

ETF Booking: Accessibility Statement

Updated: 31/07/2020

This accessibility statement applies to website booking.etfoundation.co.uk, run by the Education and Training Foundation (ETF). We want as many people as possible to be able to use this website. It is compatible with assistive technologies and developed to meet the accessibility standards outlined in this statement.

View the site your way

There are several customisation options for your browser and device that could help you use this website and other websites more effectively.

For example, that means you should be able to:

- zoom in up to 400% without the text spilling off the screen
- change colours, contrast levels and fonts
- 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)

[AbilityNet](#) provide advice on making your easier to use if you have a disability.

Feedback and contact information

Please contact bookingsupport@etfoundation.co.uk if you have an accessibility query including:

- If you are experiencing issues with accessing information or using the website
- If you find an accessibility problem not listed on this statement
- If you have positive feedback on the accessibility considerations made.

Complaints process

If you wish to raise a complaint on how we have handled a reported a problem with our website, or a request for an alternative format, you can contact us:

- By email, to complaints@etfoundation.co.uk
- By phone, on 020 3740 8280

Our full complaints procedures can be found in the [ETF Complaints Policy](#).

Technical information about this website's accessibility

The Education and Training Foundation is committed to making this 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 \(WCAG\) 2.1 AA](#) standard, due to the non-compliances listed below.

Non-accessible content

We formally test the accessibility of key user journeys that represent the core of content across our website on a regular basis against [WCAG 2. AA standards](#).

Some parts of the website may not work for everyone. Below are known issues that we either need to fix, cannot fix, or do not need to fix right now.

If you find something that does not work that we missed, please contact bookingadmin@etfoundation.co.uk

Non-compliance with the accessibility regulations

This section covers issues that we need to fix and are working to do so.

Contrast issues

Some pages contain text and background colours with low contrast. This can cause text to be difficult to read, especially for those with low vision, poor eyesight, or colour blindness (WCAG: 1.4.3).

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

This section covers issues that we do not need to fix right now. The law calls for these exemptions.

Portable Document Formats (PDFs) and documents

PDF documents created before September 2020 aren't accessible to screen reader software. This doesn't meet WCAG 2.1 success criterion 4.1.2 (name, role value).

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

If you experience difficulty accessing these documents please contact bookingadmin@etfoundation.co.uk to request alternative formats.

Third-party content

Our website contains third-party content. We do not have control over and are not responsible for the accessibility of this content. This may include:

- Links to non-Education and Training Foundation websites
- Content/functionality on our website
- Content hosted on other websites

Preparation of this accessibility statement

This statement was prepared on 01 July 2020. It was last reviewed on 31 July 2020.

This website was last tested on 10 May 2020. This test was carried out by The Education and Training Foundation.