Digital Accessibility Centre

Accessibility Audit Report for Social Care Wales (Website)

Company	Social Care Wales
Date	29th of June 2020
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Standard	WCAG 2.1

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Contents

Digital Accessibility Centre 1
Accessibility Audit Report for Social Care Wales (Website) 1
Document Control 2
Contents 3
Executive Summary 8
Scope 11
Browser matrix and Assistive Technology (AT) combinations 11
Summary Graphs 12
Audit Results 14
ARIA hidden element contains focusable elements (A) 16
Issue ID: DAC_ARIA_Hidden_Focusable_01 16
Inappropriate use of aria-label (A) 18
Issue ID: DAC_Inappropriate_Use_01 18
Inappropriate use of: role (A) 20
Issue ID: DAC_Inappropriate_Use_02 20
Issue ID: DAC_Inappropriate_Use_03 21
Page must contain a level-one heading (A) 23
Issue ID: DAC_Heading_H1_Missing_01 23
Issue ID: DAC_Multiple_H1_01 24
Headings level used for styling (A) 25
Issue ID: DAC_Heading_Invalid_Formatting_01 25
Repeated page TITLEs (A) 27
Issue ID: DAC_Page_Title_NotUnique_01 27
Page start location (A) 28
Issue ID: DAC_Focus_Initial_Location_01 28
List items not in lists (A) 29
Issue ID: DAC_List_Item_NoParent_01 29
Non-list items in a list (A) 31
Issue ID: DAC_List_Child_Invalid_01 31
Links and buttons must have discernible text (A) 32
Issue ID: DAC_Link_Text_Missing_01 32
Issue ID: DAC_Link_Text_Missing_02 33
Required not advised (A) 35
Issue ID: DAC_Form_Required_Missing_01 35
Date Picker interactions (A) 37
Issue ID: DAC_Pseudo_Uninteractable_01 37
Element not of type (A) 39
Issue ID: DAC_ARIA_Role_Incorrcect_01 39

Issue ID: DAC_ARIA_Role_Incorrcect_02 40
Expanding content [checkbox] (A) 41
Issue ID: DAC_Expand_Status_Invalid_01 41
Missing Skip Link (A) 42
Issue ID: DAC_Skip_Missing_01 42
Invalid entry on text field (A) 44
Issue ID: DAC_Form_Validation_Error_01 44
Visual Headings not marked up (A) 45
Issue ID: DAC_Heading_VisualOnly_01 45
Issue ID: DAC_Heading_VisualOnly_02 46
Required mismatch (A) 47
Issue ID: DAC_Form_Required_MissingIcon_01 47
Timeout (A) 49
Issue ID: DAC_Timeout_NoWarning_01 49
Data not updated (A) 50
Issue ID: DAC_Content_NotUpdated_01 50
Invalid table data (A) 51
Issue ID: DAC_Table_Data_Invalid_01 51
Issue ID: DAC_Table_Data_Invalid_02 52
Data Table without a Caption (A) 53
Issue ID: DAC_Table_NoCaption_01 53
Dynamic content (A) 55
Issue ID: DAC_Update_Expand_Sequence_01 55
Incorrect instructions (A) 57
Issue ID: DAC_Instructions_Misleading_01 57
Issue ID: DAC_Instructions_Misleading_02 58
List not marked up (A) 59
Issue ID: DAC_List_Definition_Markup_01 59
Non-Unique ID Attribute (A) 61
Issue ID: DAC_ID_Duplicate_01 61
Non-descriptive links (A) 62
Issue ID: DAC_Link_Text_NonDescriptive_01 62
Pseudo elements (A) 64
Issue ID: DAC_Pseudo_Link_01 64
Issue ID: DAC_Pseudo_Button_01 66
Issue ID: DAC_Pseudo_Button_02 67
Unnecessary tab stops 1 (A) 69
Issue ID: DAC_Focus_Order_Unnecessary_01 69
Unnecessary tab stops 2 (A) 71
Issue ID: DAC_Focus_Order_Unnecessary_02 71
Issue ID: DAC_Focus_Order_Unnecessary_03 72

Issue ID: DAC_Focus_Order_Unnecessary_04 73
Unlabelled Fields (A) 74
Issue ID: DAC_Form_Label_NotAssociated_01 74
Issue ID: DAC_Form_Label_NotAssociated_02 76
Issue ID: DAC_Form_Label_NotAssociated_03 78
Popup status messages [Timed] (A) 80
Issue ID: DAC_Update_Message_Times_01 80
Popup not modal (A) 81
Issue ID: DAC_Popup_NotModal_01 81
Expanding content doesn't advise status (A) 82
Issue ID: DAC_Expand_Status_Missing_01 82
Missing fieldset and legend (A) 84
Issue ID: DAC_Form_Fieldset_Missing_01 84
Illogical tab order (A) 86
Issue ID: DAC_Focus_Order_TabIndex_01 86
Disabled fields (A) 87
Issue ID: DAC_Form_Disabled_Naviagable_01 87
Issue ID: DAC_Form_Disabled_Naviagable_02 89
Issue ID: DAC_Form_Disabled_Naviagable_03 90
Issue ID: DAC_Form_Disabled_Naviagable_04 91
Dragon dictation (A) 92
Issue ID: DAC_Dragon_Dictation_01 92
Visual label not contained in accessible name (A) 93
Issue ID: DAC_Form_Label_NotInName_01 93
Wrong keyboard layout (A) 95
Issue ID: DAC_Mobile_Keyboard_layout_01 95
Images of text (AA) 96
Issue ID: DAC_Image_OfText_01 96
Data not validated (AA) 98
Issue ID: DAC_Form_Validation_Missing_01 98
Issue ID: DAC_Form_Validation_Missing_02 100
Colour Contrast (AA) 102
Issue ID: DAC_Colour_Contrast_01 102
Issue ID: DAC_Colour_Contrast_02 104
Issue ID: DAC_Colour_Contrast_03 106
Issue ID: DAC_Colour_Contrast_04 107
Issue ID: DAC_Colour_Contrast_05 108
Issue ID: DAC_Colour_Contrast_06 109
Status messages (AA) 110
Issue ID: DAC_Status_Message_01 110
Issue ID: DAC_Status_Message_02 112

No removal before submission (AA) 113
Issue ID: DAC_Form_Reversal_01 113
Autocomplete (AA) 114
Issue ID: DAC_Autocomplete_01 114
Search/Filter update (AA) 116
Issue ID: DAC_Status_Message_Search_01 116
Small screen size (AA) 117
Issue ID: DAC_Reflow_01 117
Issue ID: DAC_Reflow_02 118
Unnecessary fieldset (AA) 120
Issue ID: DAC_Form_Fieldset_Misused_01 120
Issue ID: DAC_Form_Fieldset_Misused_02 122
Issue ID: DAC_Form_Fieldset_Misused_03 123
No Focus Highlight (AA) 125
Issue ID: DAC_Focus_Highlight_Missing_01 125
Semantically Incorrect Headings (AAA) 127
Issue ID: DAC_Heading_Illogical_01 127
Non-descriptive links [URL] (AAA) 128
Issue ID: DAC_Link_NonDescriptive_URL_01 128
Section missing heading (AAA) 130
Issue ID: DAC_Heading_Missing_Section_01 130
Pronunciation (AAA) 131
Issue ID: DAC_Pronunciation_01 131
Readability (AAA) 133
Issue ID: DAC_Readability_01 133
Duplicate landmark (AAA) 135
Issue ID: DAC_Landmark_Duplicate_01 135
Non-subjective links (AAA) 137
Issue ID: DAC_Link_Text_NonSubjective_01 137
Issue ID: DAC_Link_Text_NonSubjective_02 139
Issue ID: DAC_Button_Text_NonSubjective_01 141
Target Size (AAA) 143
Issue ID: DAC_Actionable_Area_01 143
Issue ID: DAC_Actionable_Area_02 144

Usability 145
TITLE used for labelling (N/A) 145
Issue ID: DAC_Link_Text_TitleOnly_01 145
Scripting: JS Debugger (N/A) 147
Issue ID: DAC_Scripting_Debugger_01 147
Long field labels (N/A) 149
Issue ID: DAC_Form_Label_Long_01 149
Page title not reading correctly (N/A) 150
Issue ID: DAC_Page_Title_Char_01 150
Error messages best practice (N/A) 151
Issue ID: DAC_Form_Error_BestPractice_01 151
Possible headings [Suggestion] (N/A) 152
Issue ID: DAC_Heading_Visual_Possible_01 152
Postcode autofill (N/A) 154
Issue ID: DAC_Form_Autofil_SR_01 154
Dragon and input type="file" (N/A) 155
Issue ID: DAC_Dragon_InputTypeFile_01 155
End of Report 156
Appendix I 157
Journeys 157
Task 1: Homepage 157
Task 2: Apply to register 157
Task 3: My Notifications/Payment 159
Task 4: Apply to become an additional signatory 159
Task 5: Search the Register 160
Task 6: Temporary Register of Social Workers 160
Task 7: Endorser 160
Appendix II 161
Classification of Accessibility Issues 161
Appendix III 182
The Process 182
CRITERIA 182
DAC Testing Procedure 183
Appendix IV 184
Visually Hidden Text for Screen Reader Users 184
Focus Highlight for Keyboard Only Users 185
Skip to content 186
Tooltips 187
Error message best practices 189

Executive Summary

An accessibility audit for **Social Care Wales' Website** was initiated by the Digital Accessibility Centre (DAC) user/technical team on **12th of June 2020**.

The **SCW Website** was assessed against the Web Content Accessibility Guidelines WCAG 2.1.

This document incorporates the findings regarding any accessibility barriers identified during the testing process.

The issues reported in this document are examples of assistive technology barriers and how to resolve them. The barriers may be found in other pages and will also need to be resolved.

Many accessibility issues were reported by both our automated testing tools and manual user testing team. Many of the issues reported affect most user groups, but particularly the blind user group.

One of the biggest problems that **Screen Reader** users faced was when the data in tables were read back, they often had code imbedded in them. This was confusing and made trying to find the data within the code impossible.

Many items of the page were missing text, or the text was not descriptive; so, links, buttons, form input fields, page titles, and data structures were often ambiguous. Other items were just not used correctly, especially fieldsets and headings.

Fieldsets are meant to group other 'form elements' together, giving them structure; but it has been used over-extensively throughout the website, making things hard to understand for screen reader users, and often just adding unneeded content to the experience. Heading should relay the structure of the page to screen reader users, giving them an idea of what sections are related to each other. Unfortunately, this obligatory structure was not adhered to and was often used as a formatting tool to make text look bigger, giving screen readers a false sense of structure.

Screen reader users were not advised on updates of on-screen content and were often unaware of such things: These mainly included status updates (like "Your application has been cancelled") and search filter updates, but also includes "expanding content": sections of the page that opened when clicked.

Forms and data validation were challenging as whether a screen reader user was told if something was 'required' or not did not always relate to what the visual information was showing.

The ‘Date Picker’ or calendar widget did not work very well with most assistive technology, or not at all with others; but there was a manual entry box that worked with all user groups. This was the same for the postcode search facility, but this did leave users having to manually enter their address.

A flowchart was used to depict information direction, but the alternative text for this was inadequate, and did not give the same experience.

Keyboard users would also find much of the website difficult to use, as the focus highlight (the highlighting that shows a keyboard user what they can interact with) would often not be enabled on items on the screen, or the focus would move onto invisible items. Keyboard users were also hindered by many focusable items, many of which could not be interacted and so the focus was superfluous, only adding to the number of keypress they need to access the page.

On many pages it was found that there was not a “Skip to content” link as the first interactive element, if any were found at all. Keyboard users utilise this link to bypass navigation and jump straight to the content.

Voice Activation users using Dragon Naturally Speaking would mainly have difficulties in two areas. Some items did not look like the type of item they were programmed as, meaning Dragon users might not be able to determine how to use them, or know which commands to use; and some items did not activate when Dragon’s ‘dictation mode’ was used.

Other issues that the mobility impaired may encounter was the size of some items were too small to click on if the user has issues with **Fine Motor Control**.

Low Vision users encountered several issues that mainly revolved around either the contrast between colours or issues when zooming/magnifying the page.
Additionally, our low vision analysts found it hard to read the occasional status message, as they would disappear too quickly for those users to read. This may also affect dyslexic users.

Users who are **Cognitively Different** may have some barriers in using the website, especially when the given instructions could not be initiate as the instructions were incorrect. This could cause anxiety in many users. Other anxiety chasing issues include incorrect grammar, meaning some paragraphs did not make grammatical sense; the inability to remove documents from the system if they were uploaded in error; and page refreshes that did not display changes to data that were implemented.

One annoyance for our analysts was the timeout feature, which did not warn users that they would be logged out, if a page was not updated quickly enough. This situation may be encountered by some of the more vulnerable users who may not have good sight, have cognitive issues or are not confident in what they do.

On a more **Technical** outlook, the follow issues may cause issues with assistive technology users:

- Elements with the aria-hidden attribute set to true cannot be seen by screen reading software if navigated to in context by users; but if the tab key is used to navigate instead these elements may be accessed, giving screen reader users two different versions of the page.
- The `aria-label` given to many of the elements is not descriptive, seems superfluous and could confuse screen reader users.
- The use of the WAI-ARIA attribute 'role' has been implemented incorrectly and could cause confusing to screen reader users.
- Lists were marked up incorrectly: List items should never be direct children of anything other than lists and non-list item should never be direct children of lists but contained **inside** a list item.
- Duplicate ID values were found. More than one element with the same id attribute value can cause spurious results. Every id attribute must be unique for the Assistive Technology to interact properly.
- Pseudo elements were not marked up correctly to allow keyboard and screen readers users to interact with the element correctly (if at all).

Scope

URL: https://www.scwonline.wales/en/

See Appendix I for a full list of tasks and instructions

Browser matrix and Assistive Technology (AT) combinations

Desktop

User type	Operating System (OS)	Browser	Assistive Technology
Blind	Windows	Internet Explorer 11	Jaws 18 and 2019
		Firefox	NVDA
Mobility	Windows	Internet Explorer 11	Dragon Voice Activation V15
Mobility	Windows	Chrome	Keyboard
		Internet Explorer 11	
Deaf	Windows	Chrome	-
Colour blind	Windows	Chrome	-
Dyslexia	Windows	Chrome	-
Low Vision	Windows	Internet Explorer 11	Screen Magnification
			System Inverted Colours
Cognitive Impaired/ Aspergers/Anxiety	Windows	Chrome	-

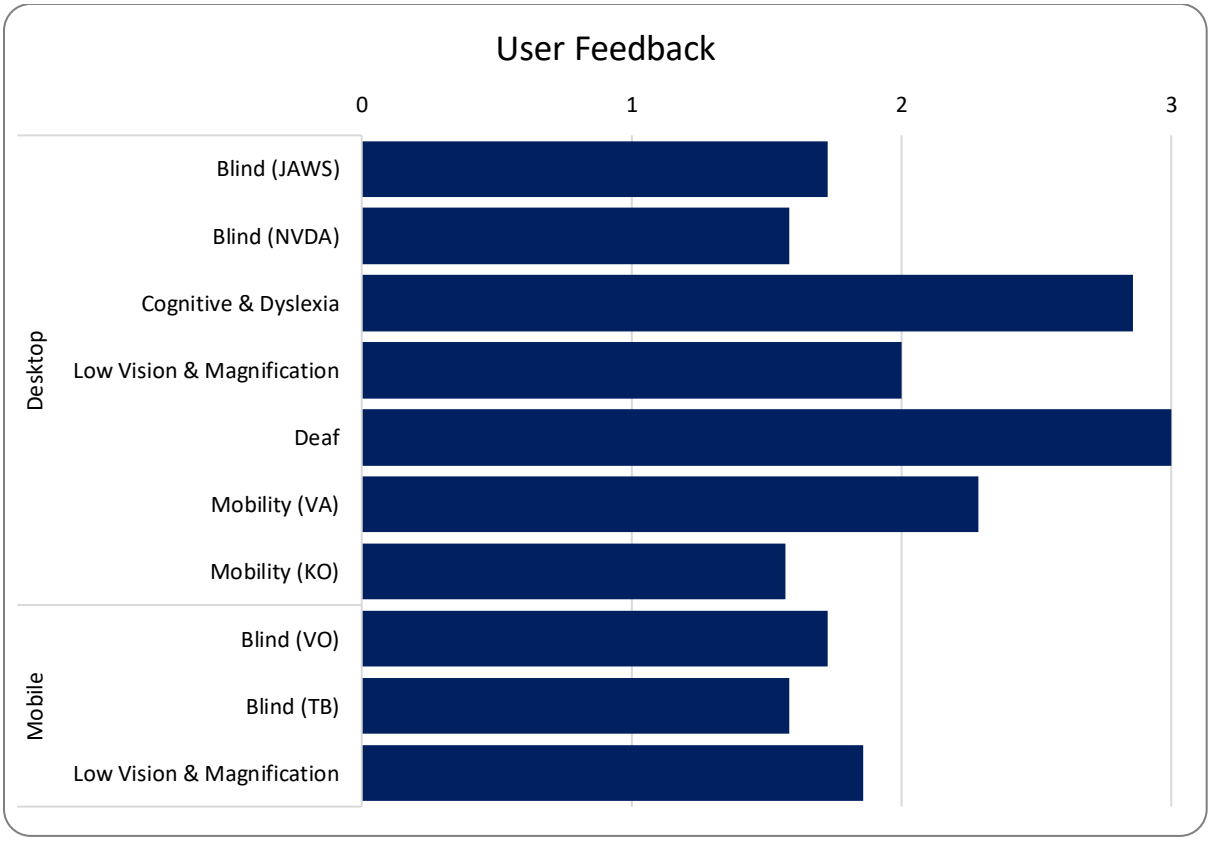
Mobile/Tablet

User type	Operating System (OS)	Browser	Assistive Technology
Blind	iOS	Safari	VoiceOver
	Android	Chrome	Talkback
Mobility	iOS	Safari	-
	Android	Chrome	-
Deaf	iOS	Safari	-
Colour blind	Android	Chrome	-
Dyslexia	Android	Chrome	-
Low Vision	Android	Chrome	Screen Magnification
	iOS	Safari	Zoom

Summary Graphs

Our analysts provided their overall feedback on the website.
This was rated from 0 – could not complete to 3 – Completed independently, no issues.

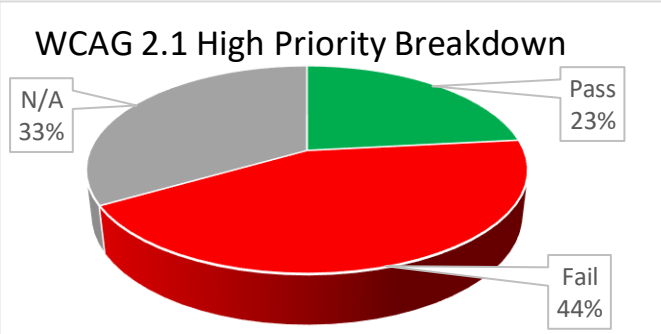
Key:	
0	Could not complete on my own
1	Completed independently but with major issues
2	Completed independently but with minor issues
3	Completed independently, no issues



The graphs below detail the number of checkpoints that passed, failed or were not applicable to the website.
Please refer to the Classification of Accessibility Issues for more information.

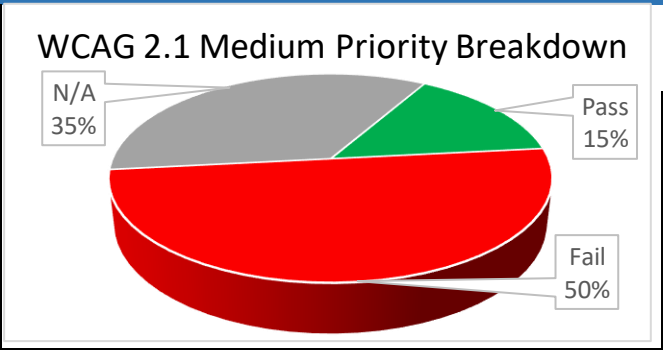
A

Priority Level Checkpoints	Number
Number of checkpoints 'Passed'	7 (23.33%)
Number of checkpoints 'Failed	13 (43.33%)
Number of checkpoints 'Not Applicable (N/A)'	10 (33.33%)



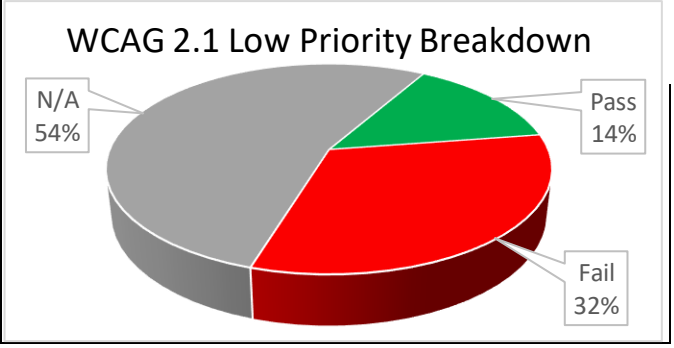
AA

Priority Level Checkpoints	Number
Number of checkpoints 'Passed'	3 (15.00%)
Number of checkpoints 'Failed	10 (50.00%)
Number of checkpoints 'Not Applicable (N/A)'	7 (35.00%)



AAA

Priority Level Checkpoints	Number
Number of checkpoints 'Passed'	4 (14.29%)
Number of checkpoints 'Failed	9 (32.14%)
Number of checkpoints 'Not Applicable (N/A)'	15 (53.57%)



Audit Results

These are the results of the Digital Accessibility Centre accessibility audit by section.

Each area contains a reference to the WCAG success criteria, a brief overview of the issue encountered, a description of issues found along with user testing commentaries and solutions.

In order for the website to be eligible for a Digital Accessibility Centre certification, and fall in line with WCAG 2.1 requirements, improvements need to be made in the following areas.

A

ARIA hidden element contains focusable elements
Inappropriate use of: aria-label
Inappropriate use of: role
Page must contain a level-one heading
Headings level used for styling
Repeated page TITLEs
Page start location
List items not in lists
Non-list items in a list
Links and buttons must have discernible text
Required not advised
Date Picker interactions
Element not of type
Expanding content [checkbox]
Missing Skip Link
Invalid entry on text field
Visual Headings not marked up
Required mismatch
Timeout
Data not updated
Invalid table data
Data Table without a Caption
Dynamic content
Incorrect instructions

List not marked up
Non-Unique ID Attribute
Non-descriptive links
Pseudo elements
Unnecessary tab stops 1
Unnecessary tab stops 2
Unlabelled Fields
Popup status messages [Timed]
Popup not modal
Expanding content doesn't advise status
Missing fieldset and legend
Illogical tab order
Disabled fields
Dragon dictation
Label not contained in accessible name
Wrong keyboard layout

AA

Images of text
Data not validated
Colour Contrast
Status messages
No removal before submission
Autocomplete
Search/Filter update
Small screen size
Unnecessary fieldset
No Focus Highlight

AAA

Semantically Incorrect Headings
Non-descriptive links [URL]
Section missing heading
Pronunciation
Readability
Duplicate landmark
Non-subjective links
Target Size

ARIA hidden element contains focusable elements (A)

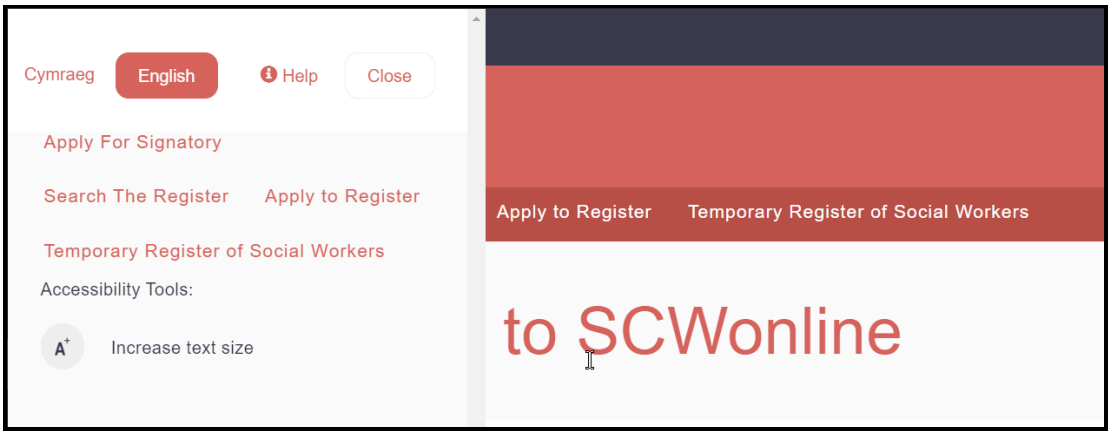
Elements with the aria-hidden attribute set to true cannot be seen by screen reading software if navigated to in context by the users; but if the tab key is used to navigate instead these elements may be accessed, giving screen reader users two different versions of the page which can be very confusing.

WCAG Reference:
2.4.3 Focus Order – Level A
Understanding Focus Order |How to Meet Focus Order

Issue ID: DAC_ARIA_Hidden_Focusable_01

Page title: Welcome to SCWonline · SCW Portal
URL: https://www.scwonline.wales/en/
Task: 1.1 (Systemic)

Screen Shot:



ARIA hidden element must not contain focusable elements
Focusable content should be disabled or be removed from the DOM
Focusable content should have tabindex='-1' or be removed from the DOM

The mobile menu has been visually hidden, and hidden from assistive technology; so, keyboard users can still navigate through it (although they cannot see what they are doing). This means the focus highlight disappears also, leaving keyboard users unable to track it and determine where it will appear next.

