# ebs Learner Portal (Ontrack Prospect) account creation and application/enrolment function Accessibility Statement

This accessibility statement applies to the Belfast Metropolitan College (Belfast Met) ebs Learner Portal (Ontrack Prospect) account creation and application/enrolment function hosted on the Belfast Met website.

This function is run by Belfast Met. We want as many people as possible to be able to create an account and apply for/enrol on a course after they have obtained course information from the College website. For example, that means you should be able to:

* 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)

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

[AbilityNet](https://mcmw.abilitynet.org.uk/) has advice on making your device easier to use if you have a disability.

# How accessible ebs On Track Prospect is

We know some parts of ebs On Track Prospect account creation and application/enrolment function is not fully accessible. You can see a full list of any issues we currently know about in the ‘Non-Accessible Content’ section of this statement.

## **Feedback and contact information**

If you need information on ebs Learner Portal (Ontrack Prospect) account creation or the application/enrolment process in a different format like accessible PDF, large print, easy read, audio recording or braille:

* email [studentportal@belfastmet.ac.uk](mailto:studentportal@belfastmet.ac.uk)
* call 028 9026 5000 ask for student portal campus admin

We will consider your request and get back to you in 5 working days.

If you cannot view the map on our ‘Contact’ page, call or email us for directions.

## **Reporting accessibility problems**

We are always looking to improve accessibility. If you find any problems not listed here or think we are not meeting accessibility requirements, contact:

Internal Policy and Equality Executive in Corporate Development [corporatedevelopment@belfastmet.ac.uk](mailto:corporatedevelopment@belfastmet.ac.uk).

## **Enforcement procedure**

The [Equality Commission for Northern Ireland](https://www.equalityni.org/Home) 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,you can also contact the Equality Commission’s Discrimination Advice Officers for further advice, email [ComplaintsOfficers@equalityni.org](mailto:ComplaintsOfficers@equalityni.org) or telephone 028 90500 600.

# Contacting us by phone or visiting us in person

You can contact us through our main switchboard on 028 9026 5000. You can also email us using a variety of email addresses. The ‘[Contact Us’](https://www.belfastmet.ac.uk/connect/) section of our website provides a list of all email addresses.

You can also drop into any of our campuses all of which have reception areas and you can be redirected to the most appropriate person on site. Most of our non-student facing, support functions are based in either Castlereagh Campus or Millfield campus. Before travelling to any campus, you can check out the accessibility of that location through the online [AccessAble site](https://www.accessable.co.uk/belfast-metropolitan-college). Details about parking, access routes and descriptions of the locations within each building are all listed there together with visual images.

# Technical information about ebs On Track Prospect accessibility

Belfast Met is committed to making ebs On Track Prospect account creation and the application/enrolment process 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](https://www.w3.org/TR/WCAG21/) AA standard, due to the non-compliances and exemptions listed below.

# Non-accessible content

The content listed below is non-accessible for the following reasons.

## **Non-compliance with the accessibility regulations**

When logged into the application portal, the home page has headings which are not marked up. This means that users may have difficulty navigating this part of the application home page. This fails WCAG 1.3.1 Info and Relationships. A fix has been applied to the test system and should be live by 29 February 2024.

When logged into the application portal, both the Qualifications and Evidence Uploaded tables contain incorrect markup. This means that users of assistive technologies may have difficulty reading and navigating around the tables. This fails WCAG 1.3.1 Info and Relationships. A fix is being developed and should be live by 29 February 2024.

When logged into the application portal, the Register page, and the Application Form (form fields) do not support autocomplete. This fails WCAG 1.3.5 Identify input purpose. Further development work is required to resolve this issue but it is anticipated that this will be resolved by the 29 February 2024.

When logged onto the application portal, the consent heading cannot be read when text is spaced out. This fails WCAG 1.4.12 Text Spacing. Further development work is required to resolve this issue but it is anticipated that this will be resolved by the 29 February 2024.

When logged onto the application portal, the Register and Form tooltips cannot be hovered over. This fails WCAG 1.4.13 Content on hover or focus. Further development work is required to resolve this issue but it is anticipated that this will be resolved by the 29 February 2024.

