

Primeast Accessibility Policy

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1. Introduction

At Primeast, we are committed to ensuring equality and inclusion for all individuals. We strive to provide accessible sessions for all participants, as well as ensuring that our digital products and services are accessible to all individuals, including those with disabilities. We strive to meet or exceed the accessibility standards outlined in the Web Content Accessibility Guidelines (WCAG) 2.2 at Level AA. Primeast's digital content created since December 2022 aligns with WCAG 2.2 Level AA and incorporates the aforementioned measures.

2. Scope

This policy applies to all face-to-face training sessions, workshops, and digital content supplied by Primeast. It encompasses all aspects of the training sessions, including materials, facilities, and interactions.

3. Venue Accessibility

When selecting venues, we consider their accessibility features, such as wheelchair accessibility, ramps, elevators, accessible parking, and toilets. Whenever possible, we choose venues that comply with accessibility standards.

4. Accommodation Requests

Participants who require specific accommodations to fully participate in our sessions are encouraged to contact us in advance. We will make reasonable efforts to accommodate their needs, ensuring they can engage in the learning experience.

5. Accessibility Information

We provide clear and accessible information to participants about the accessibility features of our training sessions, including venue accessibility, parking, and any specific accommodations available. This information is communicated through our website, registration materials, and communication channels.

6. Measures to Support Digital Accessibility

Primeast implements the following measures to ensure the accessibility of our digital content:

- The user interface and layout of any digital content is intuitive
- The content is organised and features tab ordering and keyboard control.
- Aria labels are provided and match the function of the interaction
- Animations or video have closed captions.
- Media and audio content have text alternatives.
- Relevant images have alternative text descriptions.
- Text contrast levels adhere to WCAG 2.2 Level AAA standards.

Downloadable resources supporting our online learning content are provided in PDF format. These resources partially meet Level AA requirements but currently lack tab ordering and alternative text. We are actively addressing these issues to ensure compliance with WCAG 2.2 Level AA.

7. Compatibility with Browsers and Assistive Technology

Primeast utilises the Articulate 360 suite and Evolve Authoring to create our SCORM content, both of which incorporate their own accessibility measures. Additional information about Articulate and Evolve can be found on their respective websites. Our content undergoes testing on at least two major browsers.

8. Use of Media

Primeast incorporates animated video content into the majority of our eLearning courses. To meet WCAG 2.2 Level AA, we provide text alternatives, volume controls, and optional subtitles. Our video content is in MP4 format and includes user-controlled features such as pause, play, fast forward, rewind, and skip.

9. Policy on Maintaining Accessibility

We maintain accessibility standards by conducting regular accessibility audits and evaluations to identify and address any accessibility gaps or issues. We will then prioritise based on the severity of the identified accessibility barriers.

10. Awareness Raising and Skills Building Amongst Primeast

We understand that fostering accessibility requires ongoing education and skills building within our organization. We will provide training and resources to designers and developers to enhance their understanding of accessibility principles and best practices.

11. Continuous Improvement

We are dedicated to continuous improvement in accessibility. We will regularly review and update our accessibility policy and practices to align with the evolving standards and guidelines. We will actively monitor advancements in assistive technologies, user needs, and accessibility research to implement enhancements that further improve the accessibility of our IT-based products and services.

12. Feedback

We value feedback from our users and stakeholders regarding inclusive and accessible learning. We have established a clear process for addressing issues related to accessibility. If you encounter any issues, please contact us.

Email: learn@primeast.com

We strive to respond to accessibility-related feedback or inquiries within 2 working days.