Keyboard only user comments:

"There are nine missing tabs after the main navigation. At this point I do not know where my focus has gone."

Current Code Ref(s): .toggle-menu

```
<nav class="toggle-menu" aria-hidden="true"> … </nav>
```

Related element(s):

- .js-toggle-menu-close
- .toggle-menu-accessibility-button
- .toggle-menu > .dropdown[aria-label="language\ dropdown"][role="group"] > .btn-default[title="Cymraeg"][data-code="cy"]
- .toggle-menu > .dropdown[aria-label="language\ dropdown"][role="group"] > .active[title="English"][data-code="en"]
- #mobileHelpMenu > .btn-default[target="framename"][href$="help\/"]
- .weblink:nth-child(1) > a[title="Apply\ For\ Signatory"][href$="signatory-apply\/"]
- .weblink:nth-child(2) > a[href$="search-the-register\/"][title="Search\ The\ Register"]
- .weblink:nth-child(3) > a[title="Apply\ to\ Register"]
- .weblink:nth-child(4) > a

Solution:

Ensure aria-hidden elements do not contain focusable elements
Any object that should be hidden from all users should have the CSS declaration "`display: none;`"

Inappropriate use of aria-label (A)

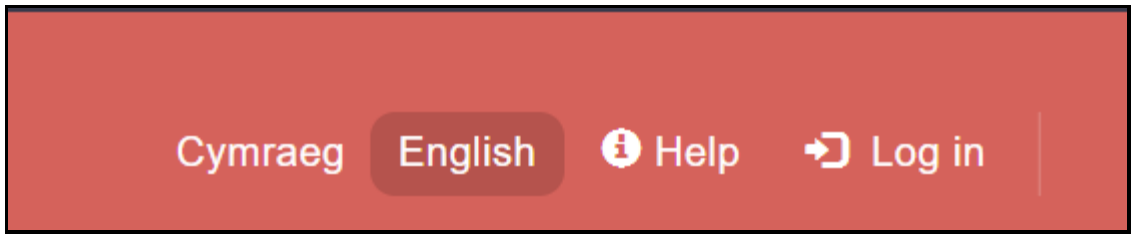
The `aria-label` given to the element is not descriptive, seems superfluous and could confuse screen reader users.

WCAG Reference:
4.1.2 Name, Role, Value – Level A
Understanding Name, Role, Value | How to Meet Name, Role, Value

Issue ID: DAC_Inappropriate_Use_01

Page title: Welcome to SCWonline · SCW Portal
URL: https://www.scwonline.wales/en/
Task: 1.1 (Systemic)

Screen Shot:



The language list is not a “Language drop-down” in either desktop or mobile mode.

Screen reader user comments:

“When navigating through the homepage with the cursor keys, I found that the language options are shown as two links on the page but is described as a dropdown. Jaws announces ‘group start’ above the two links and ‘group end’ beneath. Jaws then announces, ‘group start languages dropdown’ followed by the help link and then ‘group end’. I found this information confusing as there are no dropdowns present on the page. Removing extraneous information and implementing a dropdown correctly would resolve this issue and make it much simpler to use and understand.”

Current Code Ref(s):

HTML: body > div.header-wrapper > header > div.toolbar > div > span > div.btn-group.dropdown

```
<div class="btn-group dropdown" role="group" aria-label="language dropdown">
[…]
</div>
```

HTML: #helpLink

```
<div id="helpLink" class="btn-group" role="group"
aria-label="languages dropdown">
[…]
</div>
```

Solution:

Ensure elements are marked up descriptively.

In this case the help label it superfluous and should be removed.

Inappropriate use of: role (A)

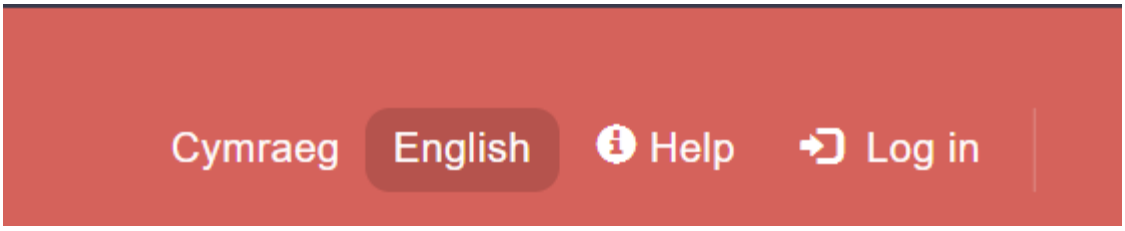
The use of the WAI-ARIA attribute 'role' has been implemented incorrectly and could cause confusion to screen reader users.

WCAG Reference:
4.1.2 Name, Role, Value – Level A
Understanding Name, Role, Value | How to Meet Name, Role, Value

Issue ID: DAC_Inappropriate_Use_02

Page title: Welcome to SCWonline · SCW Portal
URL: https://www.scwonline.wales/en/
Task: 1.1 (Systemic)

Screen Shot:



The language buttons/link are not considered "group" elements and should not be in an element with a "group" role.

Current Code Ref(s): body > div.header-wrapper > header > div.toolbar > div > span > div.btn-group.dropdown

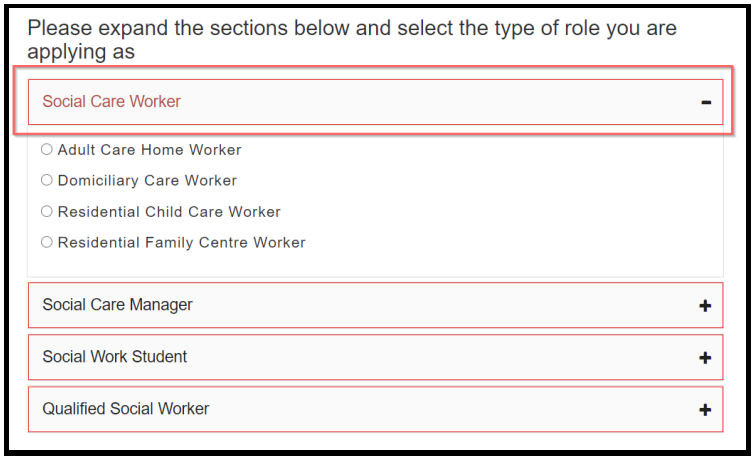
```
<div class="btn-group dropdown" role="group" aria-label="language dropdown">
  <script …> … </script>
  <a class="btn btn-default " href="https://www.scwonline.wales/cy/"
  title="Cymraeg" data-code="cy">Cymraeg</a>
  <a class="btn btn-default active" href="https://www.scwonline.wales/en/"
  title="English" data-code="en">English</a>
</div>
```

Solution:
The role of "group" should be used like a fieldset to group related input fields to understand data entry. e.g. Checkbox group, addresses, etc.
If labelling is needed, then this would be a navigation region with an aria-label of "Choose language".

Issue ID: DAC_Inappropriate_Use_03

Page title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/terms-and-conditions-create/?entityName=sb_application
Task: 2.7

Screen Shot:



Required ARIA parent role not present: tablist
Certain ARIA roles must be contained by particular parents
Highlight element
Violations found on this page: 4

Current Code Ref(s): .panel.panel-default:nth-child(1) > .panel-heading[role="tab"]

```
<div class="panel-heading" role="tab"><h4 class="panel-title"><a role="button"
data-toggle="collapse" data-parent="#accordion"
href="#groupSocialCareWorker">Social Care Worker</a><i class="more-less glyphicon
glyphicon-plus"></i></h4></div>
```

Related Elements(s):

- .panel.panel-default:nth-child(2) > .panel-heading[role="tab"]
- .panel.panel-default:nth-child(3) > .panel-heading[role="tab"]
- .panel.panel-default:nth-child(4) > .panel-heading[role="tab"]

`

Solution:

Ensure elements with an ARIA role that require parent roles are contained by them.
In this case, these elements are not “tabs” in the HTML 5.2 standard, but just expanding content (accordions).
As the ‘panel headings’ are already marked up correctly for expandables, the role of tab can be removed as it is superfluous.

Page must contain a level-one heading (A)

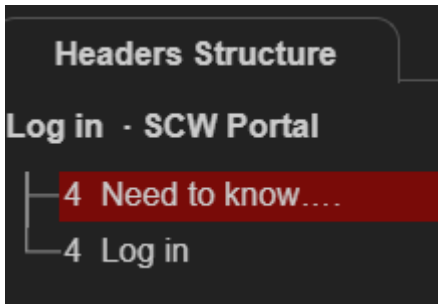
Page must contain one (and only one) level-one heading.
Screen reader users use the hierarchical structure of the headings to understand the relations to different sections.

WCAG Reference:
1.3.1 Info and Relationships – Level A
Understanding Info and Relationships |How to Meet Info and Relationships
1.3.2 Meaningful Sequence – Level A
Understanding Meaningful Sequence |How to Meet Meaningful Sequence

Issue ID: DAC_Heading_H1_Missing_01

Page title: Log in · SCW Portal
URL: https://www.scwonline.wales/en/SignIn?ReturnUrl=%2Fen%2Fapplication%2Fapply-to%2F
Task: 2.1

Screen Shot:



The top-level heading (<h1>) on the webpage is the most essential heading on the page, allowing screen reader users to determine the start of the main content. It also affirms the page content.

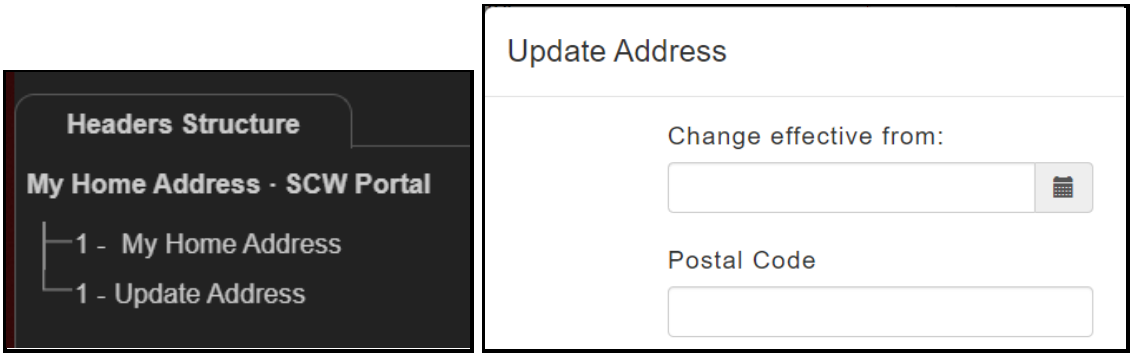
Screen reader user comments:
"When navigating through the headings I found that there are no headings at level 1 on this page. Headings at level 1 are important to people with a visual impairment as they take focus directly to the main content of the page."

Solution:
Ensure there is a one (and only one) level-one heading with a hierarchical structure of sub-headings as needed from h2 to h6.

Issue ID: DAC_Multiple_H1_01

Page title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/terms-and-conditions-create/?entityName=sb_application
Task: 2.4

Screen Shot:



When updating the address, multiple top-level headings were found
A page should only have a single <h1> to ensure that screen reader users understand which heading defines the page.

Current Code Ref(s): #EntityFormPanel > div.row.form-custom-actions > section > div > div > div.modal-header > h1

```
<h1 class="modal-title" title="Update Address">Update Address</h1>
```

Solution:
Ensure there is a one (and only one) level-one heading with a hierarchical structure of sub-headings as needed from h2 to h6.

Headings level used for styling (A)

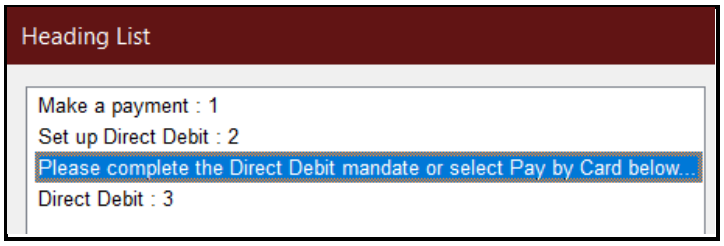
Heading levels should only increase by one.
Screen reader users use the hierarchical structure of the headings to understand the relations to different sections.

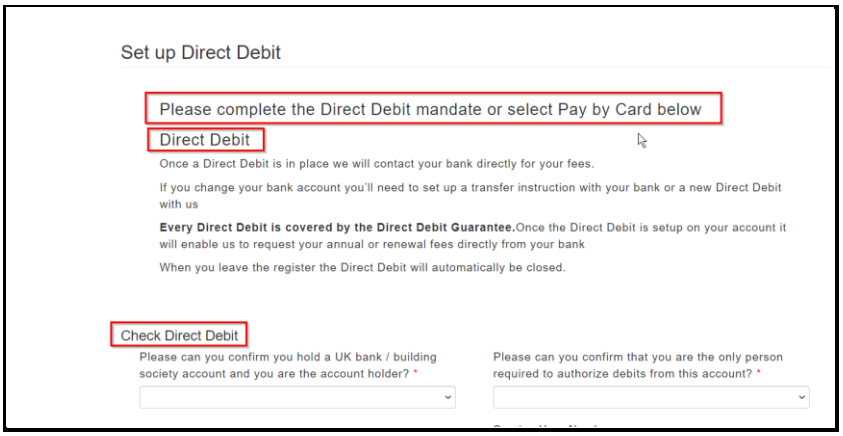
WCAG Reference:
Failure of Success Criterion 1.3.1
due to using structural markup in a way that does not represent relationships in the content
1.3.2 Meaningful Sequence – Level A
Understanding Meaningful Sequence |How to Meet Meaningful Sequence
1.3.1 Info and Relationships – Level A
Understanding Info and Relationships |How to Meet Info and Relationships

Issue ID: DAC_Heading_Invalid_Formatting_01

Page Title: Make a payment · SCW Portal
URL: https://www.scwonline.wales/en/applicant/fees-and-payment/make-a-payment/
Task: 3.6

Screen Shot:





The heading “Please complete the Direct Debit mandate or select Pay by Card below” is not an introduction to content and has been marked up for formatting purposes.

Current Code Ref(s): #EntityFormView > div:nth-child(8) > div > div > fieldset:nth-child(1) > table > tbody > tr > td.clearfix.cell.text.form-control-cell > div:nth-child(1) > label > h3:nth-child(1)

```
<h3>Please complete the Direct Debit mandate or select Pay by Card below</h3>
```

Solution:

Ensure that only text that introduces content is marked up as a ‘heading’ [
The correct structure for this page would be:

h1: Make a payment

- h2: Set up Direct Debit
  - h3: Direct Debit Information
  - h3: Direct Debit Details
- h2: Pay By Card

Repeated page TITLEs (A)

It was found that `<title>` elements were repeated on separate pages. Screen reader users use the titles to advise them of page changes and a quick note to what is on the page.

WCAG Reference:
2.4.2 Page Titled – Level A
Understanding Page Titled |How to Meet Page Titled

Issue ID: DAC_Page_Title_NotUnique_01

Page title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/terms-and-conditions-create/?entityName=sb_application
Task: 2.6

Page title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/terms-and-conditions-create/?entityName=sb_application
Task: 2.7

Both pages have the same page title.

Solution:
Ensure each page as a unique page title.

Page start location (A)

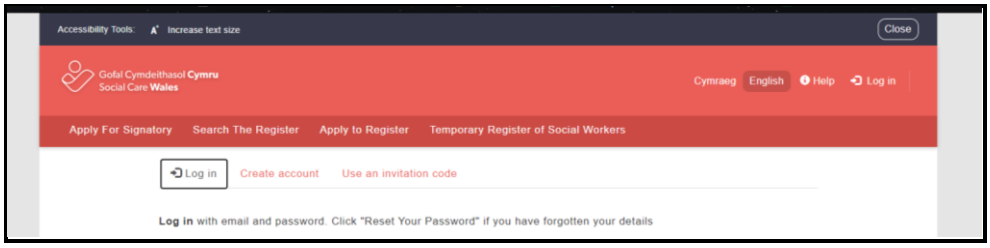
When the page is opened, the focus does not start at the top of the page. Whilst for visual users, this can be seen, but have the trouble of navigating back up the page, screen reader users may not know there is anything "above" where they start on the page.

WCAG Reference:
1.3.2 Meaningful Sequence - Level A
Understanding Meaningful Sequence | How to Meet Meaningful Sequence

Issue ID: DAC_Focus_Initial_Location_01

URL: https://www.scwonline.wales/en/SignIn?ReturnUrl=%2Fen%2Fapplication%2Fapply-to%2F
Page: Apply to register
Task: 2.1

Screen shot:



The unusual start location of the focus could confuse screen reader users, or users that are given this page as a landing page.

Keyboard only user comments:
"When tabbing through the page focus starts on the 'log in' link, which is in the content. I expected my focus to start at the top of the page when a new page loads."

Solution:
It is advisable for the focus to always start at the top of the page.
Users then use the "Skip to content" link (See Issue ID: DAC_Skip_Missing_01) to move down to the main content if they want to.

List items not in lists (A)

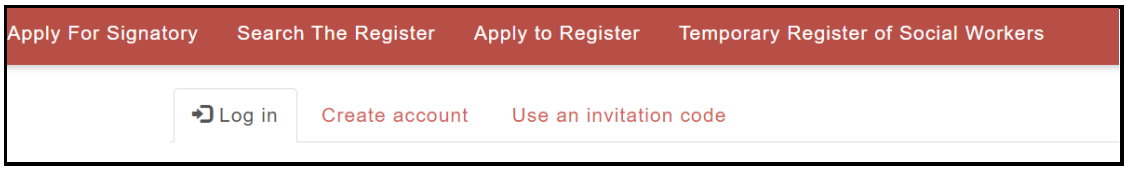
List items should never be direct children of anything other than lists.

WCAG Reference:
4.1.1 Parsing – Level A
Understanding Parsing |How to Meet Parsing

Issue ID: DAC_List_Item_NoParent_01

Page title: Log in · SCW Portal
URL: https://www.scwonline.wales/en/SignIn?ReturnUrl=%2Fen%2Fapplication%2Fapply-to%2F
Task: 2.1

Screen Shot:



List item does not have a <ul>, <ol> parent element without a role, or a role="list"
 elements must be contained in a <ul> or
Violations found on this page: 3

Current Code Ref(s): .nav-tabs > .active

```
<ul class="nav nav-tabs nav-account" role="tablist"
onkeydown="navigation(event)">
  <li class="active">
    <a role="tab" aria-selected="True" href="javascript:void(0)"
    aria-label="Log in " title="Log in " tabindex="0">
      <span class="fa fa-sign-in" aria-hidden="true"></span>
      Log in
    </a>
  </li>
  <li class=""> … </li>
  <li class=""> … </li>
</ul>
```

Solution:
Ensure <li> elements are used semantically
It only ‘appears’ that the list items are in an un-ordered list, but the role of “tablist” supersedes this; and therefore, the children of the tablist should be tabs.
i.e. The <li> elements should have a role of “tab” instead of the links.
Move the role="tab" from the links up one level to the list item elements.

Non-list items in a list (A)

Non-list item should never be direct children of lists, but always contained inside a list item.

WCAG Reference:
4.1.1 Parsing – Level A
Understanding Parsing | How to Meet Parsing

Issue ID: DAC_List_Child_Invalid_01

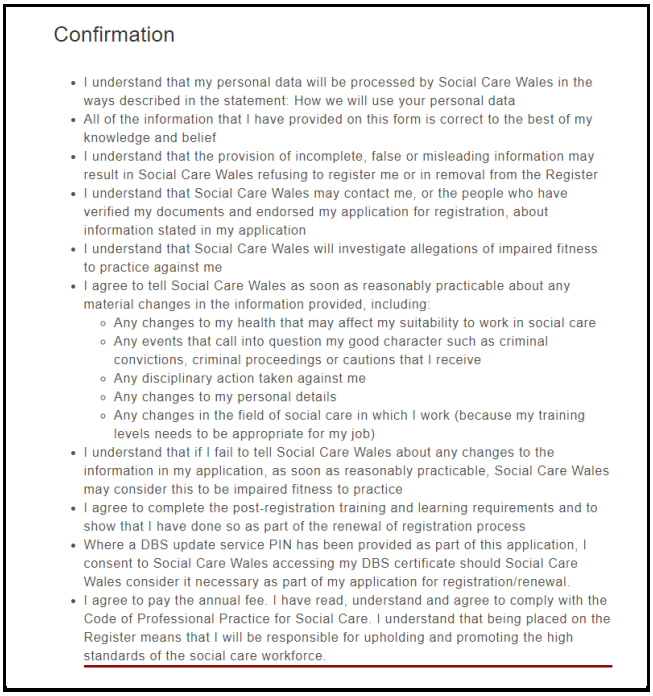
Page Title: SCW Portal - My Application - Read Only · SCW Portal
URL: https://www.scwonline.wales/en/applicant/view/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c
Task: 3.3

List element has direct children that are not allowed inside.
 and <ol> must only directly contain <li>, <script> or <template> elements

Current Code Ref(s): .xrm-editable-html.xrm-attribute:nth-child(12) > .xrm-attribute-value > .main-body > ul > ul

```
<ul class="paragraphs">
  <li class="paragraphs"> … </li>
[…]
  <li class="paragraphs"> … </li>
  <ul class="paragraphs"> … </ul>
</ul>
```

Screen Shot: (Element at red line at bottom)



Solution:
This appears to be an error and should be a <li> item.

Links and buttons must have discernible text (A)

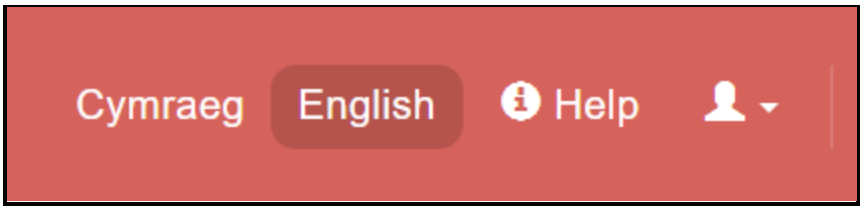
Links must have an appropriate textual component for screen reader users to determine the link's action.

WCAG Reference:
2.4.4 Link Purpose (In Context) - Level A
Understanding Link Purpose (In Context) |How to Meet Link Purpose (In Context)

Issue ID: DAC_Link_Text_Missing_01

Page title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/terms-and-conditions-create/?entityName=sb_application
Task: 2.4 (Only appears before entering contact details)

Screen Shot:



Element is in tab order and does not have accessible text
Element does not have text that is visible to screen readers
Links must have discernible text

Current Code Ref(s): body > div.header-wrapper > header > div.toolbar > div > div:nth-child(2) > a

```
<a href="#" class="btn btn-default dropdown-toggle" data-toggle="dropdown">
  <span class="fa fa-user" aria-hidden="true"></span>
  <span class="username"></span>
  <span class="caret"></span>
</a>
```

Solution:
Ensure links have discernible text
As this will hold the users name, check if blank and replace with appropriate message.
e.g. "Undefined name"

Issue ID: DAC_Link_Text_Missing_02

URL: https://www.scwonline.wales/en/application/current-employment/?id=dc3e40f5-13b6-ea11-8b71-00155d8cc1ee&entityName=sb_application
Page: Current employment
Task: 2.15

Screen shot:

This is a very complicated widget, but the most important item is the visual element: the link. This has the text of what every address is currently selected. Before selection this link is blank, meaning screen reader users hear the link's target ("void(0)"), and there is no text for voice control.

Voice activation user comments:

"The 'address' field does not get picked up by Dragon. This meant that I had to use keyboard commands to tab into it."

Voice activation user comments:

"The 'organisation' field does not get picked up by Dragon. This meant that I had to use keyboard commands to tab into it."

Current Code Ref(s): #s2id_sb_address > a

```
<label id="sb_address_label">Address</label>
[…]
<a href="javascript:void(0)" class="select2-choice" tabindex="-1">
  <span class="select2-chosen" id="select2-chosen-1"></span>
  <abbr class="select2-search-choice-close"></abbr>
  <span class="select2-arrow" role="presentation">
    <b role="presentation"></b>
  </span>
</a>
```

Solution:

As the link is acting like a form field, it should work like one; with an appropriate label and role.

Add a role of combobox to the link.

Add an aria-labelledby to inform users of its use and current selection.

For example:

```
<label id="sb_address_label">Address</label>
[…]
<a href="javascript:void(0)" class="select2-choice" tabindex="-1"
role="combobox" aria-labelledby="sb_address_label select2-chosen-1">
  <span class="select2-chosen" id="select2-chosen-1"></span>
  <abbr class="select2-search-choice-close"></abbr>
  <span class="select2-arrow" role="presentation">
    <b role="presentation"></b>
  </span>
</a>
```

Required not advised (A)

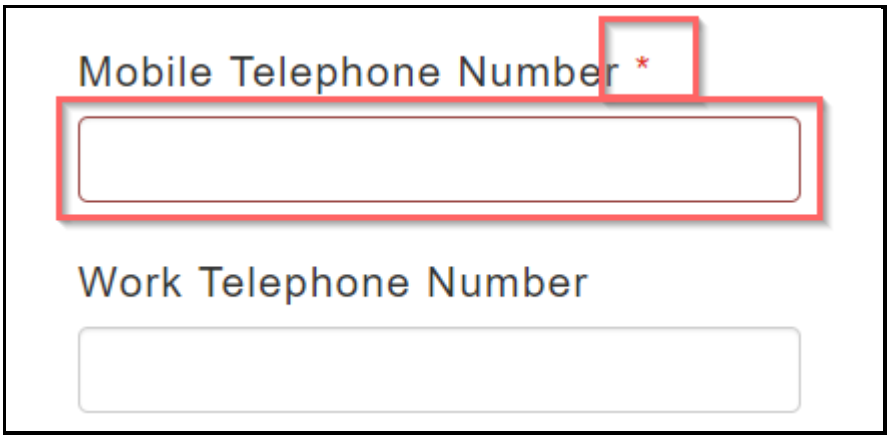
The fact that an input field is required is not relayed to screen reader users.

