

Accessibility

Delivering services that work for everyone.

A training course from Great Question

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Overview

Accessibility is about delivering services that people with disabilities can use. It is concerned with:

- Understanding the barriers that people with disabilities face
- Removing those barriers

Accessibility in web services is often reduced to the WCAG 2.1 accessibility standards. This course explains the structure, benefits, and limitations of WCAG, but also looks at disability, accessibility, and inclusion more broadly.

Who this course is for

This course is for professionals in any role who are involved with the delivery of online services.

The course was designed for the needs of APS staff at level 4 and above, but it can be adapted for any industry.

Course content

This is a general overview. There is a comprehensive outline provided at the end of this document.

The course has three sections:

1. Disability
2. Accessibility (including WCAG and the Digital Service standard)
3. Inclusion and inclusive design

How this course is delivered

This course can be delivered either online or face-to-face.

Online delivery

Time

One session 2 hours long.

Tools

[Zoom](#) (video conferencing software)

[Mural](#) (collaborative whiteboarding software)

There is more information about technical requirements, accessibility, and pedagogy at the end of this document.

Face-to-face delivery

Time

One session 2 hours long.

Tools

All required equipment (paper and pens) will be supplied. No computers are required.

Food

Snacks will be provided.

Learning outcomes

This is a general list. There is a list of APSC specific learning outcomes at the end of this document.

At the end of this course, participants will be able to:

- Describe the medical model of disability
- Describe the level of disability in Australia
- Explain age variation in levels of disability across a population
- Explain why reported levels of disability differ from actual levels of disability

- Describe the social model of disability
- Define 'impairments' and 'barriers'
- Describe the four fundamental principles of WCAG
- Understand the basic history of WCAG
- Understand that WCAG compliance is not a guarantee of accessibility
- Recognise that accessibility requirements can be contradictory
- Understand how accessibility is embedded in the Digital Service Standard
- Name common assistive technologies (Screen readers, screen magnifiers, text-to-speech, voice recognition etc)
- Describe what inclusion is
- Describe the three principles of inclusive design
- Tell the difference between person-first and identity-first language
- Understand that there are risks associated with attempting design for disability without consulting people with disabilities
- Understand that good intentions are not sufficient in delivering accessible services
- Name several inventions that were originally made either for or by people with disabilities
- Describe ways of championing accessibility with stakeholders

Further information

Tools and requirements for online delivery

Zoom (video conferencing)

If your team can't access Zoom, we can use an alternative such as Teams. If possible, participants should download and install the Zoom client. It is possible to use breakout groups in the browser, but fewer problems tend to pop up when everyone uses the client. [Download the Zoom client here](#).

Mural collaborative whiteboarding

[Mural](#) is an online service.

You do not need to download software or make an account to use Mural.

Links to a range of pre-prepared mural boards will be provided during the session. We start with training on how to use Mural. You do not need to learn anything about Mural before the session.

How online learning is different

Research has consistently shown that [online learning is different from face-to-face learning](#).

In order to avoid cognitive fatigue, the online version is

- more compartmentalised
- uses many short group activities at small increments
- contains more reinforcing activities
- uses many short group activities at small increments

Accessibility

Zoom

Zoom is compliant with the WCAG 2.1 accessibility standard at AA level. [Find out more about accessibility on Zoom.](#)

Mural

Mural has limited keyboard accessibility, and is not WCAG 2.1 compliant. I have not yet been able to find fully accessible whiteboarding software. If keyboard access is important to you, contact me and I'll find a way to make the sessions work for you.

Language processing

We can integrate live captioning into the online session on request using Otter. [Find out about Otter live transcription on Zoom.](#)

Breaks

There is one scheduled ten minute break per session. You are welcome to take a break at any time, or if you would prefer more scheduled breaks, contact me and I'll integrate them.

Contact

For all accessibility questions, contact me directly: zoe@greatquestion.com.au

Course content in detail

1. Disability
 - a. Defining 'disability'
 - b. Australian disability statistics
 - c. 'Predominantly physical' vs 'predominantly behavioural or mental'
 - d. Under-identification
 - e. The 'social model' of disability
2. Accessibility
 - a. The history of WCAG
 - b. POUR
 - c. Limitations of WCAG
3. Inclusion and inclusive design
 - a. The difference between 'accessible' and 'inclusive'
 - b. The 3 principles of inclusive design
 - c. Human diversity and disability culture
 - d. Benefits of inclusive design
 - e. Inventions from inclusive design
 - f. How to advocate

Learning outcomes – APSC Learning Design Standards: Digital

'Accessibility' aligns to the following [APSC Learning Design Standards](#):

Interaction design

- 1 User research for Interaction design
 - 1.1 Understand the problem set and the needs of the User
Discover the needs of the user Undertake research to generate user insights along with the User Researcher.
 - 1.2 User Research for the purposes of Interaction Design
Design, run and analyse experiments which generate user insights

Accessibility and inclusion

1. Accessible and inclusive Australian Government services
 - 1.1. Defining accessibility and inclusion

Explain the importance of making Australian Government services inclusive and accessible.
2. Mandatory requirements for accessibility
 - 2.1. Comply with accessibility legal and policy framework
3. Accessibility throughout the product lifecycle
 - 3.1. What to do in Discovery

Influence discovery research to address accessibility and inclusion
4. Championing accessibility within your organisation
 - 4.2. Advocating for change

Promote an organisational focus on accessibility and inclusion.
 - 4.3. Influencing strategically

Influence and negotiate to ensure accessibility and inclusion are considered in corporate decision making

User research

1. The role of user research in the digital service design context
 - 1.1. User research for government services

Explain the importance of understanding all user groups

Conduct user research

Conduct user research as a team sport
2. User research protocols and governance
 - 2.2. Ethics

Apply ethical considerations in designing and conducting research
3. User research in the different design and delivery phases
 - 3.1. User research in discovery

Describe the purpose of user research in discovery

Identify user groups to conduct research with

Select the user research activities in discovery

Describe the user research activity outcomes

4. Methods and tools of user research

4.1. Selecting the right research method

Define a technique to help in applying a user research method

Identify the intended stage and purpose for each method

Other courses from Great Question

Great Question courses are written in collaboration with the organisations that commission them.

Two other courses are currently available to the general public:

1. Accessibility

A guide to disability and design for disability for service providers (2 hours, online or face to face)

2. Inclusive design

A guided workshop in solving problems for people with disabilities in order to deliver better services for everyone

(2 hours, online or face to face)

Contact zoe@greatquestion.com.au for copies of the course outlines.

Commission a course

If you or your team have a specific training need in relation to design, contact Zoe to discuss it – we may be able to help! Send an email to zoe@greatquestion.com.au.