners, designers, developers, testers, content creators and project managers.

Course Size: We recommend that attendance is limited to 12 attendees to ensure everyone has the opportunity to be involved, but there is no upper limit.

Number of Trainers

This course is delivered by two trainers.

Agenda

- How blind people visualise web pages.

- The basic means of navigation with a screen reader.

- Problems encountered by screen reader users.

- The difference between being able to hear the website content and being able to understand it.

- A demonstration of JAWS with some well-known websites.

- A demonstration of JAWS with websites suggested by the attendees.

- Design guidelines for screen reader friendly websites.

- Accessible PDFs.

Throughout the presentation, a blind screen reader user will navigate through a variety of websites to illustrate the importance of first impressions, consistency of design and semantic markup.