Digital Accessibility for Inclusivity

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Ensuring Government online training courses are accessible by all users

"We engaged Planit to conduct independent testing of two online courses for WCAG compliance. They were easy to engage and were very flexible with task commencement for each cycle of testing resulting in timely delivery of our end products."

Christopher Davey
Senior Integrated Logistics Support Consultant

KEY OUTCOMES:

- 38 WCAG 2.0 Level A and AA success criteria met

Challenge

Nova Systems developed an online training platform for a large Australian Government department. The platform hosts two HTML5-based online courses.

The Government department wanted the courses to be as accessible as possible for its users. To do so, Nova Systems would need to carry out an accessibility evaluation of the HTML5-based content.

For the courses to provide an inclusive experience across various web browsers, devices and assistive technologies, they would need to conform with Level AA of the Web Content Accessibility Guidelines (WCAG) 2.0. The engineering services and technology solutions provider looked externally to find a testing partner with this specialised skillset.

"We received daily progress reports and the final report for each cycle of testing was comprehensive and professional. The testing allowed us to provide our customer with additional assurance that the products satisfied their requirements."

Christopher Davey
Senior Integrated Logistics Support Consultant

DELIVERED:

• Accessibility Testing

TECHNOLOGIES:

• Website

TOOLS:

• NVDA screen reader for Windows
• JAWS screen reader for Windows
• Paciello Group Colour Contrast Analyser
• W3C Markup Validator
• WebAIM WAVE
• Chrome Developer Tools

Solution

Nova Systems identified Planit as a top candidate to conduct the accessibility evaluation for the benefit of their Government client. Having been impressed by our detailed proposal that identified and addressed accessibility issues affecting their users, Nova Systems selected Planit to ensure WCAG 2.0 Level AA conformance for their online training platform.

The first step of the engagement was to prioritise areas for accessibility testing. Top priorities included common content areas, such as text, colours, images, tables, form fields, device gestures, and keyboard navigation.

Two cycles of WCAG 2.0 Level AA testing were carried out on the online courses. This included an initial test cycle to identify WCAG 2.0 Level A and AA issues, followed by a cycle of retesting and high-level regression testing to assist the client with addressing remaining issues, and making their platform more inclusive for users with disabilities.

A wide range of semi-automated and manual tools were used for accessibility testing of both training courses, including colour contrast analysers, screen readers, assistive technologies, and code parsing applications. Real devices and assistive technologies were used to ensure test results closely reflected an actual real end user experience.

Since accessibility testing was a new area for Nova Systems, our results had to be clear and understandable to support them with making the training platform experience a compliant and inclusive one for users. Therefore, we established a clear communication channel with them to help prioritise issues during the reporting and issue management process, and ensure they were adequately resolved.

This was supported with code samples, screenshots, videos, and daily status reports to ensure Nova Systems, as well as their Government client, was informed of all issues as they were identified. A full conformance evaluation report and accessibility statement delivered at the conclusion of the engagement also provided a full breakdown of our findings.

Outcome

Our testing, retesting, and high-level regression test cycles successfully covered all items in scope and were delivered within the agreed timeframe. By the end of the engagement, 38 WCAG 2.0 Level A and AA success criteria were met across both online training courses.

This was made possible by the support Nova Systems provided our Digital QA team. Clear requirements, documentation, and test plans provided upfront and throughout test execution enabled our consultants to complete tasks on time and ensure all focus areas for accessibility testing were covered accurately.

The Digital QA team's flexible and easy to engage delivery model was also praised by Nova Systems. The short turnaround time enabled the technology solutions provider to address accessibility issues quickly and efficiently between test cycles and provide its Government client with an added level of confidence that their product meets the requirements of all their users.