

# Accessibility statement for NHS Health Careers website

**Last Updated:** 26th April 2021

This accessibility statement applies to the [www.healthcareers.nhs.uk](http://www.healthcareers.nhs.uk) <sup>[1]</sup> website.

This website is run by Health Education England. 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
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)
- access using a mobile or tablet

We've also made the website text as simple as possible to understand.

AbilityNet <sup>[2]</sup> has advice on making your device easier to use if you have a disability.

## How accessible this website is

We know some parts of this website are not fully accessible:

- The roles pages (see nursing <sup>[3]</sup> as an example) are not fully accessible for screen readers
- The results pages for the Find your Career quiz are not fully accessible for screen readers using assistive technology
- The filters used on the Events and Resources section are not accessible for screen readers, keyboard only users or those using voice activation.
- Some older PDF documents might not be fully accessible to screen reader software.
- Some images that are for decorative purposes might have alternative text which is unnecessary.

## Feedback and contact information

If you need information on this website in a different format like accessible PDF, large print,

easy read, audio recording or braille:

- email [advice@healthcareers.nhs.uk](mailto:advice@healthcareers.nhs.uk) <sup>[4]</sup>
- call 0345 60 60 655

We'll consider your request and get back to you in two working days.

## Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact: [advice@healthcareers.nhs.uk](mailto:advice@healthcareers.nhs.uk) <sup>[4]</sup> who will escalate this to the relevant person at Health Education England.

## 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) <sup>[5]</sup>.

## Contacting us by phone

Relay UK is text relay service for people who are deaf, hearing impaired or have a speech impediment which you can use when contacting us by phone.

Find out how to contact us <sup>[6]</sup>

## Technical information about this website's accessibility

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

## Compliance status

This website is partially compliant with the Web Content Accessibility Guidelines version 2.1 <sup>[7]</sup> AA standard.

## Content that's not within the scope of the accessibility regulations

### PDFs and other documents

Some of our PDFs and Word documents are essential to providing our services. For example, we have PDFs with information on.

Some of these might not be fully accessible but we are fixing these or will be replacing them with accessible HTML pages.

The accessibility regulations do not require us to fix PDFs or other documents published before 23 September 2018 if they're not essential to providing our services. However, if there is a specific document that you would like to request in HTML format we will do our best to oblige where possible and practicable.

Any new PDFs or Word documents we publish will meet accessibility standards.

### **Some images that are for decorative purposes might have alternative text**

Some images have alternative text where it is unnecessary and can disrupt a user's experience. As part of an ongoing review process, these will be removed when discovered.

## **Non-accessible content**

### **The roles pages are not fully accessible for for screen reader users**

Text introducing content has not been marked-up as heading, so screen reader users will not be presented the purpose of this information as introductory. In addition to this, screen reader users will not be able to navigate directly to the required content by filtering the page by headings.

This is expected to be fixed by 7 May 2021.

### **The results page for the Find your Career quiz is not fully accessible for screen readers using assistive technology**

There are buttons to allow users to switch between slides within the job carousel. However, slides which are visually hidden from the screen are not hidden with assistive technology. Content such as links within hidden slides is still in keyboard focus. Screen reader users will encounter all of the content within each slide as they read through the page. When users reach the end of the slides, the 'Prev' or 'Next' buttons change colour to indicate they are no longer actionable, but there is nothing to present this information to screen reader users. Further to this, even when these buttons are active, there is nothing to inform screen reader users to the changes that have appeared on the page, and as all of the content is always readable to screen reader users anyway, there is nothing to allow screen reader users to determine whether these buttons or active or non-active.

This is expected to be fixed by 7 May 2021.

### **The filters used on the Events and Resources section are not accessible for screen readers, keyboard only users or those using voice activation.**

There are custom select components which have been marked-up as combo boxes but do not follow the aria design pattern for combo boxes including required child roles (textbox) being absent. These components also do not have an accessible name. A is assigned the role of combo box, and the text which appears within it corresponds to the current selection with no

additional label to help users identify the purpose of components or define a consistent accessible name.

There is also no visible label presented to users on the page. Voice activation users rely on a clear visual label in order to know by which name to reference the component to their assistive technology. Additionally, if the default option is relied upon to act as a label, then once a selection is made, when a user returns to the filters, it may be difficult to remember what the purpose of that field was.

There is a custom component styled like a 'select' component but with multiple choice options available in the triggered 'drop down'. This is implemented by a click event associated with a element which triggers a dialog which consists of a series of checkboxes. Active components need to be keyboard focusable and need to have a semantic role to expose their purpose and behaviour to users and allow assistive technology to interact with the components. Label elements are not keyboard focusable, so keyboard only users are unable to focus the options in order to make a selection. As labels are not standard interactive components, screen reader users will not be presented the purpose of the text they encounter as interactive radio buttons in a group from which they may make one selection. There is also nothing to describe the behaviour of the Select Categories clickable component triggering further content as expandable, and nothing to indicate that it has triggered content to appear in page sequence. There is no programmatic association between the trigger and the series of checkboxes to which it relates, and these are also not implemented within a form group.

This is expected to be fixed by 7 May 2021.

## Preparation of this accessibility statement

This statement was prepared on 26 April 2021. It was last reviewed on 26 April 2021.

This website was last tested on 26 October 2020. The test was carried out by the Digital Accessibility Centre.

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**Source URL:** <https://www.healthcareers.nhs.uk/accessibility-statement>

### Links

[1] <http://www.healthcareers.nhs.uk>

[2] <https://mcmw.abilitynet.org.uk/>

[3] <https://www.healthcareers.nhs.uk/explore-roles/nursing/roles-nursing>

[4] <mailto:advice@healthcareers.nhs.uk>

[5] <https://www.equalityadvisoryservice.com/>

[6] <https://www.healthcareers.nhs.uk/send-us-your-question>

[7] <https://www.w3.org/TR/WCAG21/>