WCAG Reference:
4.1.2 Name, Role, Value – Level A
Understanding Name, Role, Value |How to Meet Name, Role, Value

Issue ID: DAC_Form_Required_Missing_01

Page title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/terms-and-conditions-create/?entityName=sb_application
Task: 2.4

Screen Shot:



Neither the asterisk, nor an alternative advising that the field is required is read out to screen reader users.

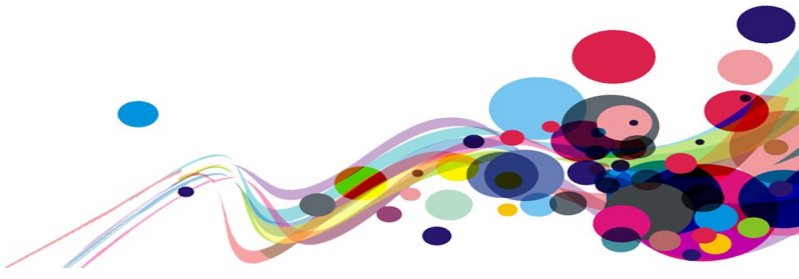
Current Code Ref(s): #mobilephone

```
<td colspan="1" rowspan="1" class="clearfix cell text form-control-cell">
  <div class="info">
    <label for="address1_line3" id="address1_line3_label">Address Line 3</label>
    <div class="validators">
      <span id="MaximumLengthValidatoraddress1_line3"
      style="visibility:hidden;">* </span>
    </div>
  </div>
  <div class="control">
    <input
name="ctl00$ContentContainer$MainContent$EntityFormControl$EntityFormControl_Enti
tyFormView$address1_line3"
    type="text" maxlength="250" id="address1_line3" class="text form-control "
    onchange="setIsDirty(this.id);">
  </div>
</td>
```

Solution:

As the "*" is not part of the label, and is "Visibility: hidden;", it is not seen by screen reader users. It would be best practice to add an attribute of `aria-required="true"` to the input. For example:

```
<input name="…" type="text" maxlength="250" id="address1_line3" class="text form-
control" onchange="setIsDirty(this.id);" aria-required="true">
```

Date Picker interactions (A)

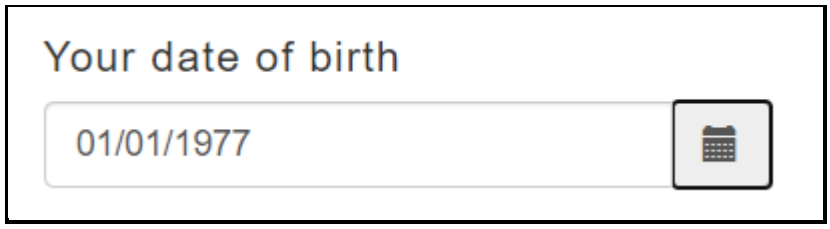
Voice activation users cannot select the “button” as it is not marked up as an interactable element. Screen reader users cannot interact with the resulting widget, leaving them unable to use it.

WCAG Reference:
1.3.1 Info and Relationships – Level A
Understanding Info and Relationships | How to Meet Info and Relationships

Issue ID: DAC_Pseudo_Uninteractable_01

Page title: My Contact Details · SCW Portal
URL: https://www.scwonline.wales/en/mycontactdetails/
Task: 2.4 (and all other date input field)

Screen Shot:



Dragon users cannot select the date picker button to activate it.
Screen reader users can activate the date picker (Even though the button is not labelled correctly) but cannot interact with the resulting popup as using the in-content will not select a date and using tab will close the popup.

Screen reader user comments:
“When clicking on the ‘choose date’ button I found that the table for the calendar opened but I was not made aware of this as Jaws remained silent. It would be helpful if Jaws could read from the top of the table so that users are made aware that content has updated. When I clicked on the chose date link, I found that my focus was placed into the edit field where I was able to type in a date. I was not able to locate the table”

Location(s): Only available when date picker is open
#EntityFormControl_EntityFormView > div.tab.clearfix > div > div > fieldset > table > tbody > tr:nth-child(4) > td.clearfix.cell.datetime.form-control-cell > div.control > div >

Solution:
Although there is an alternative way to enter the details, this can be very frustrating for screen reader users.
Giving the button a role of “button” will allow Dragon users to select it.
Hide the button from screen reading software by adding an attribute of `aria-hidden`, so they cannot access the date picker widget (as the alternative is easier to use).
For example:

```
<span tabindex="0" aria-label="Choose a date" title="Choose a date"
class="input-group-addon" role="button" aria-hidden="true" style="">
  <span data-date-icon="icon-calendar fa fa-calendar"
  data-time-icon="icon-time fa fa-clock-o"
  class="icon-calendar fa fa-calendar"></span>
</span>
```

Element not of type (A)

The element does not have a role equal to its visual identification. This can cause mis-identification by Screen reader users and an inability to access for Voice Activation users. e.g. Buttons look like links.

WCAG Reference:
4.1.2 Name, Role, Value - Level A
Understanding Name, Role, Value | How to Meet Name, Role, Value

Issue ID: DAC_ARIA_Role_Incorrcect_01

Page title: My Notifications · SCW Portal
URL: https://www.scwonline.wales/en/my-notifications/
Task: 2.5 (inconsistent throughout the website.)

Screen Shot:

The 'buttons' are not seen by assistive technology as buttons, but as links

Current Code Ref(s): #profileUpdate > a

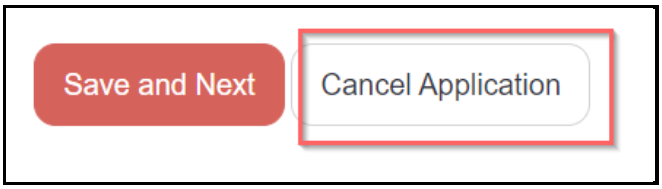
```
<a class="btn btn-primary pull-right" href="/en/mycontactdetails/">
  <script type="text/javascript">document.write(message.profileUpdate);</script>
  Update
</a>
```

Solution:
Because of the different commands used to interact with different types of components by Dragon (and other assistive software), the element needs to of the same type as it appears visually. This can be achieved by using the attribute 'role'.
Please see W3C's WAI-ARIA Role Model for more information.

Issue ID: DAC_ARIA_Role_Incorrcect_02

Page Title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/personal-details/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c&entityName=sb_application
Task: 2.9 (Systemic to “My Application”)

Screen shot:



The “Cancel Application” ‘button’ is only registered as a link.

Current Code Ref(s): #actionCancel

```
<a id="actionCancel" href="/en/application/cancel/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c&amp;returnTo=/en/application/personal-details/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c&amp;entityName=sb_application" class="btn btn-default">Cancel Application</a>
```

Voice activation user comments:

“The ‘Add Other Name’ button is not picked up as a button, but as a link by Dragon; but the ‘Save and Next’ button is picked up as a button. I found this a little confusing as they both have a similar appearance so I thought that they would be the same element type.”

Solution:

Because of the different commands used to interact with different types of components by Dragon (and other assistive software), the element needs to of the same type as it appears visually. This can be achieved by using the attribute ‘role’.
Please see W3C’s WAI-ARIA Role Model for more information.

Note: This seems to be the norm for most buttons on “My Application”

Expanding content [checkbox] (A)

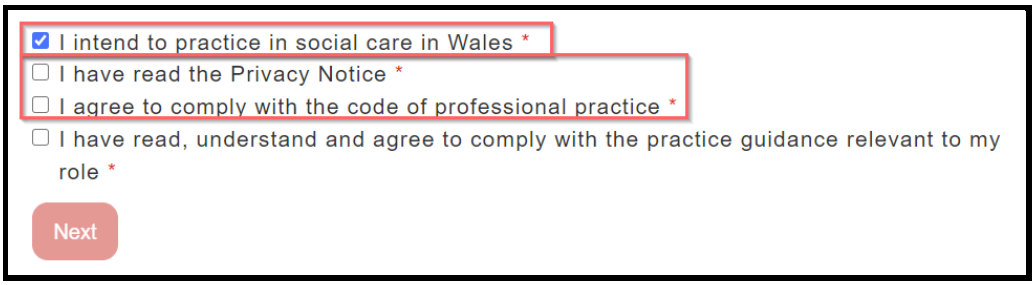
Checking a checkbox expands content on the screen without advising screen reader users who many not realise this has been actioned.

WCAG Reference:
3.2.2 On Input – Level A
Understanding On Input | How to Meet On Input
4.1.2 Name, Role, Value – Level A
Understanding Name, Role, Value | How to Meet Name, Role, Value

Issue ID: DAC_Expand_Status_Invalid_01

Page title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/terms-and-conditions-create/?entityName=sb_application
Task: 2.6

Screen Shot:



Clicking on the "I intend to practice in social care in Wales" causes more elements to appear on screen without advising screen reader users that this has happened.

Location(s): #sb_intentiontopractise

Related Element(s):
#EntityFormControl_96e0fdf01b58e71180fd70106faa95f1_EntityFormView > div.tab.clearfix > div > div > fieldset:nth-child(1) > table > tbody > tr:nth-child(2)

Solution:
As the function is superfluous (you cannot continue without checking all the boxes) it is advised to remove the functionality.
Side note: Checkboxes are not valid roles to receive aria-expanded.

Missing Skip Link (A)

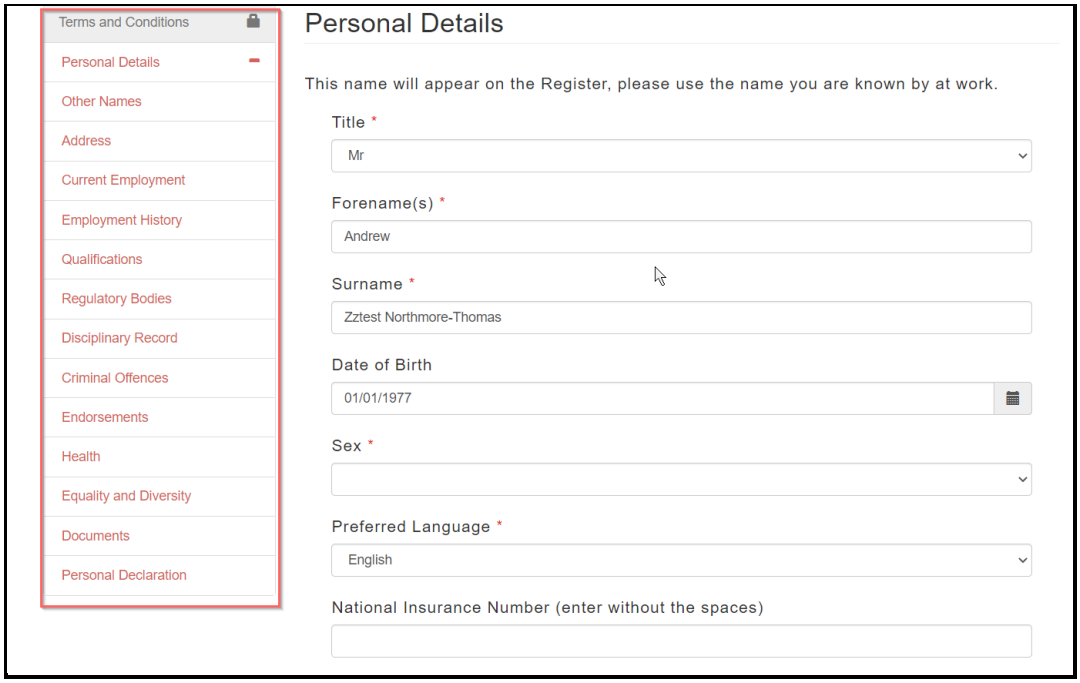
On many pages it was found that there was not a “Skip to content” link as the first interactive element, if any were found at all. Keyboard users utilise this link to bypass navigation and jump straight to the content.

WCAG Reference:
2.4.1 Bypass Blocks – Level A
Understanding Bypass Blocks |How to Meet Bypass Blocks

Issue ID: DAC_Skip_Missing_01

Page Title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/personal-details/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c&entityName=sb_application
Task: 2.9 (Systemic)

Screen Shot:



Keyboard users need to navigate the left-hand navigation bar on every application page before accessing the main content as there is no “Skip to main content” link.

Solution:
Add a skip to content link for keyboard users.
See the example in Appendix IV.

Invalid entry on text field (A)

System filled fields read as invalid to screen reader users.

WCAG Reference:
4.1.2 Name, Role, Value – Level A
Understanding Name, Role, Value | How to Meet Name, Role, Value
3.3.2 Labels or Instructions – Level A
Understanding Labels or Instructions | How to Meet Labels or Instructions

Issue ID: DAC_Form_Validation_Error_01

Page Title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/personal-details/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c&entityName=sb_application
Task: 2.9

Screen Shot:

Several fields advise that the auto-added content (from the "Contact details" page) is invalid. In this case it reads, "Required invalid entry edit Zztest Northmore Thomas"

Screen reader user comments:
"When double tapping on 'other names' I found that TalkBack announced 'error'. This was announced before information has been entered into the form fields. I found this confusing as I do not know where an error could be present on the page."

Current Code Ref(s): #sb_surname

```
<input
name="ctl00$ContentContainer$EntityFormControl_add5877ff657e71180fa70106faad2f1$E
ntityFormControl_add5877ff657e71180fa70106faad2f1_EntityFormView$sb_surname"
type="text" value="Zztest Northmore-Thomas" maxlength="50" id="sb_surname"
class="text form-control " onchange="setIsDirty(this.id);" aria-required="true"
aria-invalid="true" onfocus="validateRequiredField(this.id);" title="Surname must
be completed" aria-label="Surname">
```

Solution:
Ensure that any field automatically filled by the system, and is valid, has an `aria-invalid` attribute with a value of false.

Visual Headings not marked up (A)

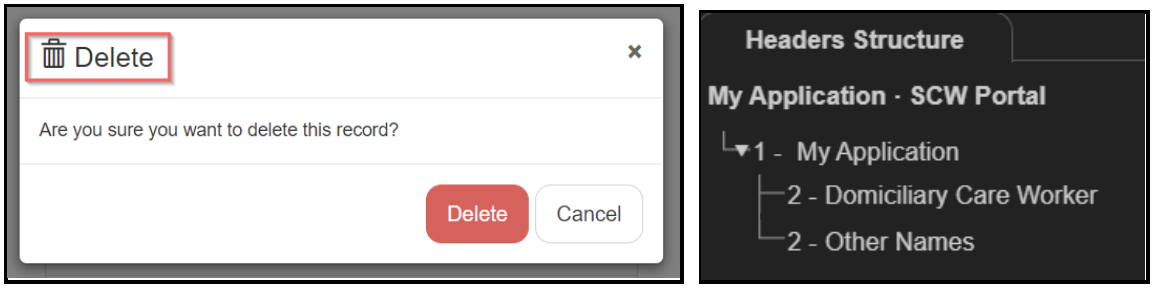
Visual headings were found, but they were not marked up as heading in the html. Screen reader users use the hierarchical structure of the headings to understand the relations to different sections.

WCAG Reference:
1.3.1 Info and Relationships – Level A
Understanding Info and Relationships |How to Meet Info and Relationships

Issue ID: DAC_Heading_VisualOnly_01

Page Title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/other-names/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c&entityName=sb_application
Task: 2.12

Screen Shot:



The popup heading “Delete” appears not to be marked up

Current Code Ref(s): #IndividualOtherNames > div > section.modal.fade.modal-delete.in > div > div > div.modal-header > h1

```
<h1 class="modal-title"
title="<span class='fa fa-trash-o' aria-hidden='true'></span> Delete">
  <span class="fa fa-trash-o" aria-hidden="true"></span>
  Delete
</h1>
```

Solution:
The heading has been removed from screen reading software’s ability to interact with it using aria-hidden.
Mark up headings with an appropriate level; in this case level h2.
Make sure that screen reading software is exposed to the page structure by removing the aria-hidden attribute.

Issue ID: DAC_Heading_VisualOnly_02

Page Title: Fees and Payments · SCW Portal
URL: https://www.scwonline.wales/en/applicant/fees-and-payment/
Task: 3.5 (Seen in other locations)

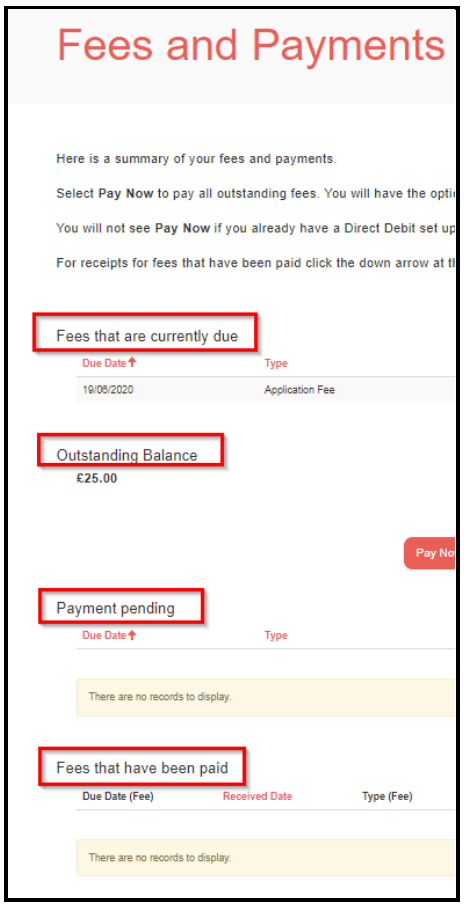
The many headings on this page are not marked up as headings but have fieldset legends.
Fieldsets are inappropriate mark up for the content they contain.

Current Code Ref(s):
#EntityFormControl_69d04b69065ce71180fd70106faa95f1_EntityFormView > div.tab.clearfix > div > div > fieldset:nth-child(1) > legend

```
<fieldset aria-label="Fees that are currently due"><legend class="section-title">Fees that are currently due</legend><table role="presentation" data-name="Fees that are currently due" class="section">
```

Related Element(s):
#EntityFormControl_69d04b69065ce71180fd70106faa95f1_EntityFormView > div.tab.clearfix > div > div > fieldset:nth-child(2) > legend
#EntityFormControl_69d04b69065ce71180fd70106faa95f1_EntityFormView > div.tab.clearfix > div > div > fieldset:nth-child(3) > legend
#EntityFormControl_69d04b69065ce71180fd70106faa95f1_EntityFormView > div.tab.clearfix > div > div > fieldset:nth-child(4) > legend

Screen Shot:



Solution:
Ensure visuals headings are marked up appropriately.
In this case level h2 heading mark up for the documented elements.
Remove the fieldset mark up

Required mismatch (A)

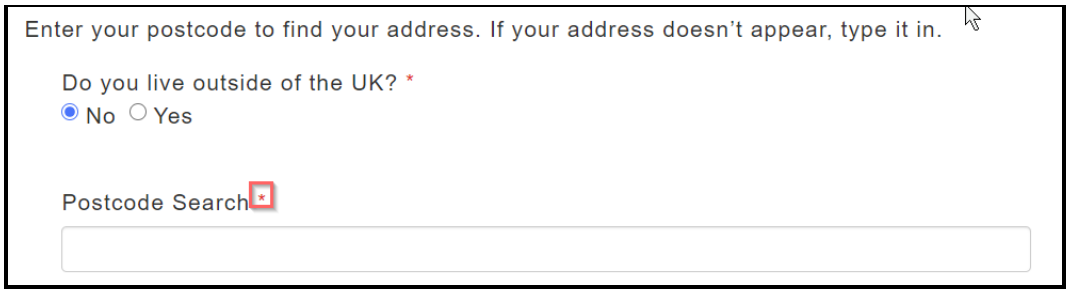
The 'required' icon and the attribute `aria-required` are not set and re-set in accordance of what is needed.

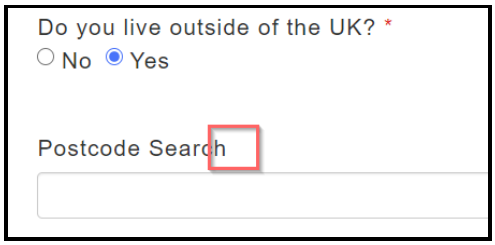
WCAG Reference:
1.3.1 Info and Relationships – Level A
Understanding Info and Relationships | How to Meet Info and Relationships

Issue ID: DAC_Form_Required_MissingIcon_01

Page Title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/address/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c&entityName=sb_application
Task: 2.13

Screen Shot:





When changing the radio button group "Do you live outside of the UK?" from the default "No" to "Yes", the "postcode search" required icon disappears, but the input field still reads as Required to screen reader users. When changing the group back to "No", the icon does not reappear, and the input still reads as Required.

Current Code Ref(s):

HTML: #EntityFormControl_331d3557ff57e71180fa70106faad2f1_EntityFormView > div.tab.clearfix > div > div > fieldset > table > tbody > tr:nth-child(3) > td.clearfix.cell.text.form-control-cell > div.info.required

```
<div class="info required">
  <label for="sb_address1_postalcode" id="sb_address1_postalcode_label">
  Postcode Search</label>
  <div class="validators">
    <span id="RequiredFieldValidatorsb_address1_postalcode"
    style="display:none;">*</span>
    <span id="MaximumLengthValidatorsb_address1_postalcode"
    style="visibility:hidden;">*</span>
  </div>
</div>
```

CSS: preform.bundle-a3dc146bd8.css: 5

```
.crmEntityFormView .cell div.info.required label:after {
    content: ' *';
    color: red;
}
```

Solution:

Activating the “Yes” radio removed the “Required” class from the parent of the label.
But activating “No” again does not reinstate it.
Neither change the “aria-required” status of the input.

1) Ensure that the “required” class is added and removed as needed.
2) Ensure that the “aria-required” changes in relation to the class mentioned above.

Timeout (A)

User was not warned of a timeout and given the option to extend before being logged out

WCAG Reference:
2.2.1 Timing Adjustable – Level A
Understanding Timing Adjustable |How to Meet Timing Adjustable

Issue ID: DAC_Timeout_NoWarning_01

URL: All pages when logged in

After approximately 1 hour of not changing pages, the system will terminate the session and the user must log back in. Process steps are saved, and the user can continue where they left off.

Solution:
Users should be advised before being logged off.
A message should appear (normally a popup) advising this fact, usually with a 30 second reprieve and an option to extend their login time.

Data not updated (A)

When actioning some database updates, the page is updated before the update has been fully actioned

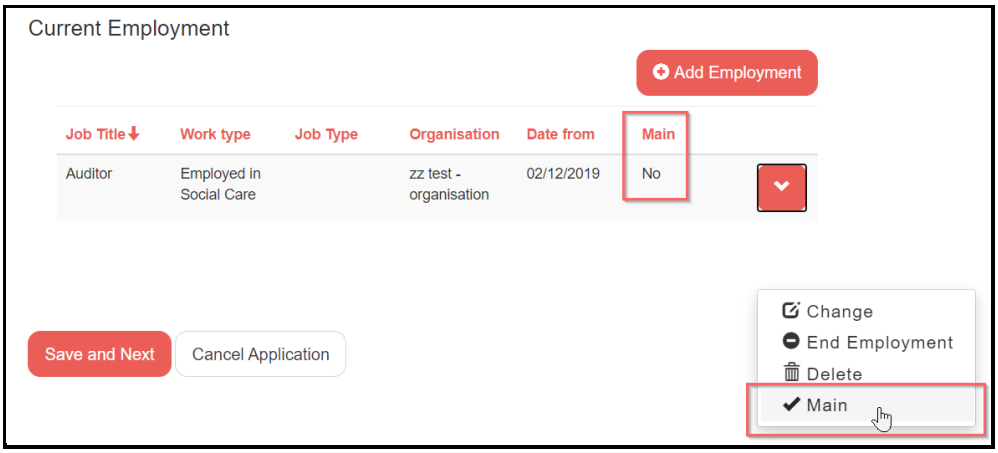
1.3.1 Info and Relationships – Level A

Understanding Info and Relationships | How to Meet Info and Relationships

Issue ID: DAC_Content_NotUpdated_01

Page Title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/current-employment/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c&entityName=sb_application
Task: 2.17

Screen Shot:



After clicking "Main" in the actions menu the Main field is not updated to reflect this. After refreshing the page manually, it was clear that the update to the database was slower than the visible table update.

Solution:
Only update the table after the database has confirmed the update.

Invalid table data (A)

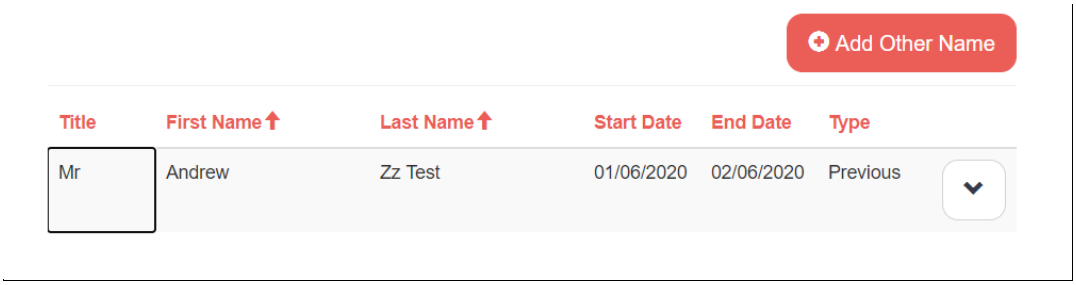
Many tables have code as the table data instead of (or additional to) the information needed, when read by a screen reader user.