Throughout the Application form, if the form is completed without filling in all required fields, such as Title, additional tooltips appear on those fields when they receive keyboard focus or pointer hover. However, when moving the pointer over each tooltip, it disappears. This fails WCAG 1.4.13 Content on hover or focus. Further development work is required to resolve this issue but it is anticipated that this will be resolved by the 29 February 2024.

On the Application Homepage when using keyboard navigation, some menu options appear in the focus order at the end of the page. This means that a user must tab forwards through each page content in order to tab to the menu options. This fails WCAG 2.4.3 Focus Order. Further development work is required to resolve this issue but it is anticipated that this will be resolved by the 29 February 2024.

When registering for the application portal, some elements on the page have duplicate IDs or incorrect accessibility references. This may cause problems for users of assistive technologies, which rely on IDs being unique and correctly referenced, to help interact with each element. This fails WCAG 4.1.2 Name, Role, Value. A fix has been applied to the test system and should be live by the 29 February 2024.

On the application form, users are unable to tab between the name of the course and the first personal details field. This fails WCAG 4.1.2 Name, Role, Value. A fix has been developed and should be live by the 29 February 2024.

On the Application Form’s Personal Details page, Further Details Page, Qualifications Page and Evidence page, several fields are missing accessible names. This fails WCAG 4.1.2 Name, Role, Value. A fix has been developed and should be live by the 29 February 2024.

In the Application form's Evidence page, there is an <option> field attached to the Evidence Type inputs, which does not have an accessible name.  
A fix has been applied to the test system and should be live by the 29 February 2024.

Across the student portal there are a range of contrast issues that make content including form fields hard to perceive for users. This fails WCAG 1.4.3 Contrast Minimum (AA) and 1.4.11 Non-text Contrast (AA). A fix is being developed and should be live by the 29 February 2024.

Pre-Entry Advice (PEA) PowerPoints held on the Student Portal are not fully accessible. This Fails WCAG 2.1 web content accessibility. The issue was identified too late to resolve for 23/24 academic year but will be addressed for PEA PowerPoints for the 24/25 academic year.

# Disproportionate burden

At this time, we have made no claims of disproportionate burden.

## **Content that’s not within the scope of the accessibility regulations**

### Portable Document Format (PDF) and other documents

Some of our PDFs and Word documents are essential to providing our services. We plan to either fix these where possible or replace them with accessible HTML pages.

The accessibility regulations [do not require us to fix PDFs or other documents published before 23 September 2018](http://www.legislation.gov.uk/uksi/2018/952/regulation/4/made) if they’re not essential to providing our services. For example, we do not plan to fix historical council meeting minute documents published before 23rd September 2018 and are currently reviewing content to identify and remove or fix older content.

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

### Video content

We do not plan to add captions to live video streams because live video is [exempt from meeting the accessibility regulations.](http://www.legislation.gov.uk/uksi/2018/952/regulation/4/made) We also have some existing pre-recorded video content that was published before the 23rd September 2020. This content is also exempt from the regulations. We continuously review all video content housed on a College website which is linked from ebs. We aim to include captions to all video content not exempt under the regulations, or remove redundant video content. This is a continuous process.

# What we’re doing to improve accessibility

Belfast Met will continue to upload content and publish documents in line with Web Content Accessibility Guidelines version 2.1 AA standard.

An Accessibility Steering Group has been established to oversee the actions required to improve accessibility and project teams are progressing actions identified by a website audit in 2019 and a further audit by the Cabinet Office in January 2023. We aim to close out on most actions by the end of December 2024 once tested.

A plan is being developed to address older content. Compliance with accessibility standards is being monitored and reported on to our Executive Leadership Team.

# Preparation of this accessibility statement

This statement was prepared on the 17 April 2023 and revised on the 26 June 2023.

This website was last tested by an external consultant in January 2020 and again on 25/11/2021 by [All Able Ltd.](https://www.allable.co.uk/) A representative sample of pages of the website were tested along with a sample of documents from each area of the website.

The site has been audited by the Cabinet Office Government Digital Service between 19 December 2022 and 6 January 2023 against the Web Content Accessibility Guidelines (WCAG) 2.1 AA standard.

The College will conduct periodic audits of this platform including content.