

SK4L: Website Accessibility Statement

Compliance Framework: WCAG 2.1 AA | UK Equality Act 2010

We are committed to ensuring digital accessibility for everyone, including individuals with disabilities or situational impairments. As a provider of vital first aid training courses and life-saving physical safety products, we recognise that access to our digital content is crucial. We are continuously improving the user experience for all visitors and applying the relevant accessibility standards to achieve this goal.

1. Conformance Status

The Web Content Accessibility Guidelines (WCAG) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. Our website is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not yet fully conform to the accessibility standard, though active measures are underway to remediate these areas.

2. Accessibility Features on Our Website

To assist our users, including students reviewing coursework or individuals purchasing physical first aid kits, we integrate features to ensure compatibility with standard assistive tools:

- **Alternative Text:** Text descriptions are systematically added to imagery, particularly for safety diagrams, instructional training graphics, and retail product pictures of first aid components.
- **Keyboard Navigation:** Core interface layouts, including interactive elements, course booking systems, calendar dates, and retail checkout flows, are designed to be accessible via standard keyboard inputs without a mouse.
- **Clear Contrast:** Content and background colour palettes are structured to support individuals with low vision or colour vision deficiencies, targeting contrast ratios that align with WCAG standards.
- **Form Layouts:** Data capture forms—such as student registration fields, candidate health disclosure inputs, and e-commerce shipping fields—utilize explicitly associated HTML labels to assist screen readers.

3. Known Limitations and Remediation Plans

Despite our best efforts to ensure accessibility across all paths of our platform, some limitations may occur. Below is a description of known constraints and our active steps for improvement:

- **Third-Party Course Booking Portals:** External frameworks used to manage student classroom spaces, live seat allocations, or secure candidate certificates may occasionally limit user control over font scaling or screen reader reading paths. We continuously engage with our software providers to push for accessible system upgrades.
- **Interactive Instructional Media:** Historical video training modules or supplementary demonstration clips may lack fully synchronized closed captions or text transcripts. We are actively reviewing our media assets to embed descriptive transcripts and captions across all core first aid curricula.
- **Supplier Product Manuals:** downloadable PDF documents containing manufacturer technical specifications or user manuals for complex retail gear (e.g., third-party Automated External Defibrillators - AEDs) may not be fully optimised for screen reading software. We recommend users contact us directly if they require a structured, plain-text translation.

4. Legal & Compliance Alignment

In the United Kingdom, the provision of digital services is governed by the **Equality Act 2010**, which establishes a legal duty for service providers to make reasonable adjustments for individuals with disabilities. By actively reviewing, documenting, and working to mitigate digital barriers, this organisation ensures compliance with its legal responsibilities to prevent discrimination and provide an inclusive environment for learners and consumers alike.

5. Feedback, Support, and Contact Parameters

We welcome your feedback on the accessibility of our website. If you experience any accessibility barriers while attempting to book a first aid training course, process an assignment, or purchase safety kits, please inform our team immediately. We aim to respond to all accessibility inquiries within two business days with an actionable alternative solution.

To report a digital barrier or request alternative assistance, please use the following coordinates:

- Business Operations Name: Community Education Skills 4 Life
- Accessibility Lead Officer: Mr. S Yates Director
- Direct Communication Email: info@sk4l.co.uk
- Direct Inbound Telephone: 01484532500
- Registered Office Address: Taylor Mill, Fair Lea Road. Huddersfield. HD46JA