WCAG Reference:
1.3.1 Info and Relationships – Level A
Understanding Info and Relationships | How to Meet Info and Relationships

Issue ID: DAC_Table_Data_Invalid_01

Page Title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/other-names/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c&entityName=sb_application
Task: 2.11 (Found on most tables of this type)

Screen Shot:



The table data have been given aria-label values that appear to be code.
This does not read out as appropriate information, or anything sensical.

Current Code Ref(s): #IndividualOtherNames > div > div.view-grid > table > tbody > tr > td:nth-child(1)

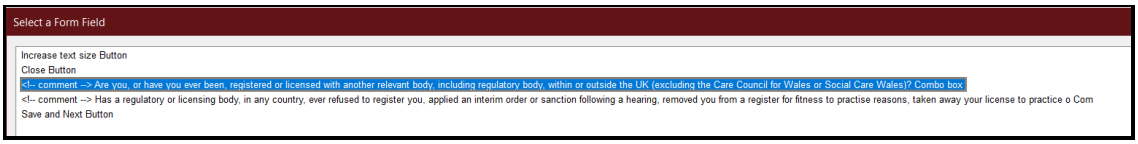
```
<td data-type="Microsoft.Xrm.Sdk.OptionSetValue" data-attribute="sb_salutation"
data-value="{&amp;quot;Value&amp;quot;:108550014,&amp;quot;ExtensionData&amp;quot;:null}"
tabindex="0" data-th="Title" aria-label="Title
{&amp;quot;Value&amp;quot;:108550014,&amp;quot;ExtensionData&amp;quot;:null}"
>Mr</td>
```

Solution:
Either: ensure that the aria-label value is appropriate and equivalent;
Or: remove the aria-label attribute (as it appears to be superfluous).

Issue ID: DAC_Table_Data_Invalid_02

Page Title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/regulatory-bodies/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c&entityName=sb_application
Task: 2.23

Screen Shot:



The input has been given a fieldset with a legend and aria-label values that appear to be code. This does not read out as appropriate information, or anything sensical.

Current Code Ref(s):
#EntityFormControl_cf6f231f2b5be71180f970106faa5221_EntityFormView > div:nth-child(8) > div > div > fieldset:nth-child(1)

```
<fieldset aria-label="<!-- comment -->">
  <legend class="section-title"><!-- comment --></legend>
```

Solution:
Ensure that the legend for the input fields is appropriate.
Remove the aria-label from the fieldset.

Data Table without a Caption (A)

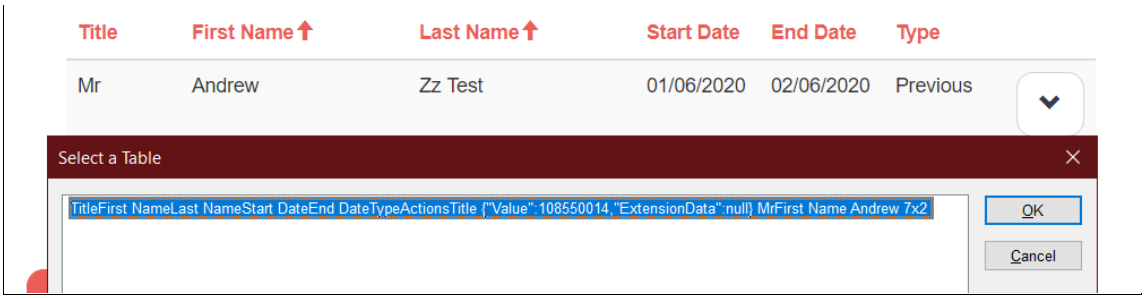
Data Tables have been found without a summary or caption. It is not possible for screen reader users to determine the tables contents without traversing it.

WCAG Reference:
1.3.1 Info and Relationships – Level A
Understanding Info and Relationships |How to Meet Info and Relationships
2.4.6 Headings and Labels – Level AA
Understanding Headings and Labels |How to Meet Headings and Labels

Issue ID: DAC_Table_NoCaption_01

Page Title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/other-names/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c&entityName=sb_application
Task: 2.11 (Systemic)

Screen Shot:



The table does not have a summary attribute (now depreciated) or a caption element or appropriate alternative.

Screen reader user comments:
"When tabbing past the 'other name' link I located a grid. I do not understand the purpose of this grid. A member of the support team advised me that when clicking on the link the table may be used to enter additional information."

Current Code Ref(s): #IndividualOtherNames > div > div.view-grid > table

```
<table aria-live="polite" aria-relevant="additions" role="grid" tabindex="0"
class="table table-striped table-fluid">
  <thead>
[…]
```

Solution:

Add a <caption> element as the first child of the table with an appropriate description.
If this text is not aesthetically desirable it can be visually hidden using CSS.
See the “sr-only” class in Appendix IV for an example.
For example:

```
<table aria-live="polite" aria-relevant="additions" role="grid" tabindex="0"
class="table table-striped table-fluid">
  <caption>Other Names</caption>
  <thead>
[…]
```

Dynamic content (A)

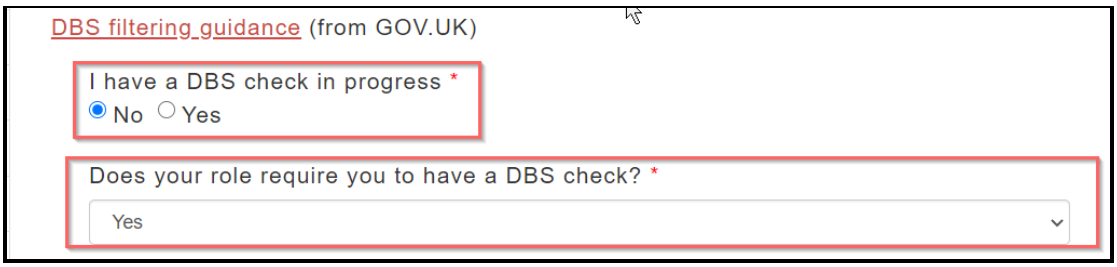
When an element is activated, the page is updated without warning the user beforehand. Keyboard and screen reader users will have to navigate in reverse to access these elements. This can be confusing for some users, especially for screen reader users.

WCAG Reference:
3.2.2 On Input – Level A
Understanding On Input |How to Meet On Input
1.3.2 Meaningful Sequence – Level A
Understanding Meaningful Sequence |How to Meet Meaningful Sequence

Issue ID: DAC_Update_Expand_Sequence_01

Page Title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/criminal-offences/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c&entityName=sb_application
Task: 2.28

Screen Shot:



Choosing “Yes” from the drop-down list “Does your role require you to have a DBS check?” adds content to the page without advising screen reader users.
This is exacerbated by the content appearing above the users’ current focus.

Location(s): #acg_requireddbscheck

Related Element(s):
#EntityFormControl_70580de2435be71180f970106faa5221_EntityFormView > div:nth-child(8) > div > div > fieldset:nth-child(1) > table > tbody > tr:nth-child(1)

Solution:
If it is desirable to have the radio buttons only appear with the correct answers of other fields, then ensure that it appears in order of navigation.

Incorrect instructions (A)

Users were given instructions that were not correct and therefore did not help in the use of the page. This can be very confusing, especially for those who are cognitively different.

WCAG Reference:
3.3.2 Labels or Instructions – Level A
Understanding Labels or Instructions |How to Meet Labels or Instructions

Issue ID: DAC_Instructions_Misleading_01

URL: https://www.scwonline.wales/en/application/equality-create/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c&entityName=sb_application
Page Title: My Application · SCW Portal
Task: 2.35

Screen Shot:

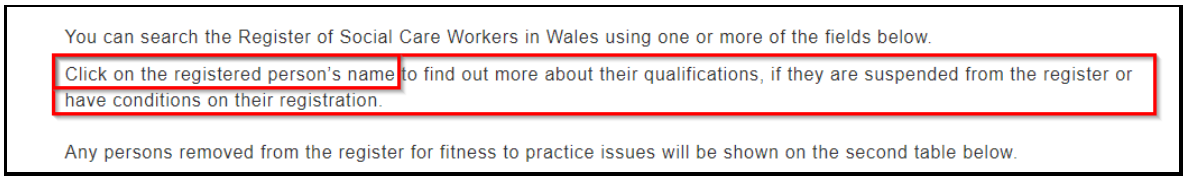
Although the option states “Any other Asian background, please state”, there is no option to state “Any other Asian Background”.

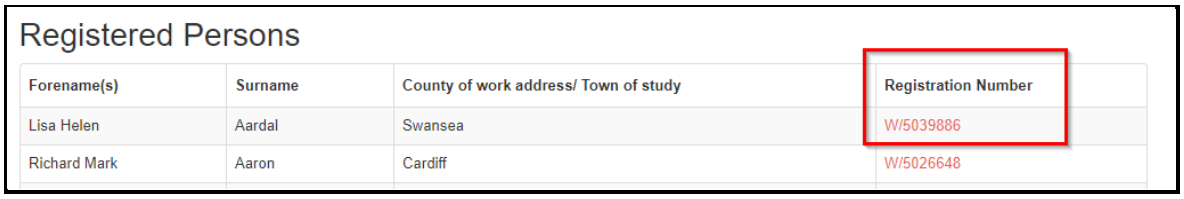
Solution:
Ensure accurate and direct language is used.

Issue ID: DAC_Instructions_Misleading_02

Page Title: Search the Register · SCW Portal
URL: https://www.scwonline.wales/en/search-the-register/
Task: 5.1

Screen Shot:





It advises to click on the name for more details, but it's the registered number that has the link.

Location(s): body > div:nth-child(10) > div > div > div > p:nth-child(2)

Solution:
Ensure accurate and direct language is used.

List not marked up (A)

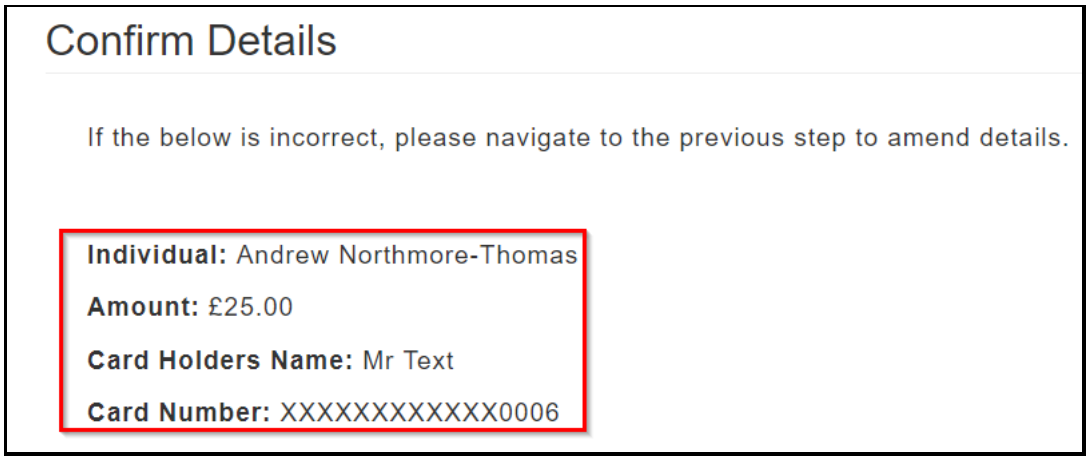
The list has been marked up using paragraph and line breaks.

WCAG Reference:
1.3.1 Info and Relationships – Level A
Understanding Info and Relationships |How to Meet Info and Relationships

Issue ID: DAC_List_Definition_Markup_01

Page Title: Make a payment · SCW Portal
URL: https://www.scwonline.wales/en/applicant/fees-and-payment/make-a-payment/?stepid=2f2fcd9d-f40f-e811-8115-70106faad2f1&sessionid=99c412bf-0cb2-ea11-a812-000d3a86ac4e
Task: 3.9 (Also on "View Application")

Screen Shot:



The "Confirm Details" information has been formatted in a simple <p> elements using <b> tags. This does not relate the relationship between field name and data.

Current Code Ref(s): #info

```
<div id="info">
  <p><b>Individual: </b>Andrew Northmore-Thomas</p>
  <p><b>Amount: </b>£25.00</p>
  <p><b>Card Holders Name: </b>Mr Text</p>
  <p><b>Card Number: </b>XXXXXXXXXXXX0006</p>    <br>
  <div><br></div>
</div>
```

Solution:

This data should be displayed in **definition list**.

See an example at W3C's DL - Definition Lists

For example:

```
<dl id="info">
  <dt>Individual: </dt><dd>Andrew Northmore-Thomas</dd>
  <dt>Amount: </dt><dd>£25.00</dd>
  <dt>Card Holders Name: </dt><dd>Mr Text</dd>
  <dt>Card Number: </dt><dd>XXXXXXXXXXXX0006</dd>
</dl>
```

Non-Unique ID Attribute (A)

Every id attribute must be unique for the Assistive Technology to interact properly. More than one element with the same id attribute value can cause spurious results.

WCAG Reference:
4.1.1 Parsing – Level A
Understanding Parsing |How to Meet Parsing
4.1.2 Name, Role, Value – Level A
Understanding Name, Role, Value |How to Meet Name, Role, Value

Issue ID: DAC_ID_Duplicate_01

Page Title: Apply to become an additional signatory · SCW Portal
URL: https://www.scwonline.wales/en/edit-endorser/?id=ac45f55f-14b2-ea11-8b71-00155d8cbe5e
Task: 4.3 (and other locations)

Screen Shot: (Manipulated to show areas)

Document has multiple static elements with the same id attribute: note_label
id attribute value must be unique

Current Code Ref(s): .editnote > .form-group:nth-child(1) > .required.control-label.col-sm-3

```
<label class="required control-label col-sm-3" id="note_label">Comments</label>
```

Related Element(s): .form-horizontal.addnote > .form-group:nth-child(1) > .required.control-label.col-sm-3

Solution:
Ensure every id attribute value is unique

Non-descriptive links (A)

Links were found that did not have an adequate description for screen reader users to determine the link's action.

WCAG Reference:
2.4.4 Link Purpose (In Context) - Level A
Understanding Link Purpose (In Context) |How to Meet Link Purpose (In Context)

Issue ID: DAC_Link_Text_NonDescriptive_01

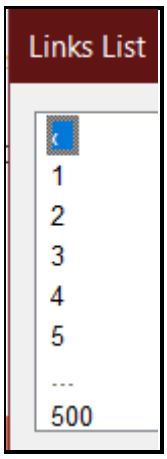
Page Title: Search the Register · SCW Portal
URL: https://www.scwonline.wales/en/search-the-register/
Task: 5.2 (and every pagination widget)

The pagination buttons/links do not have descriptive text. The chevrons read as "Single left pointing angle quotation mark", the page number read as just the digits, and the current page is not relayed to users.

Current Code Ref(s): body > div.container > div:nth-child(5) > div > div > fieldset > div.bootstrap-table > div.fixed-table-container > div.fixed-table-pagination > div.pull-right.pagination > ul > li.page-number.active > a

```
<a href="javascript:void(0)">1</a>
```

Screen Shot:



Solution:

The easiest way to solve this would be to use aria-label and aria-labelledby.

The chevrons can be given an aria-label attribute of “Previous Page” or “Next Page.

The page numbers could be given aria-labels of “Page 1”, etc.

As there are two pagination sections, it is debateable whether these should be separated so screen reader users can determine which section it is applicable to when browsing out of context. This will increase the text read back, if front-loaded the important information comes first, and the category comes after and does not have to be listened to. ID attributes will need to be added for this

For example:

```
<h2 class="tab-title" id="RegPerson_Heading">Registered Persons</h2>
[…]
<a href="javascript:void(0)" id="Reg_P1_link"
aria-label="Page 1." aria-labelledby="RegPerson_Heading Reg_P1_link" >1</a>
```

Pseudo elements (A)

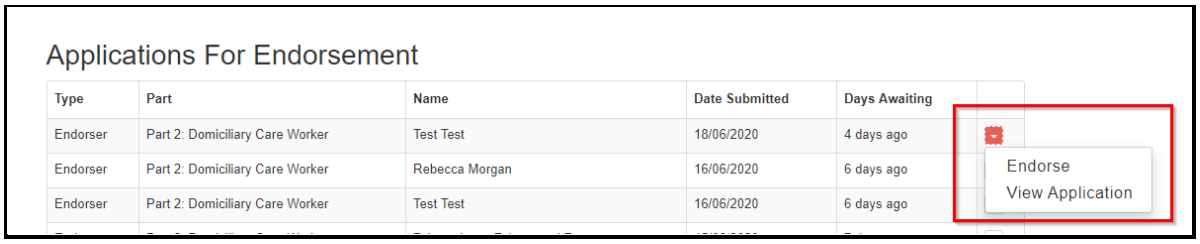
Pseudo elements must be marked up correctly to allow keyboard and screen readers users to interact with the element on the page.

WCAG Reference:
4.1.2 Name, Role, Value – Level A
Understanding Name, Role, Value |How to Meet Name, Role, Value
2.1.1 Keyboard – Level A
Understanding Keyboard |How to Meet Keyboard

Issue ID: DAC_Pseudo_Link_01

Page Title: For Endorsement · SCW Portal
URL:
https://www.scwonline.wales/en/organisation/endorsement/?id=8116f8da-7251-4e7e-a476-1af815fec49a
Task: 7.5 (and all such tables in this section)

Screen Shot:



The links that open when pressing the action menu button cannot be accessed by Keyboard, screen reader or voice activation users.

Keyboard only user comments:
"When the chevron is selected a drop down appears. To access the content of the drop down I had to use the arrow keys as the drop down cannot be tabbed onto."

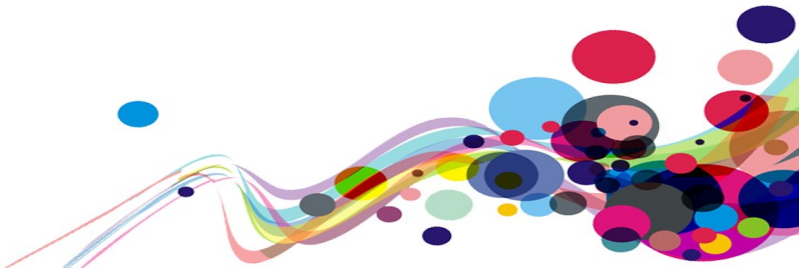
Current Code Ref(s): #endorseapplication-context-menu

```
<ul id="endorseapplication-context-menu" class="dropdown-menu" style="position:
absolute; left: 1454.93px; top: 858px; z-index: 1100; display: block;">
  <li data-item="endorse-applicant"><a>Endorse</a></li>
  <li data-item="competency-applicant" style="display: none;">
  <a>Confirm Competency</a></li>
  <li data-item="application-view"><a>View Application</a></li>
</ul>
```

Related Element(s): #applicationEndorsement > tbody > tr:nth-child(1) > td:nth-child(6) > div > button

Solution:
Assign a role of “link”, so that screen reader users can perceive this as a link and add a tabindex of 0 so that it is targetable by a keyboard.
Additionally, the element also does not have a keyboard activation event, and therefore this will also need to be added.
For example:

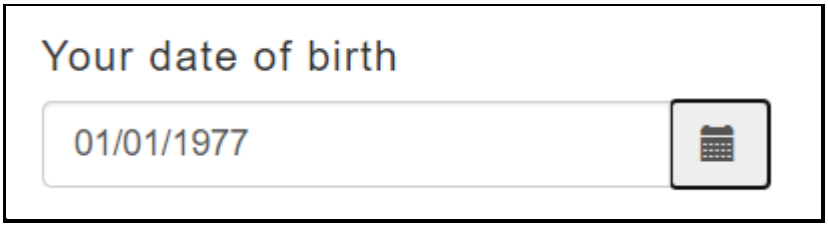
```
<a tabindex=0 role="link">Confirm Competency</a>
```

Issue ID: DAC_Pseudo_Button_01

Page title: My Contact Details · SCW Portal
URL: https://www.scwonline.wales/en/mycontactdetails/
Task: 2.4 (and all other date input fields)

Screen Shot:



Because it has not been made accessibly, the pseudo button that opens the date pickers on various page does not work correctly for users of assistive technology.

Screen reader user comments: Desktop

"Beneath the date entry field, I located text that was announced to me as 'choose date'. A member of the support team advised me that this is marked up as a button, but Jaws does not announce this. It would be helpful if this could be announced as a selectable element as blind users may miss content without this information."

Screen reader user comments: Mobile

"When swiping to the date of birth field and then swiping once more to check the form label for the calendar, I found that VoiceOver silenced but an audible cue is given to indicate the presence of an element on the page. As I have previously tested desktop, I am aware that this should be an element that is announce as 'choose date'. It would be helpful if all navigable elements could be marked up clearly so that blind people can access the same information."

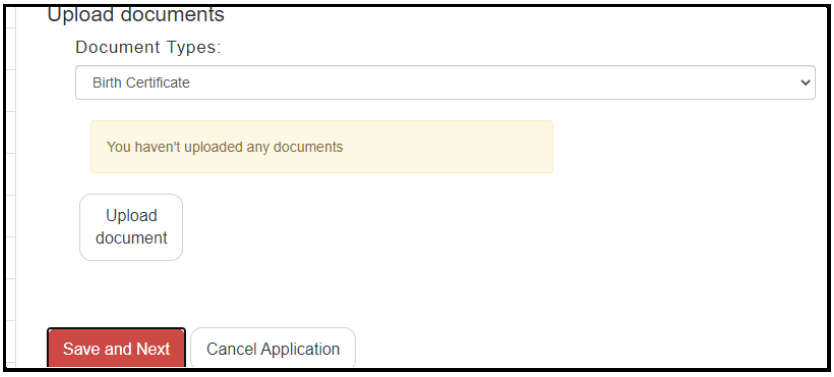
Solution:

See the solution in Issue ID: DAC_Pseudo_Uninteractable_01

Issue ID: DAC_Pseudo_Button_02

URL: https://www.scwonline.wales/en/application/documents/?id=15da67dd-c4af-ea11-8b71-00155d8cd18c&entityName=sb_application
Page: Upload documents
Task: 2.36 (also found on "Apply to become an additional signatory" – Page 2)

Screen shot:



The 'upload document' button is a pseudo element but has not been marked up to be accessible; it cannot be accessed by Keyboard, screen reader or voice activation users.

Keyboard only user comments:
"The 'upload document' button cannot be tabbed onto. This meant that I was not able to access it."

Screen reader user comments:
"When navigating this page to upload a document type, I found that I was unable to find a button or link to do this. A member of the support team advised me that there is an upload document button which is not accessible using JAWS. I would expect to gain focus on this button and be able to access this in order to upload a document."

Current Code Ref(s): #notescontrol > div > div.note-actions.row > div.col-sm-3 > a

```
<a class="addnote btn btn-default" style="display: block;">Upload document</a>
```

Solution:

Assign a role of “button”, so that screen reader users can perceive this as a button and add a tabindex of 0 so that it is targetable by a keyboard.

Additionally, the element also does not have a keyboard activation event, and therefore this will also need to be added.

For example:

```
<a class="addnote btn btn-default" style="display: block;"
role="button" tabindex=0>Upload document</a>
```

Unnecessary tab stops 1 (A)

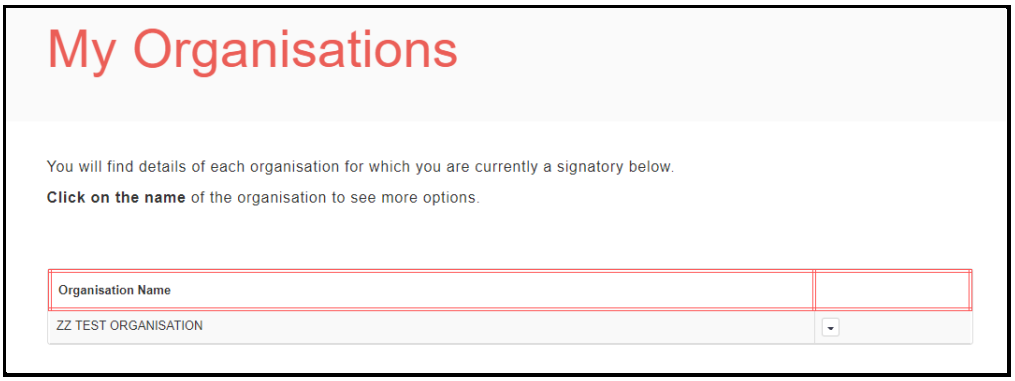
There are items that the keyboard navigational focus stops at that do not have a function. These items only serve to slow down keyboard navigation.

WCAG Reference:
2.4.3 Focus Order – Level A
Understanding Focus Order |How to Meet Focus Order
1.3.2 Meaningful Sequence – Level A
Understanding Meaningful Sequence |How to Meet Meaningful Sequence

Issue ID: DAC_Focus_Order_Unnecessary_01

URL: https://www.scwonline.wales/en/organisations/
Page Title: My Organisations · SCW Portal
Task: 7.6

Screen Shot:



Although not actionable, the table headers are navigable via keyboard (i.e. the tab key). This includes the completely blank second column header. This is exacerbated by the lack of focus highlighting.

Current Code Ref(s): #organisations > thead > tr > th:nth-child(1)

```
<th style="border-style: double !important; border-width: 5px !important; border-color: #ff5555 !important; opacity: 1 !important;" data-field="name" tabindex="0"><div class="th-inner ">Organisation Name</div><div class="fht-cell"></div></th>
```

Related Element(s): #organisations > thead > tr > th:nth-child(2)

Solution:
Ensure that the focus order makes logical sense, and only ‘tabs’ to actionable elements. Remove the tabindex of 0 from the table headers.

Unnecessary tab stops 2 (A)

There are items that the keyboard navigational focus stops at that do not have a function. These items only serve to slow down keyboard navigation.

WCAG Reference:
2.4.3 Focus Order – Level A
Understanding Focus Order |How to Meet Focus Order

Issue ID: DAC_Focus_Order_Unnecessary_02

URL: https://www.scwonline.wales/en/application/other-names/?id=7e5288e9-fdae-ea11-8b72-00155d8cba8d&entityName=sb_application
Page: Other names
Task: 2.11

Screen shot:

Many items were navigable via the keyboard's tab key when they were not active elements. Most of them focus on this type of table.

Keyboard only user comments:
"While tabbing through the page focus goes onto the whole table. I did not expect this as it is not an actionable element. Focus doesn't usually go to an area of a page. This is the case on every table."

Current Code Ref(s): #IndividualOtherNames > div > div.view-grid > table

```
<table aria-live="polite" aria-relevant="additions" role="grid" tabindex="0"
class="table table-striped table-fluid">
[…]
```

Solution:
Remove the tabindex attribute from all non-active elements.

Issue ID: DAC_Focus_Order_Unnecessary_03

Page: Other names
URL: https://www.scwonline.wales/en/application/other-names/?id=7e5288e9-fdae-ea11-8b72-00155d8cba8d&entityName=sb_application
Task: 2.11 (and all other tables of this type)

Screen shot:

Many items were navigable via the keyboard's tab key when they were not active elements. Most of them focus on this type of table.

Keyboard only user comments:
"There is an invisible element at the end of the columns that focus goes onto. At this point I did not know what I had focus on as there was no element visible in that area. This is the case on every table."

Keyboard only user comments:
"I am able to tab onto each cell of the table. I was not expecting this as I would expect focus to only go onto actionable elements. This is the case on every table."

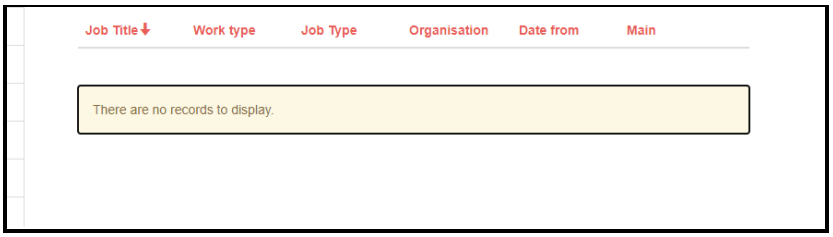
Keyboard only user comments:
"The column headers can be tabbed onto, but they are not actionable items. I did not expect this to be the case as usually focus only goes to actionable elements."

Solution:
Remove the tabindex attribute from all non-active elements.

Issue ID: DAC_Focus_Order_Unnecessary_04

Page: Your current employment page
URL: https://www.scwonline.wales/en/application/current-employment/?id=7e5288e9-fdae-ea11-8b72-00155d8cba8d&entityName=sb_application
Task: 2.13 (and all other tables of this type)

Screen shot:



When empty, the tables display a message. This is focusable by keyboard by using the tab key.

Keyboard only user comments:
"When tabbing through the page focus goes onto the information in the table. I was not expecting this to happen as it is not an actionable element. This is the case on every table."

Solution:
Remove the tabindex attribute from all non-active elements.

Unlabelled Fields (A)

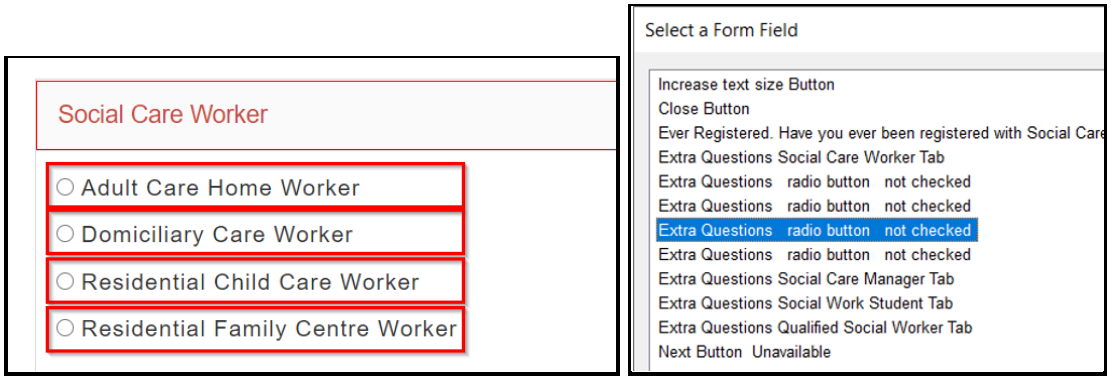
It was found that some fields did not have an associated label. Screen reading software use the labels to read the name of the field.

WCAG Reference:
1.3.1 Info and Relationships – Level A
Understanding Info and Relationships |How to Meet Info and Relationships
4.1.2 Name, Role, Value - Level A
Understanding Name, Role, Value | How to Meet Name, Role, Value

Issue ID: DAC_Form_Label_NotAssociated_01

Page title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/terms-and-conditions-create/?entityName=sb_application
Task: 2.8

Screen Shot:



The checkboxes do not have programmatically associated labels.

Screen reader user comments:
"When attempting to select 'domiciliary care worker' I found the label of the checkboxes are announces as separate swipes. Out of context these are not labelled which means that the form labels may be ambiguous to some users."

Voice activation user comments:
"The radio buttons do not appear to be labelled. This meant that when I said the name of them my focus was not taken to them."

Current Code Ref(s): #scwAdultCareHomeWorker

```
<p>
  <input type="radio" name="applicationPath" id="scwAdultCareHomeWorker"
  value="83791BBD-60AD-E011-AFA0-000C29573014"
  textvalue="Adult Care Home Worker">
  Adult Care Home Worker
</p>
```

Solution:

Ensure that all form fields have programmatically associated labels.

In this case, the text will need to be encased in a label element and associated by having an attribute of '`for`' with a value equal to the input's '`id`' attribute

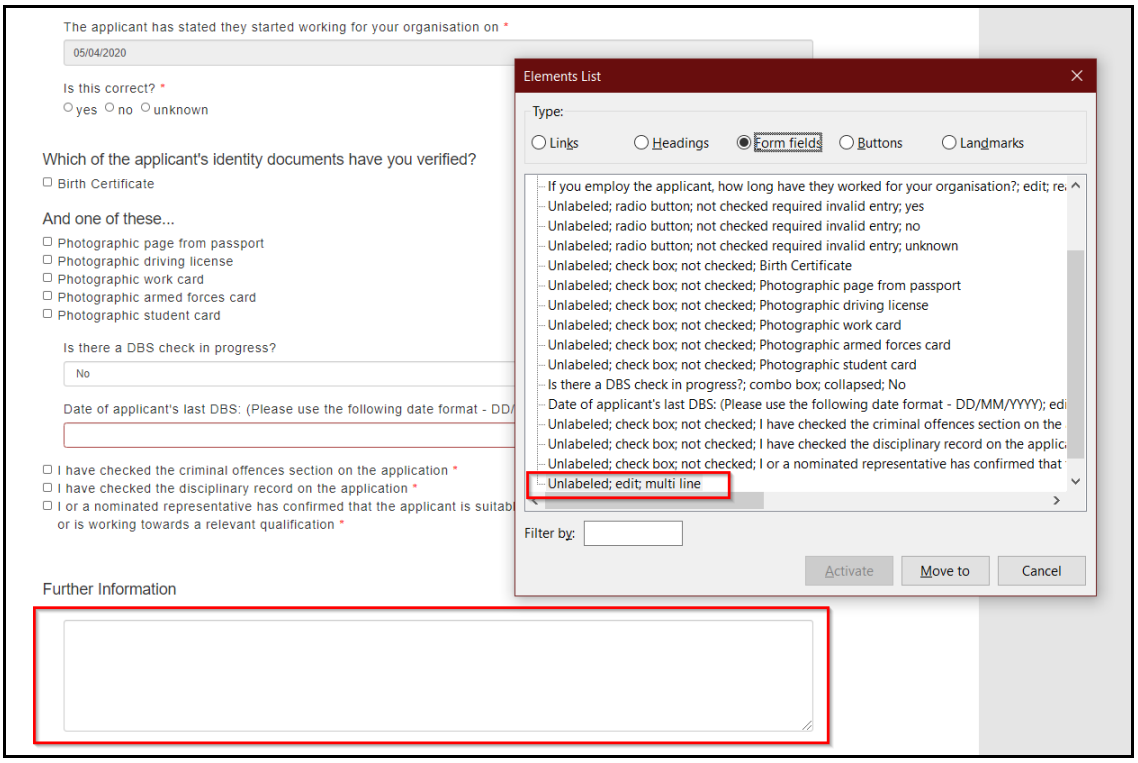
For example:

```
<p>
  <input type="radio" name="applicationPath" id="scwAdultCareHomeWorker"
  value="83791BBD-60AD-E011-AFA0-000C29573014"
  textvalue="Adult Care Home Worker">
  <label for="scwAdultCareHomeWorker">Adult Care Home Worker</label>
</p>
```

Issue ID: DAC_Form_Label_NotAssociated_02

Page Title: Application Endorsement · SCW Portal URL: https://www.scwonline.wales/en/organisation/endorsement/endorse/?emid=305e3189-74b1-ea11-8b71-00155d8cd18c&etid=108550001&id=8116f8da-7251-4e7e-a476-1af815fec49a
Task: 7.11

Screen Shot:



Form element does not have an implicit (wrapped) <label>
Form element does not have an explicit <label>
Form elements must have labels

Current Code Ref(s): #sb_furtherinformation

```
<fieldset aria-label="Further Information">
  <legend class="section-title">Further Information</legend>
  <table role="presentation" data-name="sectionFurtherInformation"
  class="section">
    <colgroup><col style="width:100%;"><col></colgroup>
    <tbody><tr>
      <td colspan="1" rowspan="3"
      class="clearfix cell textarea form-control-cell">
        <div class="info"><div class="validators"> … </div></div>
        <div class="control">
          <textarea name="…" rows="7" cols="20" id="sb_furtherinformation"
          class="textarea form-control " …></textarea>
        </div>
      </td>
      <td class="cell zero-cell"></td>
    </tr><tr>
[…]
  </tr></tbody>
  </table>
</fieldset>
```

Solution:

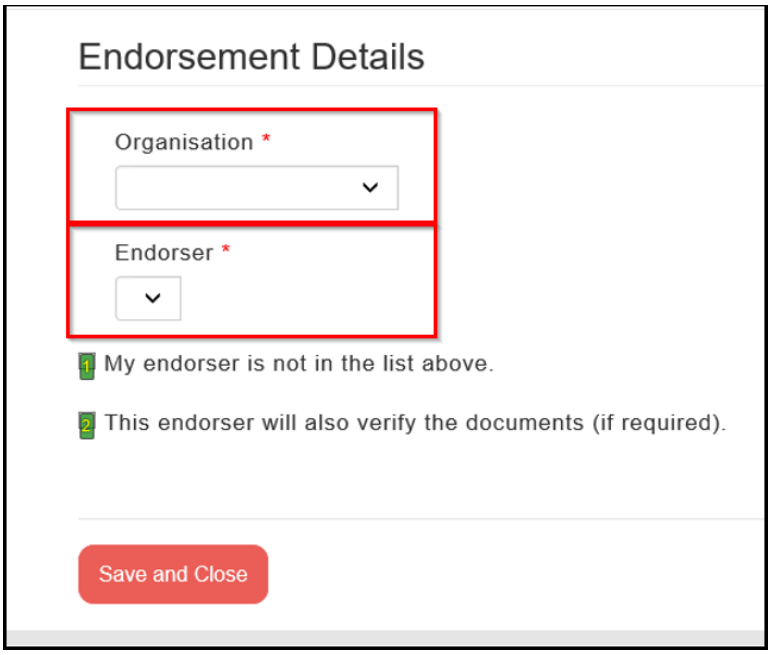
Ensure every form element has a label

The page is relying on a fieldset with a legend to label the “Further Information” input field which is insufficient.

Issue ID: DAC_Form_Label_NotAssociated_03

URL: https://www.scwonline.wales/en/application/endorsement/?id=dc3e40f5-13b6-ea11-8b71-00155d8cc1ee&entityName=sb_application
Page: Endorser details
Task: 2.31

Screen shot:



aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty
Form element does not have an explicit <label>
Form elements must have labels
Violations found on this page: 2

Voice activation user comments:

"The 'organisation' and 'endorser' fields in this layer do not appear to be labelled. This means that when I said the name of the field my focus was not taken to it."

Current Code Ref(s): #EntityFormControl_EntityFormView > div.tab.clearfix > div > div > fieldset:nth-child(1) > table > tbody > tr:nth-child(1) > td.clearfix.cell.lookup.form-control-cell

```
<td colspan="1" rowspan="1" class="clearfix cell lookup form-control-cell">
  <div class="info required">
    <label id="sb_organisation_label">Organisation</label>
    <div class="validators"></div>
  </div>
  <div class="control">
  <div class="input-group" style="position: relative;">
    <select id="sb_organisation_select" class="form-control picklist">
      <option value=""> </option>
    </select>
[…]
```

Solution:
Either: Add a ‘for’ attribute to the label with a value equal to the select element’s ‘id’ attribute;
Or: Add an ‘aria-labelledby’ attribute to the select element with a value equal to the label’s ‘id’ attribute.

Popup status messages [Timed] (A)

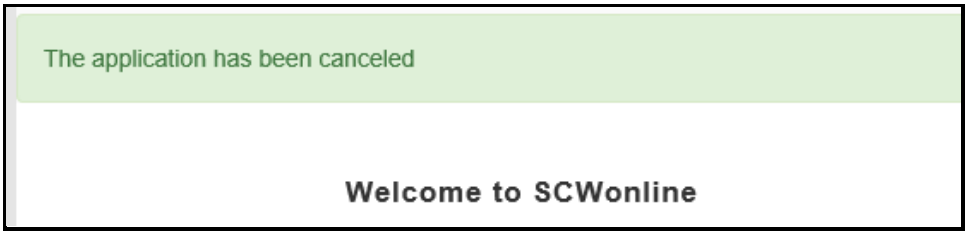
When some actions are completed a status message box pops up to advise the completion. It also disappears after a small amount of time; not enough time for dyslexic and low vision users to read.

WCAG Reference:
2.2.1 Timing Adjustable – Level A
Understanding Timing Adjustable |How to Meet Timing Adjustable

Issue ID: DAC_Update_Message_Times_01

URL: https://www.scwonline.wales/en/my-notifications/
Page: My Notifications
Task: 3.1

Screen shot:



On-screen status message does not stay on the screen long enough for dyslexic or low vison users to determine what it says.

Low vision user comments:
After completing the application, I struggled to read the popup which appears within the top section of the webpage because the popup stays on the screen for around 3 seconds then goes. This does not leave me with enough time to see and read the information within the popup.

Solution:
Keep the message on the screen.

Popup not modal (A)

When the menu layer appears, user's focus is not taken to it. Once on menu, it allows keyboard users to 'escape' the layer, move onto the background and interact with it, even though the user may not be able to see what they are doing due to the menu in the foreground.

WCAG Reference:
2.4.3 Focus Order – Level A
Understanding Focus Order |How to Meet Focus Order
1.3.2 Meaningful Sequence – Level A
Understanding Meaningful Sequence |How to Meet Meaningful Sequence

Issue ID: DAC_Popup_NotModal_01

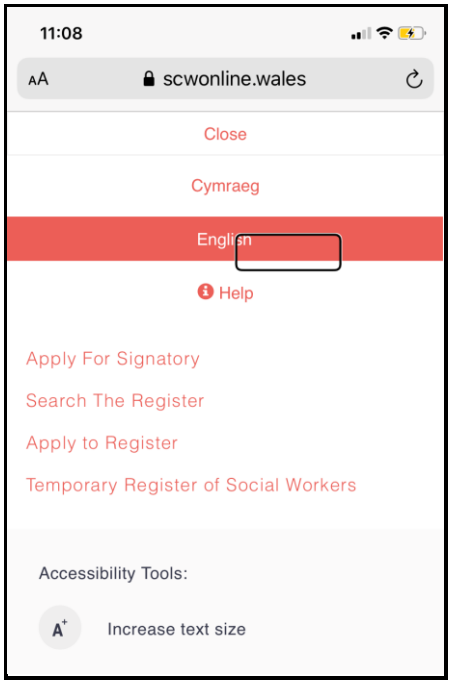
Page title: Welcome to SCWonline · SCW Portal
URL: https://www.scwonline.wales/en/
Task: 1.1 (Systemic)

Focus is not taken to the mobile menu when it is opened, so users must find the menu manually. When in the menu, it is possible for the user to access the page behind, so blind users may not be able to determine what is in the menu layer and what isn't

Location(s): body > nav

Solution:
Ensure the focus stays within the menu when it is opened. Ensure there is a way to close it.

Screen shot:



Expanding content doesn't advise status (A)

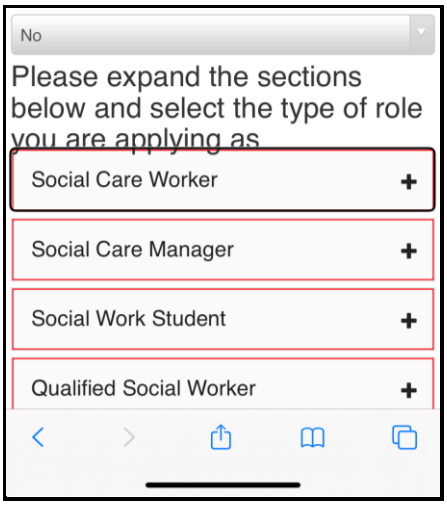
Expanding content was found during the audit process that did not advise users if it was expanded or collapsed.

WCAG Reference:
1.3.1 Info and Relationships – Level A
Understanding Info and Relationships |How to Meet Info and Relationships
2.4.4 Link Purpose (In Context) - Level A
Understanding Link Purpose (In Context) |How to Meet Link Purpose (In Context)

Issue ID: DAC_Expand_Status_Missing_01

Page title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/terms-and-conditions-create/?entityName=sb_application
Task: 2.8

Screen shot:



It is not advised to screen reader users if the expandable is open or not.

Screen reader user comments:
"When navigating through the page to expand the social care worker expandable I found a plus sign that is meant to convey that the item is expandable. This occurs throughout this page. I would expect to hear (expanded) when the item is expanded and (collapsed) when the element is closed. This will avoid ambiguity.

Current Code Ref(s): #accordion > div:nth-child(1) > div.panel-heading > h4 > a

```
<a role="button" data-toggle="collapse" data-parent="#accordion"
href="#groupSocialCareWorker">Social Care Worker</a>
```

Solution:

Add an attribute of aria-expanded. Update it as the expandable is open/closed.

For example:

```
<a role="button" data-toggle="collapse" data-parent="#accordion"
href="#groupSocialCareWorker" aria-expanded="false">Social Care Worker</a>
```

Missing fieldset and legend (A)

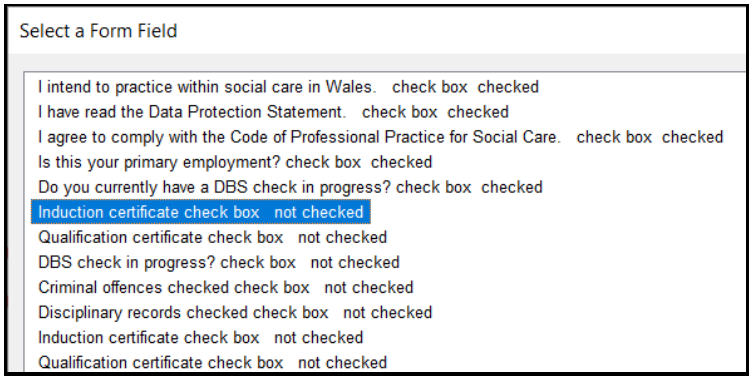
Fieldsets group checkboxes and radio buttons into sets so screen reader users can understand the structure of them. A legend is then added to the field set to label it.

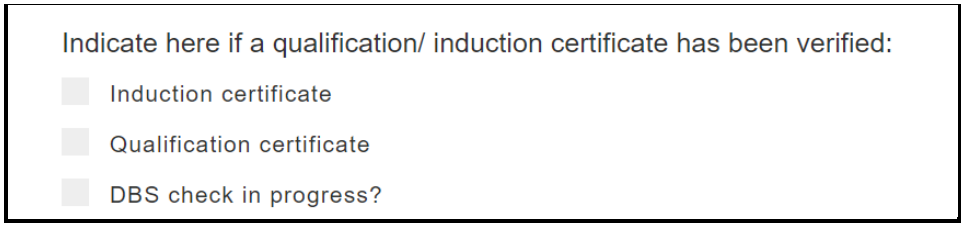
WCAG Reference:
1.3.1 Info and Relationships – Level A
Understanding Info and Relationships |How to Meet Info and Relationships
4.1.2 Name, Role, Value - Level A
Understanding Name, Role, Value | How to Meet Name, Role, Value

Issue ID: DAC_Form_Fieldset_Missing_01

Page Title: SCW Portal - My Application - Read Only · SCW Portal
URL: https://www.scwonline.wales/en/applicant/view/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c
Task: 3.3

Screen Shot:





The checkboxes are not grouped in a fieldset to associate them with a subject. Many are found on this page.

Screen reader user comments:

"While most of the form elements are self-explanatory, out of context there are several form elements in the list that do not contain a question. This means that some for elements are ambiguous out of context."

Current Code Ref(s):

```
<h3 class="subheadings03">
  <script …> … </script>
  Indicate here if a qualification/ induction certificate has been verified:
</h3>
<label class="container">
  <script …> … </script>
  Induction certificate
  <input type="checkbox" onclick="return false;">
  <span class="checkmark"></span>
</label>
<label class="container">
  <script …> … </script>
  Qualification certificate
  <input type="checkbox" onclick="return false;">
  <span class="checkmark"></span>
</label>
```

Solution:

Add a fieldset with a legend around the grouped elements

For example:

```
<fieldset>
  <legend<h3 class="subheadings03">
    Indicate here if a qualification/ induction certificate has been verified:
  </h3></legend>
  <label class="container">
    Induction certificate <input type="checkbox" onclick="return false;">
    <span class="checkmark"></span>
  </label>
  <label class="container">
    Qualification certificate <input type="checkbox" onclick="return false;">
    <span class="checkmark"></span>
  </label>
</fieldset>
```

Illogical tab order (A)

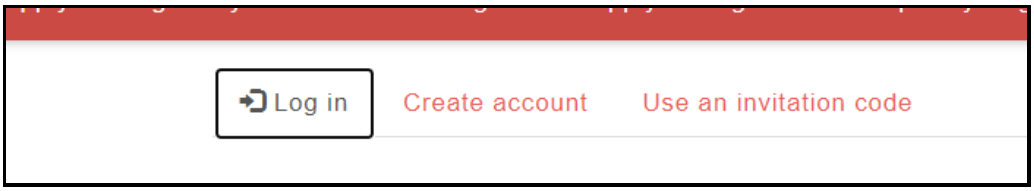
Keyboard users rely on a logical tab order (left to right, top to bottom) to determine where the focus is going to travel to next.

WCAG Reference:
2.4.3 Focus Order – Level A
Understanding Focus Order |How to Meet Focus Order

Issue ID: DAC_Focus_Order_TabIndex_01

URL: https://www.scwonline.wales/en/SignIn?ReturnUrl=%2Fen%2Fapplication%2Fapply-to%2F
Page: Apply to register
Task: 2.1

Screen shot:



Users cannot use the expected tab key to access the options on the top of the "Log in" page, and how to use the cursor keys. If they were 'tabs' in a 'tablist', it would be expected that users can use both the cursor keys and the tab key to access the links. As they are links (and not tabs) this functionality is unexpected.

Keyboard only user comments:
"To access the tabs on this page you tab onto the first one then uses the arrow keys to get to the others. This was not what I was expecting to happen. I expected to need to tab onto them."

Current Code Ref(s): #content > ul > li:nth-child(2) > a

```
<a role="tab" aria-selected="False"
href="/en/Account/Login/Register?returnUrl=%2Fen%2Fapplication%2Femployment-
history%2F%3Fid%3Dcadc0bee-2cb6-ea11-8b71-
00155d8cc1ee%26entityName%3Dsb_application" aria-label="Create account"
title="Create account" tabindex="-1">Create account</a>
```

Solution:
Remove the tabindex attribute from the link.

Disabled fields (A)

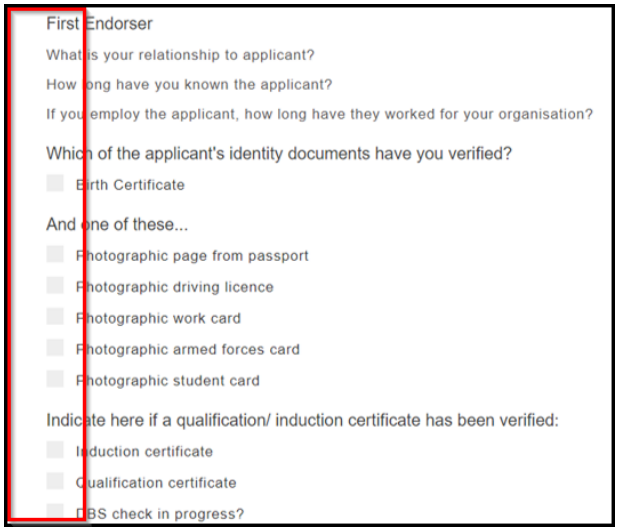
Keyboard users can use the tab key to navigate to input fields that are not active. These items could confuse both keyboard and screen reader users.

WCAG Reference:
2.4.3 Focus Order – Level A
Understanding Focus Order |How to Meet Focus Order
4.1.2 Name, Role, Value – Level A
Understanding Name, Role, Value |How to Meet Name, Role, Value

Issue ID: DAC_Form_Disabled_Naviagable_01

Page Title: SCW Portal - My Application - Read Only · SCW Portal
URL: https://www.scwonline.wales/en/applicant/view/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c
Task: 3.3

Screen shot:



Keyboard users can tab to every field in this form, even though it is in "View only" mode. Screen reader users are told on some of the elements that they are "read only" but not disabled.

Voice activation user comments:
"Dragon picks up tick boxes on this page even though the ones that are present are not active. I found this confusing as usually Dragon only picks up active elements."

Keyboard only user comments:

"The tick boxes can be tabbed onto even though they are not actionable elements. I found this confusing as I would usually expect focus to only go to actionable elements."

Current Code Ref(s): body > div.main-body > div.main-body.head-area > label:nth-child(1) > input[type=checkbox]

```
<input type="checkbox" checked="checked" onclick="return false;">
```

Solution:

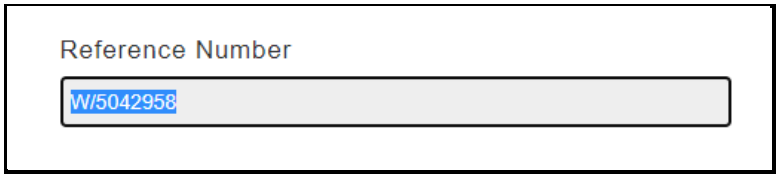
Add information advising they cannot be altered/are disabled.
Adding the "disabled" attribute removed the item from the tab order and advised screen reader users that it is "unavailable"
For example:

```
<input type="checkbox" checked="checked" onclick="return false;" disabled>
```

Issue ID: DAC_Form_Disabled_Naviagable_02

URL: https://www.scwonline.wales/en/applicant/fees-and-payment/make-a-payment/
Page: Making a Payment
Task: 3.6

Screen shot:



The input fields are navigable by keyboard but cannot be edited.
Screen reader users are told on some of the elements that they are “read only” but not disabled.

Keyboard only user comments:

“The ‘reference number’ field can be tabbed into when it is a field that cannot be interacted with. I found this confusing as I usually expect focus to only go to editable fields. This is also the case with the ‘service user number’ field.”

Voice activation user comments:

“The ‘service use number’ and ‘reference number’ fields are being picked up by Dragon even though they are not active. I found this confusing as Dragon usually only picks up active elements.”

Current code Ref(s): #acg_serviceusernumber

```
<input
name="ctl00$ctl00$ContentContainer$MainContent$EntityControls$WebFormControl$Enti
tyFormView$acg_serviceusernumber" type="text" maxlength="100"
id="acg_serviceusernumber" class="text form-control "
onchange="setIsDirty(this.id);" readonly="" placeholder="416633">
```

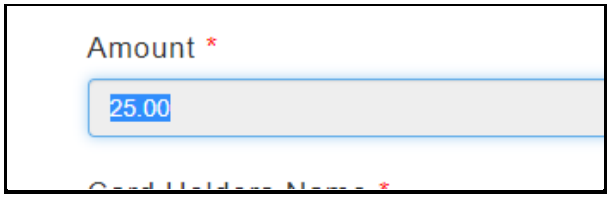
Solution:

Adding the “disabled” attribute removed the item from the tab order and advised screen reader users that it is “unavailable”

Issue ID: DAC_Form_Disabled_Naviagable_03

URL: https://www.scwonline.wales/en/applicant/fees-and-payment/make-a-payment/?stepid=6e354c45-f40f-e811-8115-70106faad2f1&sessionid=be550ae4-e1af-ea11-a812-000d3a86ac4e
Page: Make a payment – Credit card
Task: 3.7

Screen shot:



The input fields are navigable by keyboard but cannot be edited.
Screen reader users are told on some of the elements that they are “read only” but not disabled.

Keyboard only user comments:
“The ‘amount’ field can be tabbed into, but it cannot be edited. I found this confusing as usually focus only go to editable fields.”

Current Code Ref(s): #acg_amount

```
<input
name="ctl00$ctl00$ContentContainer$MainContent$EntityControls$WebFormControl$Enti
tyFormView$acg_amount" type="text" value="0.00" id="acg_amount" class="text money
form-control " onchange="setIsDirty(this.id);" readonly="">
```

Solution:
Adding the “disabled” attribute removed the item from the tab order and advised screen reader users that it is “unavailable”

Issue ID: DAC_Form_Disabled_Naviagable_04

Page: Apply to become an additional signatory · SCW Portal
URL: https://www.scwonline.wales/en/edit-endorser/?id=9509e2ff-08af-ea11-8b72-00155d8cba8d
Task: 4.3

Screen shot:

The input fields are navigable by keyboard but cannot be edited.
Screen reader users are told on some of the elements that they are “read only” but not disabled.

Keyboard only user comments:
“The form fields on this page can be tabbed into even though the content cannot be edited. I would not expect my focus to go to fields that I cannot edit.”

Current Code Ref(s): #acg_forename

```
<input
name="ctl00$ContentContainer$EntityFormControl_c101c95c837be811812d70106faa5221$E
ntityFormControl_c101c95c837be811812d70106faa5221_EntityFormView$acg_forename"
type="text" value="Andrew" maxlength="100" id="acg_forename" class="text form-
control " onchange="setIsDirty(this.id);" readonly="">
```

Solution:
Adding the “disabled” attribute removed the item from the tab order and advised screen reader users that it is “unavailable”

Dragon dictation (A)

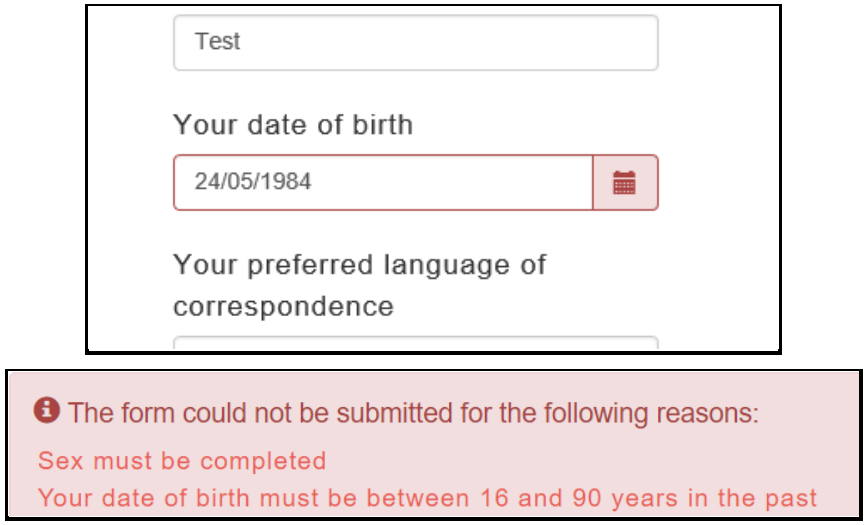
When dictating into an input, Dragon does not activate the 'Change 'flag, and so the browser does not react to this.

WCAG Reference:
4.1.1 Parsing – Level A
Understanding Parsing |How to Meet Parsing

Issue ID: DAC_Dragon_Dictation_01

URL:
https://www.scwonline.wales/en/mycontactdetails/?ReturnUrl=%2Fen%2Fapplication%2Fapply-to%2F
Page: Contact details
Task: 2.4

Screen shot:



The input does not recognise when anything has been dictated into it by Dragon.

Voice activation user comments:
"When a date of birth is dictated into the field an error message appears. This meant that I had to use keyboard commands to type through voice into it."
Tested in IE and Chrome.

Solution:
Use JavaScript to check if the field is empty instead of if it has been changed.

Visual label not contained in accessible name (A)

The visual label is not part of the accessible name and so the element cannot be selected by that label by Voice Activation Users.

WCAG Reference:
2.5.3 Label in Name – Level A
Understanding Label in Name | How to Meet Label in Name

Issue ID: DAC_Form_Label_NotInName_01

URL: https://www.scwonline.wales/en/edit-endorser/?id=47090d48-dcb6-ea11-bf21-00155d8c8ba3
Page: Apply to become an additional signatory – copy of signature layer
Task: 4.3

Screen shot:

Although labelled "Upload"/" Browse" the input is named "Attach a file".

Voice activation user comments:

"The 'browse' button does not get picked up by Dragon. This meant that I had to use keyboard commands to tab onto it to access it."

Current Code Ref(s): body > section > div > div > div.modal-body > div > div:nth-child(2)

```
<div class="form-group">
  <label aria-label="Attach a file" class="control-label col-sm-3">Upload</label>
  <div class="col-sm-9"> <div class="form-control-static">
    <input accept="*" aria-label="Attach a file" multiple="multiple"
    name="file" tabindex="0" type="file">
  </div></div>
</div>
```

Solution:

Ensure the accessible name contains (preferably starts with) the visual label.
In this case the aria-label could be changed to “Upload a file”.
NOTE: The submit button is also called “Upload”, which would be more descriptive as “Submit”.

Wrong keyboard layout (A)

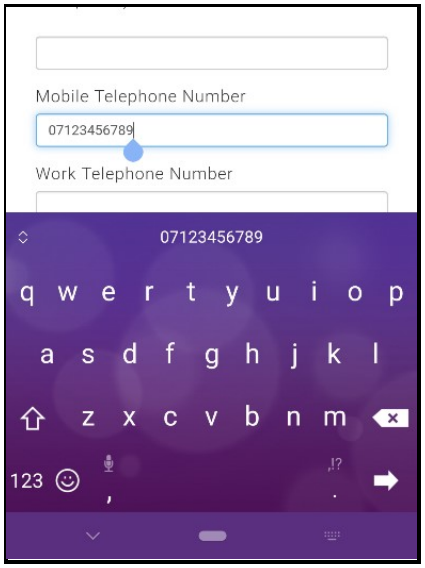
When accessing the text field, the keyboard layout did not represent the information being entered in. e.g. Text layout for a number entry.

WCAG Reference:
4.1.2 Name, Role, Value – Level A
Understanding Name, Role, Value |How to Meet Name, Role, Value

Issue ID: DAC_Mobile_Keyboard_layout_01

URL: https://www.scwonline.wales/en/mycontactdetails/
Page: Contact details
Task: 2.4

Screen shot:



When entering solely numbers into input fields, the mobile keyboard shows the text layout which makes entry more difficult, especially for screen reader users and those without fine motor control.

Mobility user comments:
"When focus is in the 'mobile telephone number' field the qwerty keyboard appears. This meant that I had to change to the number keyboard to be able to input a phone number into it."

Mobility user comments:
"When focus is in the 'card number' field the qwerty keyboard appears. This meant that I had to change to the number keyboard to be able to input a phone number into it"

Solution:
Normally using the correct input type would be advised, but Dragon does not work with some input types. It is therefore advised to use the '`inputmode`' attribute
Use the inputmode attribute to change the layout to the correct version.
A list of valid inputmode values can be found in the HTML 5.2 Standard under
4.10.19.7. Input modalities: the inputmode attribute

Images of text (AA)

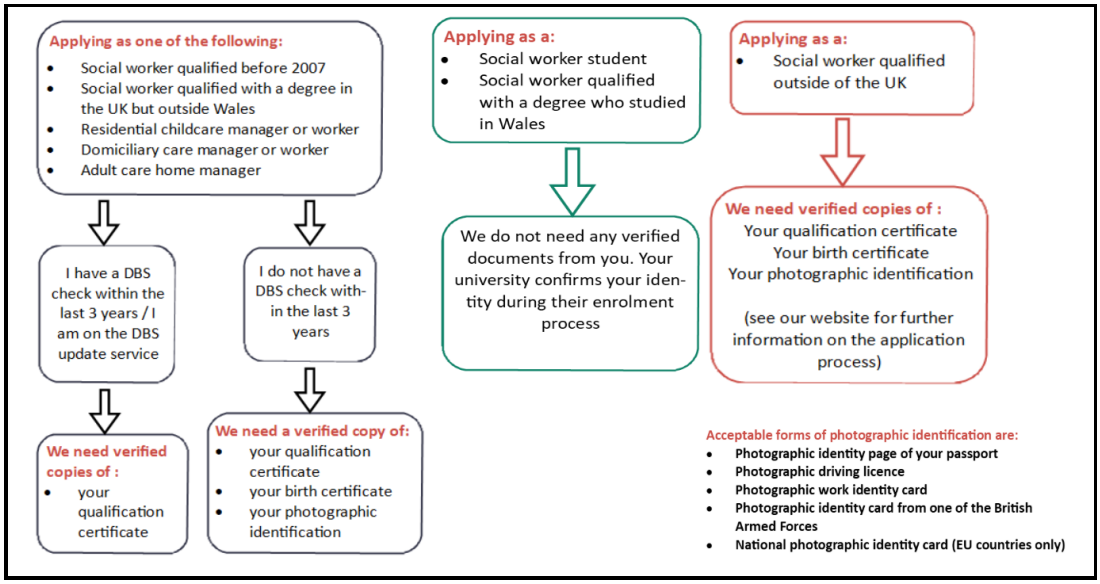
An image of text has been used to convey information rather than text.
Unless rendering this as an image is essential or customisable this should not be used as low vision users will not be able to adjust the text presentation as needed.

WCAG Reference:
1.4.5 Images of Text – Level AA
Understanding Images of Text | How to Meet Images of Text

Issue ID: DAC_Image_OfText_01

Page Title: Documents to support your application to the Register · SCW Portal
URL: https://www.scwonline.wales/en/help/application/documents/
Task: 2.36

Screen Shot:



While the alternative text is sufficiently descriptive, to allow the basics to be relayed to screen reader users, the full experience is not provided.

Current Code Ref(s): body > div.page-copy > div > div > div > table > tbody > tr:nth-child(2) > td:nth-child(1) > img

```
<img style="width: 400px; height: 580px;" alt="If you are applying as one of the following: a Social worker qualified before 2007, a social worker qualified with a degree in the UK but outside Wales, a residential childcare manager or worker, a domiciliary care manager or worker or an adult care home manager and have a DBS check within the last 3 years or you are on the DBS update service, then we will need verified copies of your qualification certificate. If you do not have a DBS check within the last 3 years, we will need your qualification certificate, your birth certificate and your photographic identification." src="/help/application/documents/One.PNG">
```

Solution:

A vector image would scale with zooming for low vision users, and if an SVG was used it would be readable for screen reader users.

Data not validated (AA)

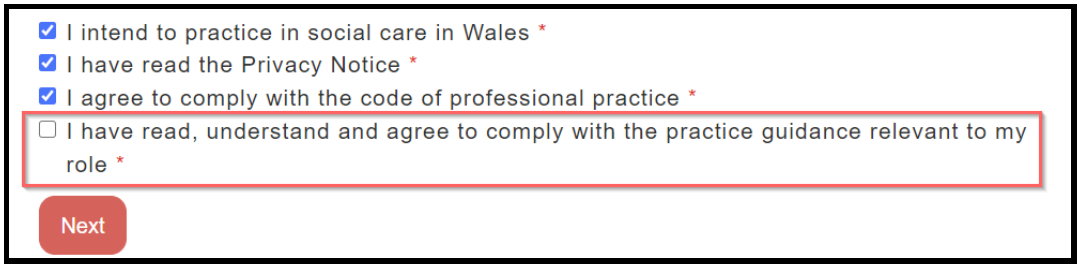
Even though all other entered data is validated on the page, an input field is not validated before allowing the user to continue.

WCAG Reference:
3.3.4 Error Prevention (Legal, Financial, Data) – Level AA
Understanding Error Prevention (Legal, Financial, Data) |
How to Meet Error Prevention (Legal, Financial, Data)
3.2.4 Consistent Identification – Level AA
Understanding Consistent Identification | How to Meet Consistent Identification

Issue ID: DAC_Form_Validation_Missing_01

Page title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/terms-and-conditions-create/?entityName=sb_application
Task: 2.6

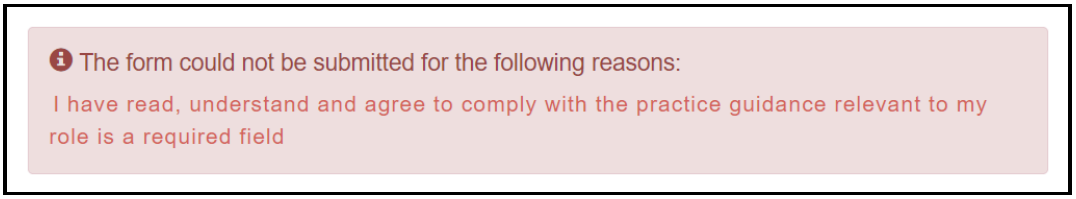
Screen Shot:



It is possible to continue without checking the 'required' box:
"I have read, understand and agree to comply with the practice guidance relevant to my role".

It was found further into the journey that the field will be validated, and the user sent back to the above page.

Screen shot:



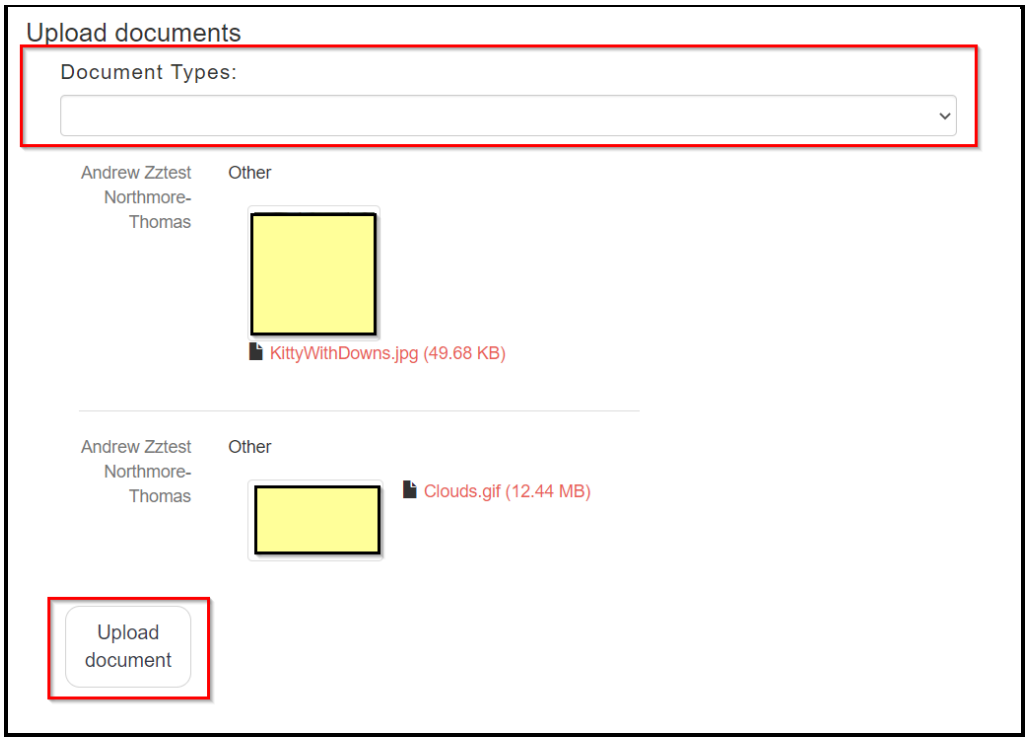
This deviance of navigation could be confusing and frustrating, as all other checkboxes are validated on the page.

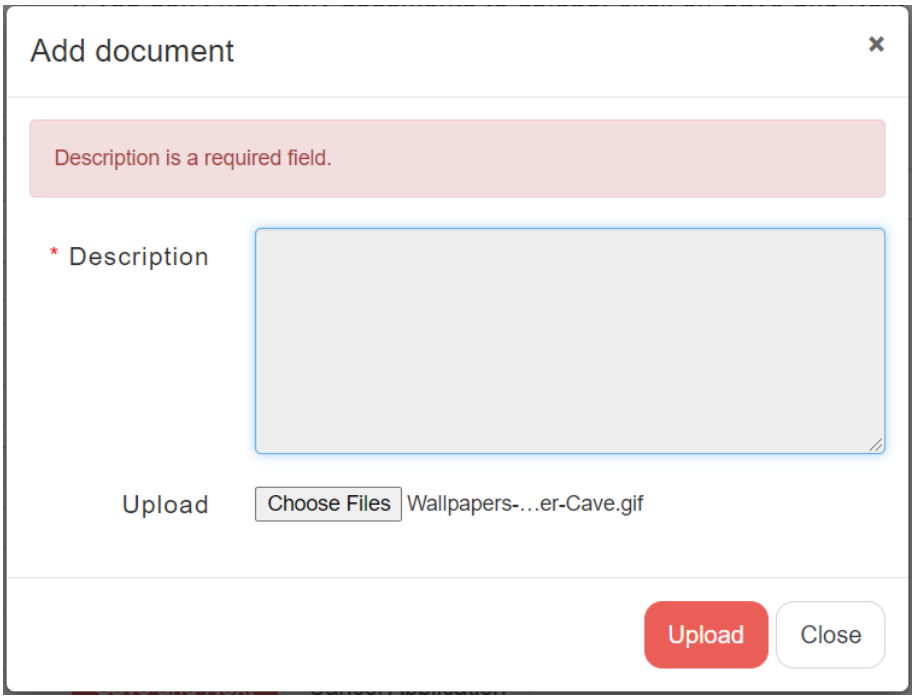
Solution:
Ensure that all required fields are verified before submission is accepted.

Issue ID: DAC_Form_Validation_Missing_02

Page Title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/documents/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c&entityName=sb_application
Task: 2.36

Screen Shot:





When returning to the Documents page, it is possible to click on the “Upload document” button without having a “Document type”.
This causes an error on the following dialog box where the description is erred as is blank but cannot be filled in because it is read-only.

Solution:
Ensure that users cannot access this invalid option of a null “Document type” value.

Colour Contrast (AA)

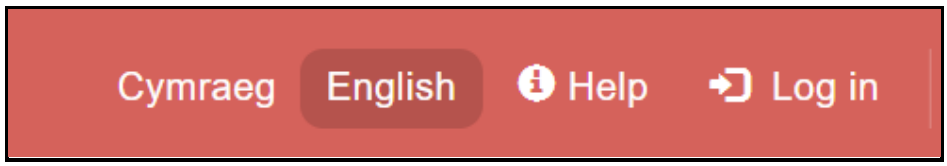
Some of the colour combinations found on the site are low contrast and are likely to be difficult for people with low vision to read. Developers must take care to ensure that colour contrast meets the minimum requirements. If the standard scheme does not meet the minimum requirements, then an alternative colour scheme that does meet the requirements should be made available.

WCAG Reference:
1.4.3 Contrast (Minimum) - Level AA
Understanding Contrast (Minimum) |How to Meet Contrast (Minimum)
1.4.11 Non-text Contrast – Level AA
Understanding Non-text Contrast |How to Meet Non-text Contrast

Issue ID: DAC_Colour_Contrast_01

Page title: Welcome to SCWonline · SCW Portal
URL: https://www.scwonline.wales/en/
Task: 1.1 (Systemic)

Screen Shot:



While the “English” link passes Contrast Guidelines, all the other links do not.

Elements must have sufficient colour contrast
Foreground: #FFFFFF, Background: #D5625B
The contrast ratio is: 3.7:1
Text failed at Level AA

Low vision user comments:
When I was testing the webpage, I struggled to read the title of the webpage as well as the Cymraeg font. This is because of the colour scheme used for the banner, when I tested the colour scheme of the banner, I found that the colour contrast fails with a ratio of 3.3:1 which means users like myself will struggle to see and read the font.

Current Code Ref(s): .hidden-md.hidden-sm.hidden-xs > .dropdown[aria-label="language\ dropdown"][role="group"] > .btn-default[title="Cymraeg"][data-code="cy"]

```
<a class="btn btn-default " href="https://www.scwonline.wales/cy/"
title="Cymraeg" data-code="cy">Cymraeg</a>
```

Solution:

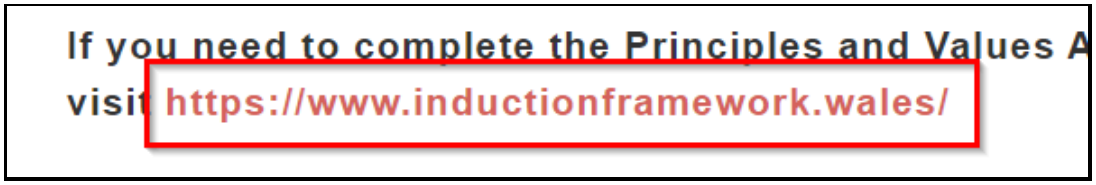
Ensure colour contrast ratios meet the WCAG 2.1 AA standards of:

- 4.5 to 1 for Standard Text
- 3 to 1 for Large Text
- 3 to 1 for Non-Text Elements

Issue ID: DAC_Colour_Contrast_02

Page title: Welcome to SCWonline · SCW Portal
URL: https://www.scwonline.wales/en/
Task: 1.1 (Systemic)

Screen Shot:



Elements must have sufficient colour contrast
Foreground: #D5625A, Background: #FFFFFF
The contrast ratio is: 3.7:1, expected 4.5:1
Text failed at Level AA

Low vision user comments

When testing the webpage, I struggled to read the links within the webpage because of the colour scheme used. When I tested the colour scheme, I found that the colour contrast fails with a ratio of 3.3:1 which means users like myself will struggle to see and read the font.

Low vision user comments:

When I was testing the webpage, I struggled to read the table headers because of the font colour used. When I tested the colour of the font against the background, I found that the colour contrast fails with a ratio of 3.3:1 which means users will struggle to see and read the font within the table headers.

Low vision user comments:

When I was testing the webpage, I struggled to see and read the Add other names font within the button. This is because of the colour scheme used within the button and when I tested the colour scheme, I found that the colour contrast fails with a ratio of 3.3:1 which means users like myself will struggle to see and read the font within the button.

Location(s):

- body > div.xrm-editable-html.xrm-attribute > div > div.container > p:nth-child(1) > strong > a
- body > div.xrm-editable-html.xrm-attribute > div > div.container > p:nth-child(1) > a:nth-child(12)
- body > div.xrm-editable-html.xrm-attribute > div > div.container > p:nth-child(3) > a:nth-child(3)

Solution:

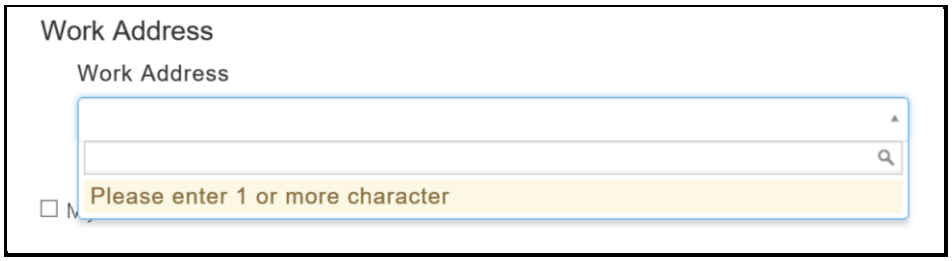
Ensure colour contrast ratios meet the WCAG 2.1 AA standards of:

- 4.5 to 1 for Standard Text
- 3 to 1 for Large Text
- 3 to 1 for Non-Text Elements

Issue ID: DAC_Colour_Contrast_03

URL: https://www.scwonline.wales/en/application/current-employment/?id=5ba79a13-f8ab-ea11-8b71-00155d8cd18c&entityName=sb_application
Page: Current employment
Task: 1.17

Screen shot:



Foreground: #967E53, Background: #FCF8E3
The contrast ratio is: 3.6:1, expected: 4.5:1
Text failed at Level AA

Low vision user comments:

When I was entering in the address, I struggled to read the “please enter 1 or more character” text because of the colour scheme used. When I tested the colour scheme, I found that the colour contrast fails with a ratio of 3.6:1 which means users like myself will struggle to see and read the font.

Solution:

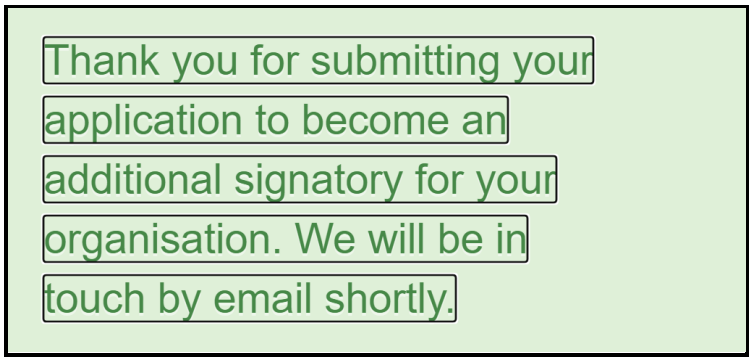
Ensure colour contrast ratios meet the WCAG 2.1 AA standards of:

- 4.5 to 1 for Standard Text
- 3 to 1 for Large Text
- 3 to 1 for Non-Text Elements

Issue ID: DAC_Colour_Contrast_04

Page: Apply to become an additional signatory · SCW Portal
URL: https://www.scwonline.wales/en/edit-endorser/?id=9509e2ff-08af-ea11-8b72-00155d8cba8d
Task: 4.4

Screen shot:



Foreground: #468847, Background: #ECECEC
The contrast ratio is: 3.6:1, expected: 4.5:1
Text failed at Level AA

Low vision user comments:

When testing the completion webpage, I struggled to read the green font against the green background due to the contrast between the foreground and background. When I tested the colour scheme, I found that the colour contrast fails with a ratio of 3.6:1 which means users like myself will struggle to see and read the font.

Solution:

Ensure colour contrast ratios meet the WCAG 2.1 AA standards of:

- 4.5 to 1 for Standard Text
- 3 to 1 for Large Text
- 3 to 1 for Non-Text Elements

Issue ID: DAC_Colour_Contrast_05

URL: https://www.scwonline.wales/en/edit-endorser/?id=2d7a2cb0-0daf-ea11-8b71-00155d8cd18c
Page: Apply to become an additional signatory
Task: 4.3

Screen shot:

Foreground: #999999. Background: #FFFFFF
The contrast ratio is: 2.8:1, expected: 4.5:1
Text failed at Level AA

Low vision user comments:

When I was testing the form fields, I struggled to read the grey font against the white background due to the contrast between the foreground and background. When I tested the colour scheme of the alt text, I found that the colour scheme fails with a ratio of 2.8:1 which means users will struggle to see and read the font.

Solution:

Either: Ensure the colour ratio of the text surpasses WCAG 2.1 AA standards;
Or: Ensure the colour ratio of the border surpasses WCAG 2.1 AA standards;

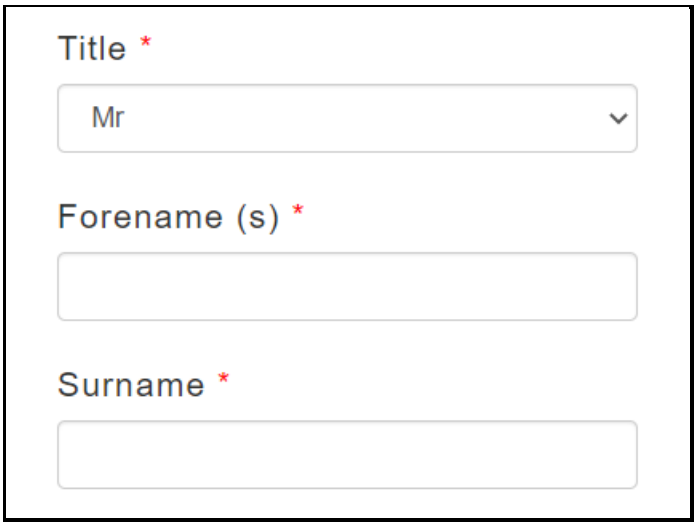
Ensure colour contrast ratios meet the WCAG 2.1 AA standards of:

- 4.5 to 1 for Standard Text
- 3 to 1 for Non-Text Elements

Issue ID: DAC_Colour_Contrast_06

URL: https://www.scwonline.wales/en/mycontactdetails/
Page: Contact details
Task: 2.4

Screen shot:



Without any other indication of where the edit field is located, the grey box around the input is not distinct enough for low vision users to see.
Foreground: #CCCCCC, Background: #FFFFFF
The contrast ratio is: 1.6:1, expected 3:1

Low vision user comments:
When I was entering in the contact information, I struggled to see the borders of the textboxes throughout the form, this makes it harder to see and select the textbox for me to enter in the information.
Tested in Samsung s20 ultra

Solution:
Make the input borders more contrasting.
The contrast ratio should be at least 3:1

Ensure colour contrast ratios meet the WCAG 2.1 AA standards of:

- 3 to 1 for Non-Text Elements

Status messages (AA)

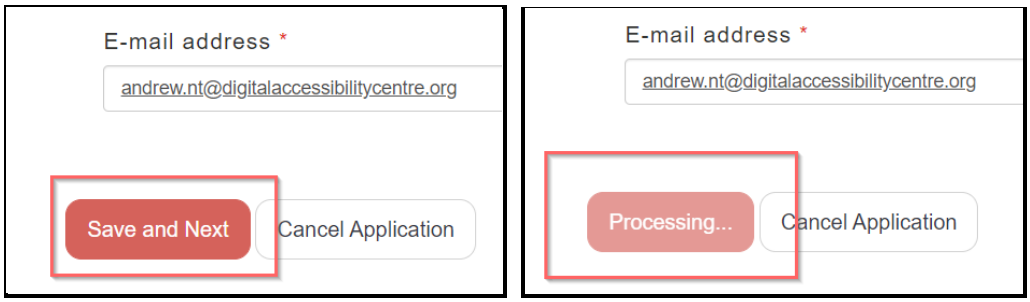
When some functions are actioned, a status message appears to advise the current status. This message is not read out to screen reader users automatically.

WCAG Reference:
4.1.3 Status Messages - Level AA
Understanding Status Messages | How to Meet Status Messages

Issue ID: DAC_Status_Message_01

Page Title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/personal-details/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c&entityName=sb_application
Task: 2.9 (Systemic)

Screen Shot:



When pressing the "Save and Next" button updates the button text to 'Processing', but this is not read out to screen reader users.

Screen reader user comments:

"When completing a task and clicking 'save and next', I found that there is time, while the page is loading that Jaws silences. Often a second or two elapses however on some occasions this lasts longer. It may be helpful if Jaws could announce 'this may take a few minutes' or give a prompt so that users know the page is loading."

Current Code Ref(s): #UpdateButton

Before activation

```
<input type="button"
name="ctl00$ContentContainer$EntityFormControl_add5877ff657e71180fa70106faad2f1$U
pdateButton" value="Save and Next " onclick="javascript: … " id="UpdateButton"
title="Submit" class="btn btn-primary button submit-btn">
```

After activation

```
<input type="button"
name="ctl00$ContentContainer$EntityFormControl_add5877ff657e71180fa70106faad2f1$U
pdateButton" value="Processing..." onclick="javascript: … " id="UpdateButton"
title="Submit" class="btn btn-primary button submit-btn" disabled="">
```

Solution:

Add a visually hidden area with a role of alert so it will read out to screen reader users when updated. Text can be visually hidden using CSS. See Appendix IV for an example.
When the button text is updated, add inner text to this aera
e.g. “Processing. Please wait.”
For example:

HTML:

```
<div class="sr-only" role="alert" id="alertBox"></div>
```

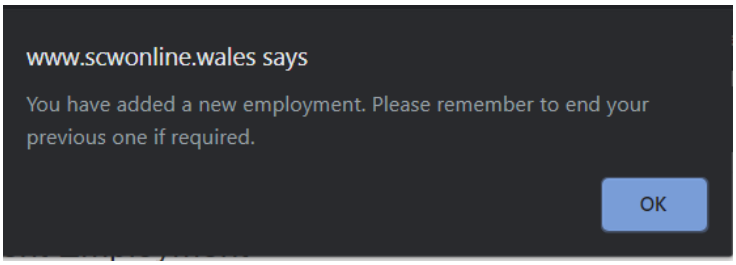
JavaScript:

```
document.getElementById(“alertbox”).innerHTML = "Processing. Please wait.";
```

Issue ID: DAC_Status_Message_02

Page Title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/current-employment/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c&entityName=sb_application
Task: 2.16

Screen Shot:



A JavaScript alert box appears after adding an employment.
This is not read to screen reader users.

Current Code Ref(s): #EntityFormControl_71e481900358e71180fa70106faad2f1 > span > script

```
<script type="text/javascript">
[…]
  newEmploymentPrompt:"You have added a new employment. Please remember to end
  your previous one if required." };
[…]
  alert(message.newEmploymentPrompt);
[…]
```

Solution:
Use an alert html section instead of using the JavaScript alert function.
This can be done via the use of the role attribute.
Please see W3C's ARIA alert Role Example.

Note: Also found on Task: 2.28 "My Application · SCW Portal"
https://www.scwonline.wales/en/application/criminal-offences/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c&entityName=sb_application

No removal before submission (AA)

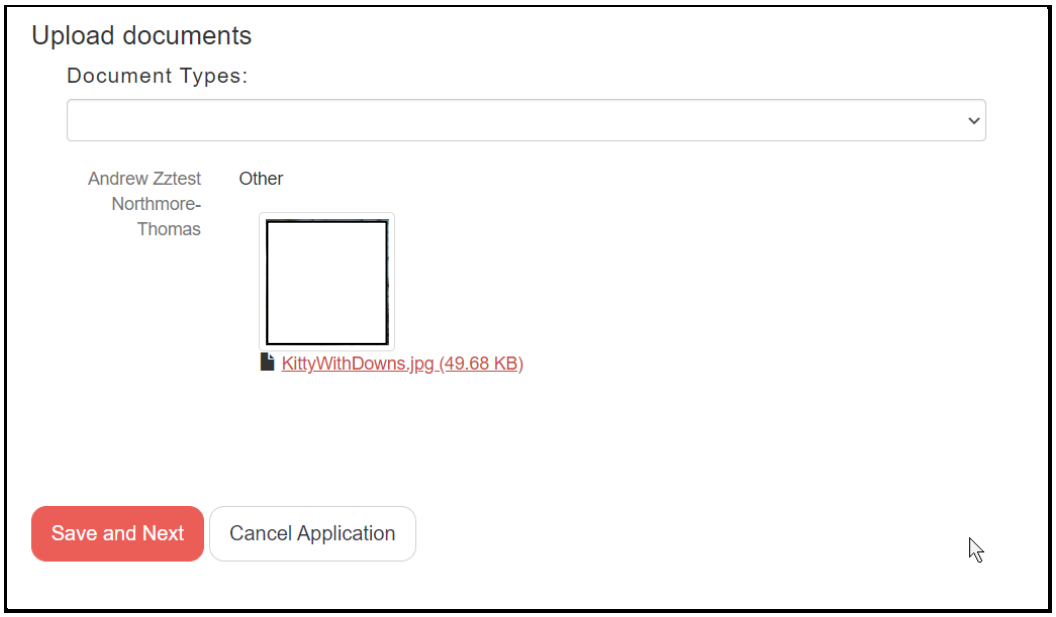
Once uploaded images cannot be changed or removed.

WCAG Reference:
3.3.4 Error Prevention (Legal, Financial, Data) – Level AA
Understanding Error Prevention (Legal, Financial, Data) |
How to Meet Error Prevention (Legal, Financial, Data)

Issue ID: DAC_Form_Reversal_01

Page Title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/documents/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c&entityName=sb_application
Task: 2.36

Screen Shot:



It is not possible to remove a mistakenly uploaded file or replace it.

Solution:
Add a removal button in the case of accidental submission of private information

Autocomplete (AA)

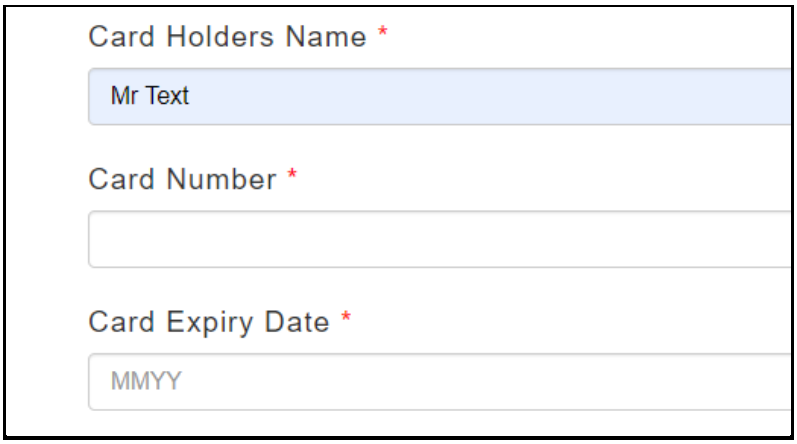
The 'autocomplete' has been turned off for form fields. This forces users to re-enter previously entered information, which can be laborious to some users.

WCAG Reference:
1.3.5 Identify Input Purpose – Level AA
Understanding Identify Input Purpose | How to Meet Identify Input Purpose

Issue ID: DAC_Autocomplete_01

Page Title: Make a payment · SCW Portal
URL: https://www.scwonline.wales/en/applicant/fees-and-payment/make-a-payment/?stepid=6e354c45-f40f-e811-8115-70106faad2f1&sessionid=99c412bf-0cb2-ea11-a812-000d3a86ac4e
Task: 3.7 (Systemic)

Screen Shot:



All the input fields on this page (and many throughout the system) do not have an autocomplete attribute.

Current Code Ref(s): #acg_cardnumber

```
<input
name="ctl00$ctl00$ContentContainer$MainContent$EntityControls$WebFormControl$Enti
tyFormView$acg_cardnumber" type="text" maxlength="20" id="acg_cardnumber"
class="text form-control " onchange="setIsDirty(this.id);" aria-required="true"
aria-invalid="true" onfocus="validateRequiredField(this.id);" title="Card Number
is a required field." aria-label="Card Number">
```

Solution:
Add the autocomplete value for the fields.
If security is a concern, then only the username needs it although there is an applicable password version.
See W3C's WCAG Section: Input Purposes for User Interface Components

Search/Filter update (AA)

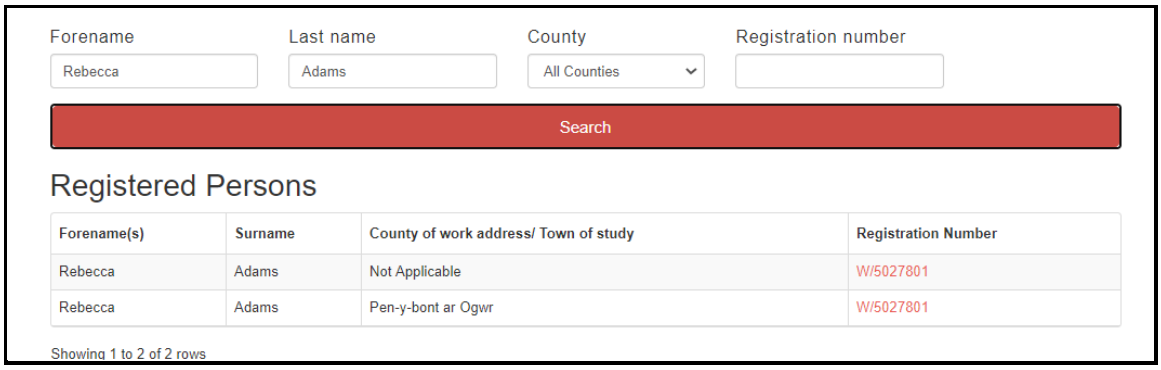
When updating records in a table representing a database, it is important to update users that something has changed on the screen without them having to search for it.

WCAG Reference:
4.1.3 Status Messages - Level AA
Understanding Status Messages | How to Meet Status Messages

Issue ID: DAC_Status_Message_Search_01

Page Title: Search the Register · SCW Portal
URL: https://www.scwonline.wales/en/search-the-register/
Task: 5.2

Screen Shot:



While visually the table updates when searching for 'Persons', there is no audible confirmation that this has happened for screen reader users.

Solution:
Set the number of returned results as an aria live region so when it is updated it is automatically read out to screen reader users.
This can be done by giving the container a role of alert.

Small screen size (AA)

When using a small screen size, the page does not scale or scroll to allow the user to access all items.

WCAG Reference:
1.4.10 Reflow – Level AA
Understanding Reflow |How to Meet Reflow

Issue ID: DAC_Reflow_01

Page: Endorsement Details
URL: https://www.scwonline.wales/en/application/endorsement/?id=5ba79a13-f8ab-ea11-8b71-00155d8cd18c&entityName=sb_application
Task: 1.35 (Systemic on mobile)

Screen Shot:

On the smallest screen sizes, many items do not fit within their containers.
This causes problems with colour contrast, and two-direction scrolling

Low vision user comments:

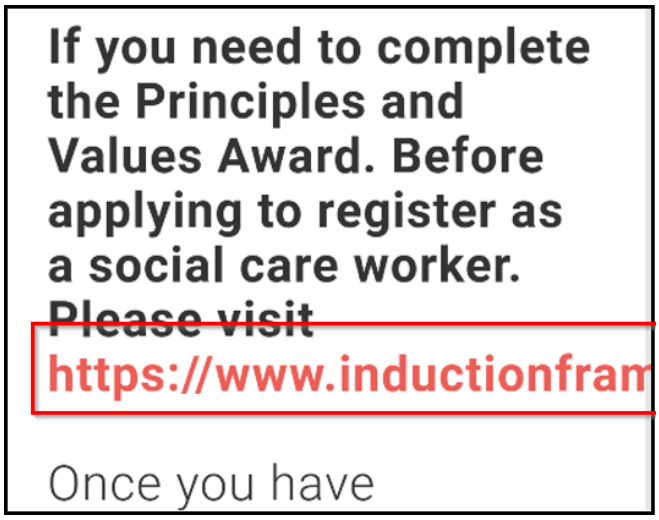
When I was testing the webpage with reflow, I noticed that the N in application is being cut off due to the size of the font and the size of the window. When I scrolled to the right, I noticed the other half of the N was out of bounds of the white background as it is now over the grey background.

Solution:
Ensure all items scale with the page adequately and stay within their containers/backgrounds.

Issue ID: DAC_Reflow_02

URL: https://www.scwonline.wales/
Page: Home page
Task: 1.1

Screen shot:



On the mobile screens, many items do not fit within their containers.
This causes some content to be hidden.

Mobility user comments:
"The link does not appear to fit on the page. This meant that I was not able to view all of it."

Solution:
Ensure all items scale with the page adequately and stay within their containers/backgrounds.

Additionally, found on:

Page title: Log in · SCW Portal
URL: https://www.scwonline.wales/en/SignIn?ReturnUrl=%2Fen%2Fapplication%2Fapply-to%2F
Mobility user comments:
“The email address on this page goes over the edge of the page.”

Page title: My Notifications · SCW Portal
URL: https://www.scwonline.wales/en/my-notifications/
Task: 2.5

Page title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/terms-and-conditions-create/?entityName=sb_application
Task: 2.8

Page: Application next steps page
Task: 2.38
Mobility user comments:
“The link on here goes off the edge of the page. This meant that I was not able to see the end of the link.”

Unnecessary fieldset (AA)

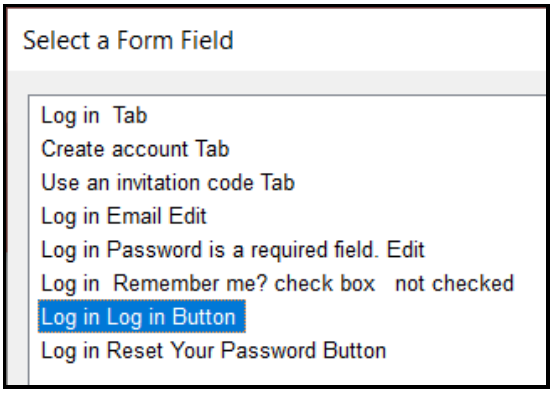
Fieldsets with legends were used unnecessarily, causing form fields to have unnecessarily long labels.

WCAG Reference:
2.4.6 Headings and Labels – Level AA
Understanding Headings and Labels | How to Meet Headings and Labels

Issue ID: DAC_Form_Fieldset_Misused_01

Page: Log in · SCW Portal
URL: https://www.scwonline.wales/en/SignIn?ReturnUrl=%2Fen%2Fapplication%2Fapply-to%2F
Task: 2.1 (Systemic)

Screen Shot:



As the whole "tab" is defined as the Log In tab, the fieldset is superfluous.
The repartition of the legend "Log in", not only hampers navigation, but also could be confusing in places.

Screen reader user comments:
"While navigating through the forms out of context I found that the 'log in' button has a repeated form label. It would be helpful if this form label could be announced once to avoid ambiguity."

Screen reader user comments:

"While viewing the form fields on the contact details page both in and out of context, I found that some fields such as title, first and second name contain the word general as part of their form label. This may confuse some users as there is no clear purpose for the word as it does not form part of the page title or directly relate to the content on the page."

Current Code Ref(s): #content > div > div.row > div > form > div > fieldset

```
<fieldset aria-labelledby="local-login-heading">
  <h4 class="login-heading-section" id="local-login-heading">
    <span class="xrm-editable-text xrm-attribute" data-languagecontext="English">
      <span class="xrm-attribute-value-encoded xrm-attribute-value">
        Log in
      </span>
    </span>
  </h4>
[…]
```

Solution:

Despite not having a `<legend>` element, the element referenced in the aria-labelledby is taking its place.

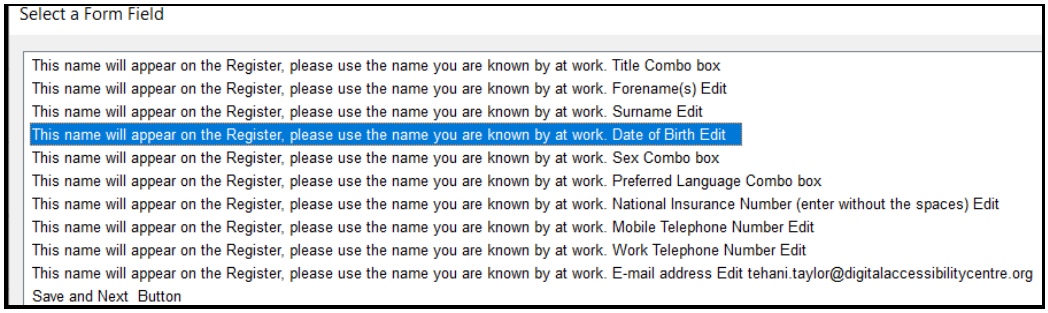
Remove the fieldset/legend and replace with a heading for the tab.

Possibly a h1 or h2, depending on the implementation of the solution to Issue ID: DAC_Heading_Missing_Section_01

Issue ID: DAC_Form_Fieldset_Misused_02

Page: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/personal-details/?id=804dbb45-adac-ea11-8b71-00155d8cd18c&entityName=sb_application
Task: 2.9

Screen shot:



The fieldset is meant to be a grouping element, with the legend giving screen reader users a context for repeated form fields.
In this case, there is only one instance of the fields on the page, making the fieldset/legend superfluous, and only protracts the information given.
As the legend is very lengthy and undescriptive of the section, it is not advised to be used.

Screen reader user comments:

"While viewing the form fields out of context I found that the same prompt, 'this name will appear on the register' is being used for each form label including form elements that do not relate to the users' name. It would be helpful if this could be unique to each form field as this may avoid ambiguity."

Current Code Ref(s):

#EntityFormControl_add5877ff657e71180fa70106faad2f1_EntityFormView > div.tab.clearfix > div > div > fieldset

```
<fieldset aria-label="<p>This name will appear on the Register, please use the name you are known by at work.</p>">
  <legend class="section-title">
    <p>This name will appear on the Register, please use the name you are known by at work.</p>
  </legend>
[…]
```

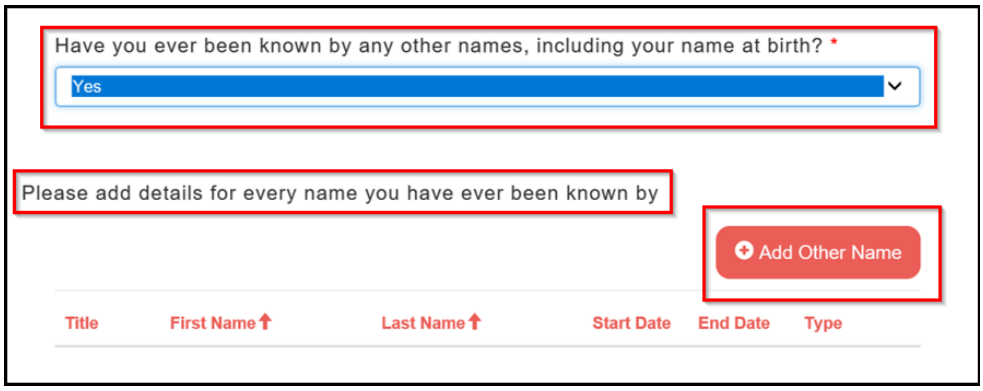
Solution:

Remove the fieldset/legend.

Issue ID: DAC_Form_Fieldset_Misused_03

Page: My Application
URL: https://www.scwonline.wales/en/application/other-names/?id=804dbb45-adac-ea11-8b71-00155d8cd18c&entityName=sb_application
Task: 2.11 (Systemic)

Screen shot:



In this iteration of this "Unnecessary fieldset" issue, the aria-label is actively interfering with the screen reader's experience of the webpage.
Screen reading software is reading out the superfluous legend
" Please add details for every name you have ever been known by " before the elements inside the fieldset.
As the aria-label repeats the legend (including the html mark up) it is additionally superfluous.

Screen reader user comments:

"When selecting 'yes' on the combo box to select if you've been known by other names and pressing tab, I found that Jaws announced, "less than P greater than". This is confusing as the purpose of this information is ambiguous. This may be code that is announced by Jaws. (Please note these are not the only instances of this issue. There may be some that I have missed.)"

Current Code Ref(s):
#EntityFormControl_1d173d93f957e71180fa70106faad2f1_EntityFormView > div:nth-child(9) > div > div > fieldset

```
<fieldset aria-label="<p>Please add details for every name you have ever been known by</p>">
  <legend class="section-title">
    <p>Please add details for every name you have ever been known by</p>
  </legend>
[…]
```

Solution:
Remove the fieldset and legend
Also see Issue ID: DAC_Table_Data_Invalid_01

No Focus Highlight (AA)

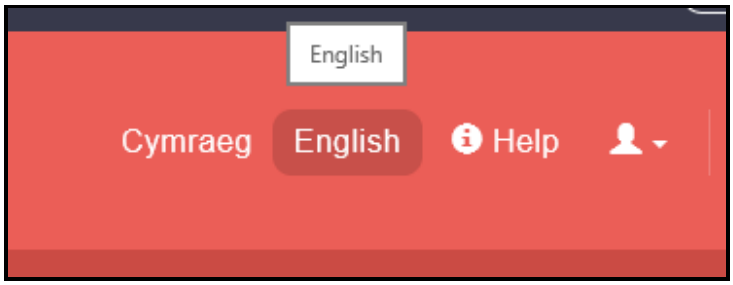
Focus highlight is missing. The focus highlight is the indicator by how keyboard only users know which element they can currently interact with

WCAG Reference:
2.4.7 Focus Visible – Level AA
Understanding Focus Visible |How to Meet Focus Visible

Issue ID: DAC_Focus_Highlight_Missing_01

URL: https://www.scwonline.wales/
Page: Home page
Task: 1.1 (Systemic – only affects MS Internet Explorer)

Screen shot:



Focus highlighting was missing on the “English” link in the header.
This only appears in IE (which uses the ‘outline’ CSS property)

Keyboard only user comments:
“There is no highlighting present on the ‘English’ link. This meant that I did not know when I had focus on it.”
Tested in IE.

Current Code Ref(s):

body > div.header-wrapper > header > div.toolbar > div > span > div.btn-group.dropdown > a.btn.btn-default.active

```
<a class="btn btn-default active"
href="https://www.scwonline.wales/en/SignIn?ReturnUrl=%2Fen%2Fapplication%2Femplo
yment-history%2F%3Fid%3Dcadc0bee-2cb6-ea11-8b71-
00155d8cc1ee%26entityName%3Dsb_application" title="English"
data-code="en">English</a>
```

CSS: bootstrap.min.css: 7

```
.btn:active, .btn.active {
    background-image: none;
    outline: 0;
    -webkit-box-shadow: inset 0 3px 5px rgba(0,0,0,0.125);
    box-shadow: inset 0 3px 5px rgba(0,0,0,0.125);
}

[…]

.btn-default:focus, .btn-default:hover, .btn-default:active,
.btn-default:active:hover, .btn-default:active:focus, .btn-default:active.focus,
.btn-default.active, .btn-default.active:hover, .btn-default.active:focus,
.btn-default.active.focus, .open>.btn-default.dropdown-toggle,
.open>.btn-default.dropdown-toggle:hover,
.open>.btn-default.dropdown-toggle:focus,
.open>.btn-default.dropdown-toggle.focus {
    background-color: #EB5E57;
    border: 1px solid #EB5E57;
    color: #FFF;
}
```

Solution:

If the outline is removed, then an alternative must be given.

The border replacement is the same colour as the active indicator (even in the same CSS rule-set)

Semantically Incorrect Headings (AAA)

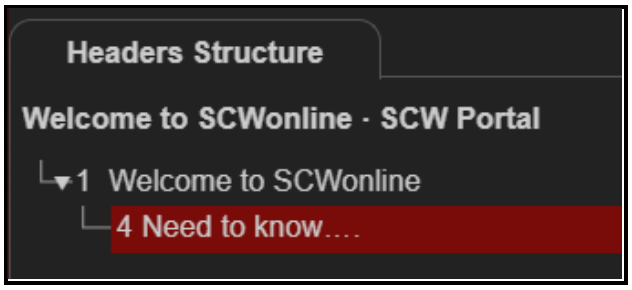
Heading levels should only increase by one.
Screen reader users use the hierarchical structure of the headings to understand the relations to different sections.

WCAG Reference:
2.4.10 Section Headings – Level AAA
Understanding Section Headings |How to Meet Section Headings

Issue ID: DAC_Heading_Illogical_01

Page title: Welcome to SCWonline · SCW Portal
URL: https://www.scwonline.wales/en/
Task: 1.1 (Mainly Systemic)

Screen Shot:



Heading order invalid
Heading levels should only increase by one

Screen reader user comments:
"While navigating through the headings on the home page I found that the headings jump from a level 1 to 4. It would be helpful if a logical hierarchical structure could be implemented as this would allow me to better understand the layout of this page."

Location(s): body > div.xrm-editable-html.xrm-attribute > div > div.container > h4

Solution:
Ensure the order of headings is semantically correct.
Heading levels can decrease by any number but should only increase by one to maintain a logical hierarchical structure.
Please note that https://www.scwonline.wales/en/privacy-notice/ has a perfect heading structure.

Non-descriptive links [URL] (AAA)

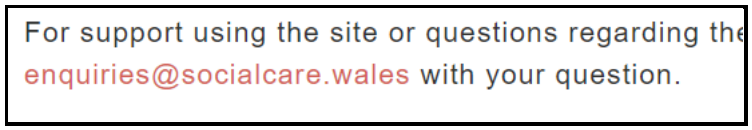
The link text of an external link just repeated the URL of the target. This is not descriptive, of what the target points to as URLs often either do not make sense, or do not equate to the page's description.

WCAG Reference:
2.4.9 Link Purpose (Link Only) - Level AAA
Understanding Link Purpose (Link Only) |How to Meet Link Purpose (Link Only)

Issue ID: DAC_Link_NonDescriptive_URL_01

Page title: Welcome to SCWonline · SCW Portal
URL: https://www.scwonline.wales/en/
Task: 1.1 (and may other locations)

Screen Shot:



Links with the text of the URL (or email address) were found.

Screen reader user comments:
"While navigating through the links out of context I located a link that contained a URL as its link text. I would expect to locate a link with a clear link text that clearly describes the purpose of this link both in and out of context to all users."

Current Code Ref(s): body > div.xrm-editable-html.xrm-attribute > div > div.container > p:nth-child(1) > strong > a

```
<a href="https://www.inductionframework.wales/">
  https://www.inductionframework.wales/
</a>
```

Solution:

By putting a description of the website before the URL, screen reader users can determine where the link takes them.

If this text is not aesthetically desirable it can be visually hidden using CSS.

See the “sr-only” class in Appendix IV for an example.

For example:

```
<a href="https://www.inductionframework.wales/">
  <span class="sr-only">
    Social Care Wales Principles and Values Award
    (adults or children and young people) -
  </span>
  https://www.inductionframework.wales/
</a>
```

Section missing heading (AAA)

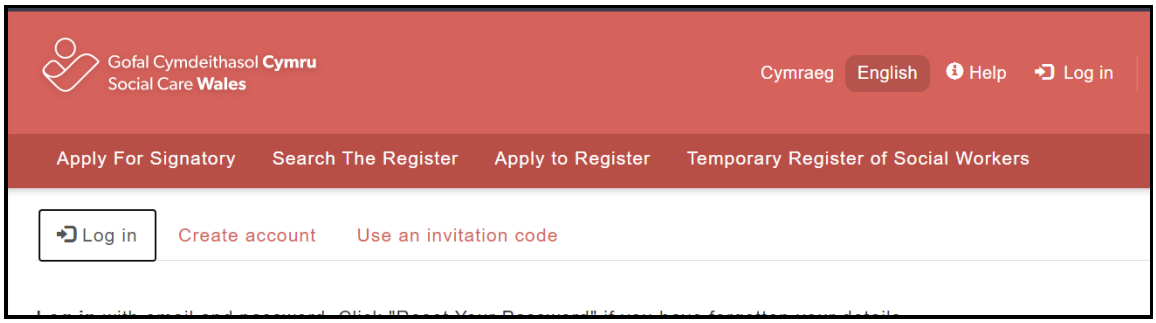
Sections of the page do not have unique headings to separate them from other content

WCAG Reference:
2.4.10 Section Headings – Level AAA
Understanding Section Headings |How to Meet Section Headings

Issue ID: DAC_Heading_Missing_Section_01

Page title: Log in · SCW Portal
URL: https://www.scwonline.wales/en/SignIn?ReturnUrl=%2Fen%2Fapplication%2Fapply-to%2F
Task: 2.1

Screen Shot:



The entire tab system takes up the page, and no headings are given for these areas; relying only on the tab label to visually label the section.

Locations(s): #content

Solution:
Add a heading to the page/section so it gives a clear indication of the subject to all users.

Pronunciation (AAA)

Words/combination of characters were used that did not make sense when read out via text-to-speech.

WCAG Reference:
3.1.6 Pronunciation – Level AAA
Understanding Pronunciation | How to Meet Pronunciation

Issue ID: DAC_Pronunciation_01

Page title: Welcome to SCWonline · SCW Portal
URL: https://www.scwonline.wales/en/
Task: 1.1 (Systemic – especially in page titles)

Screen Shot:

SCWonline is pronounces as “S C Won Line” when read by screen reading software. This should be read out as “S C W On Line”.

Current Code Ref(s): #maintitle

```
<h1 id="maintitle">
  <div class="xrm-editable-text xrm-attribute">
    <div class="xrm-attribute-value">Welcome to SCWonline</div>
  </div>
</h1>
```

Solution:
The easiest way to ensure this is read the correct way is to hide the visual text from screen reader users using `aria-hidden` and add visually hidden text instead with a phonetic version.
Text can be visually hidden using CSS. See the “sr-only” class in Appendix IV for an example.
For example:

```
<h1 id="maintitle">
  <div class="xrm-editable-text xrm-attribute">
    <div class="xrm-attribute-value" aria-hidden="true">
    Welcome to SCWonline</div>
    <span class="sr-only"> Welcome to S C W Online</span>
  </div>
</h1>
```

Readability (AAA)

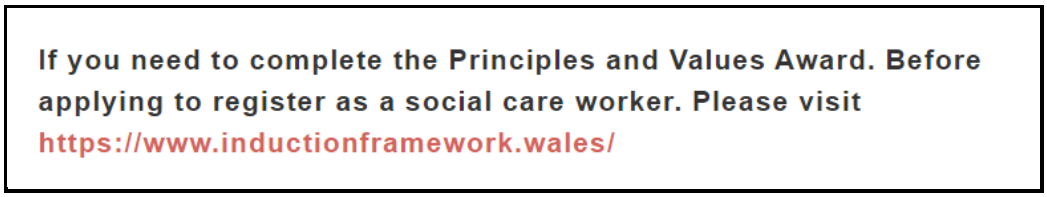
The way some pages have been written can cause difficulty in reading and absorbing the information. This would affect both dyslexic and cognitively different users.

WCAG Reference:
3.1.5 Reading Level – Level AAA
Understanding Reading Level |How to Meet Reading Level

Issue ID: DAC_Readability_01

Page title: Welcome to SCWonline · SCW Portal
URL: https://www.scwonline.wales/en/
Task: 1.1

Screen Shot:



This sentence does not make sense.
It is worse when using screen reading software due to the verbal inflections given by the sentences.
Note: The link "Coronavirus and our work what you need to know." also does not have the correct grammar to make sense.

Screen reader user comments:
"While navigating through the text on the home page, I found that Jaws did not read the text as I expected. Upon further investigation I found that full stops may have been used where commas were meant to be used and vice versa. It would be helpful if this could be corrected so that users can more easily understand page content."

Current Code Ref(s): body > div.xrm-editable-html.xrm-attribute > div > div.container > p:nth-child(1) > strong

```
<strong>If you need to complete the Principles and Values Award. Before applying to register as a social care worker. Please visit <a href="https://www.inductionframework.wales/">https://www.inductionframework.wales/</a></strong>
```

Solution:

Ensure all sentences/paragraphs are contracted correctly.

Also see Issue ID: DAC_Link_NonDescriptive_URL_01

For example:

```
<strong>
  If you need to complete the Principles and Values Award before applying to
  register as a social care worker, please visit
  <a href="https://www.inductionframework.wales/">
    https://www.inductionframework.wales/
  </a>
</strong>
```

Duplicate landmark (AAA)

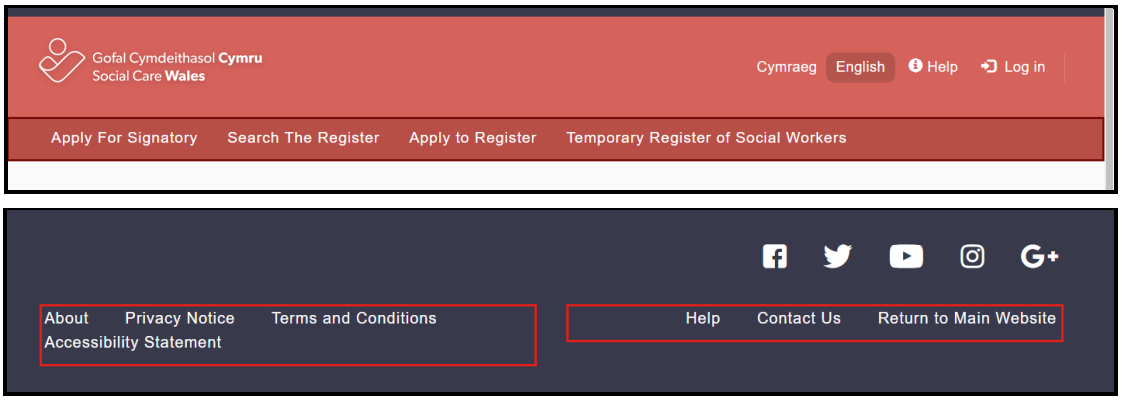
Landmarks with the same accessible name can be mistaken for each other by screen reader users. For example, two <nav> landmarks.

WCAG Reference:
1.3.6 Identify Purpose – Level AAA
Understanding Identify Purpose |How to Meet Identify Purpose

Issue ID: DAC_Landmark_Duplicate_01

Page title: Welcome to SCWonline · SCW Portal
URL: https://www.scwonline.wales/en/
Task: 1.1 (Systemic)

Screen Shot:



Landmarks must have a unique role or role/label/title (i.e. accessible name) combination
The landmark must have a unique aria-label, aria-labelledby, or title to make landmarks distinguishable

Current Code Ref(s): .navbar

```
<nav class="navbar hidden-xs hidden-sm hidden-md">
```

Related Element(s):

- .col-md-6:nth-child(1) > nav
- .col-md-6:nth-child(2) > nav

Solution:
Ensure landmarks are unique by adding an aria-label describing them
The two-footer landmarks should be amalgamated into one.
Add an attribute of aria-label to the <nav> elements with an appropriate value.
Repetition of the word navigation should be avoided by omitting the term "navigation", as the screen reader will read both the role and the contents of the label
e.g. “Main” and “Footer”.

Non-subjective links (AAA)

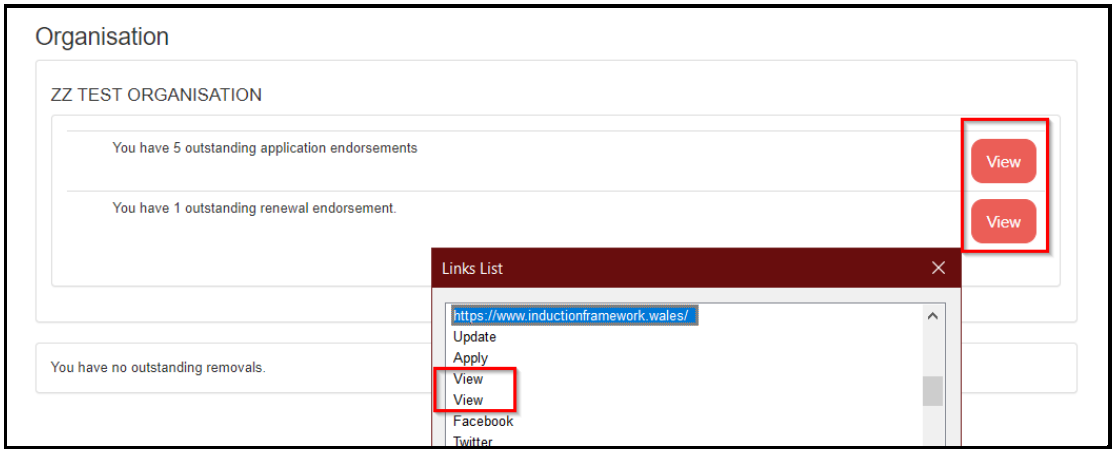
Links were found that did not have a subject leaving them ambiguous. Screen reader users may be unable to determine the link's target.

WCAG Reference:
2.4.9 Link Purpose (Link Only) - Level AAA
Understanding Link Purpose (Link Only) |How to Meet Link Purpose (Link Only)

Issue ID: DAC_Link_Text_NonSubjective_01

Page Title: My Notifications · SCW Portal
URL: https://www.scwonline.wales/en/my-notifications/
Task: 7.3

Screen Shot:



Links were found with the same text but targeted different URLS

Screen reader user comments:

"While navigating through the links list I located a 'view' link. It would be beneficial if additional information could be included in the link text to express the purpose of the link more clearly."

Current Code Ref(s): #tableorganisationList > tbody > tr:nth-child(1) > td:nth-child(2) > a

```
<a class="btn btn-primary pull-right"
href="/en/organisation/endorsement/?id=8116f8da-7251-4e7e-a476-
1af815fec49a"><script
type="text/javascript">document.write(message.endorsementsview);</script>View</a>
```

Related Element(s): #tableorganisationList > tbody > tr:nth-child(2) > td:nth-child(2) > a

Solution:

Add visually hidden text to the link to give it a subject and allow screen reader users to determine the exact function.

Text can be visually hidden using CSS. See the “sr-only” class in Appendix IV for an example.

For example:

```
<a class="btn btn-primary pull-right" href="/en/organisation/endorsement/?id=8116f8da-
7251-4e7e-a476-1af815fec49a">
  <script type="text/javascript">document.write(message.endorsementsview);</script>
  View
  <span class="sr-only"> outstanding application endorsements</span>
</a>
```

Issue ID: DAC_Link_Text_NonSubjective_02

Page: My Notifications
URL: https://www.scwonline.wales/en/my-notifications/
Task: 5.1

Screen shot:

When the "Search The Register" menu is opened, there are two links with identical text that point to different targets.

Screen reader user comments:

"When expanding the 'search register' option, I was confused to find another 'search register' link. A member of the support team advised me that the links within the expandable are two methods of searching, however I found the link duplication ambiguous."

Current Code Ref(s):

HTML: #sm-15932533980376821-1

```
<a href="/en/search-the-register/" title="Search The Register" class="has-
submenu" id="sm-15932533980376821-1" aria-haspopup="true" aria-controls="sm-
15932533980376821-2" aria-expanded="false">
  Search The Register
  <span class="caret"></span>
</a>
```

HTML: #sm-1593253429356128-2 > li:nth-child(1) > a

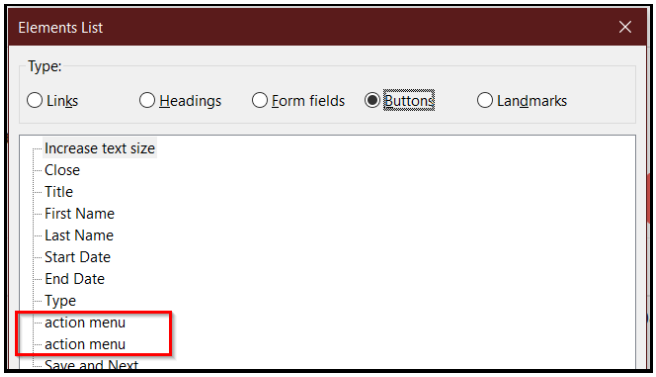
```
<a href="/en/search-the-register/" title="Search The Register" aria-
selected="false">
  Search The Register
</a>
```

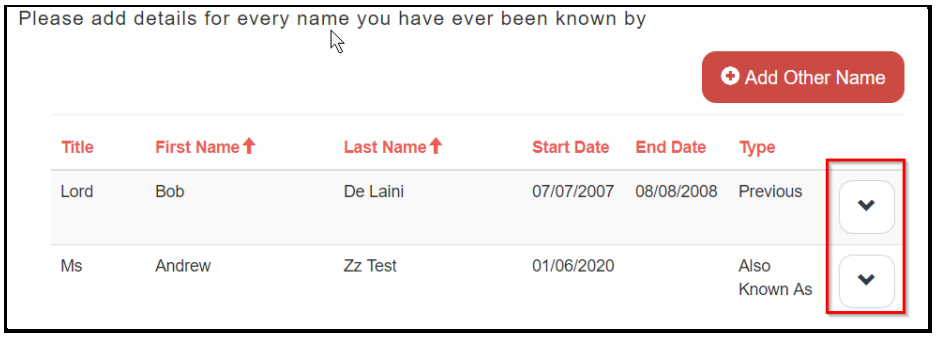
Solution:
Change one of the links to be more subjective.
For example: “Search Registers” for the top-level link.

Issue ID: DAC_Button_Text_NonSubjective_01

Page: My Application
URL: https://www.scwonline.wales/en/application/other-names/?id=804dbb45-adac-ea11-8b71-00155d8cd18c&entityName=sb_application
Task: 2.12

Screen shot:





All the “Action menu” buttons have the same text and so do not distinguish which user will be acted upon.

Screen reader user comments:

“While navigating through the forms list out of context, I located several elements marked up as ‘action menu’. It would be helpful if these could be given clearer form labels as these are confusing out of context.”

Current Code Ref(s): #IndividualOtherNames > div > div.view-grid > table > tbody > tr > td:nth-child(7) > div > button

```
<button class="btn btn-default btn-xs" data-toggle="dropdown"
aria-label="action menu">
  <span class="fa fa-chevron-circle-down fa-fw" aria-hidden="true"></span>
</button>
```

Solution:

Add an aria-labelledby to build an appropriate label.

For example:

```
<tr …>
  <td … id="title1">Lord</td>
  <td … id="fname1">Bob</td>
  <td … id="lname1">De Laini</td>
  <td … id="sdate1">07/07/2007</td>
  <td … id-"edate1">08/08/2008</td>
  <td … id="type1">Previous</td>
  <td aria-label="action menu">
    <div class="dropdown action">
      <button class="btn btn-default btn-xs" data-toggle="dropdown" id="action1"
      aria-label="action menu" aria-labelledby="action1 fname1 lname">
        <span class="fa fa-chevron-circle-down fa-fw" aria-hidden="true"></span>
      </button>
[…]
  </td>
</tr>
```

Note: The aria-labelledby could be built up further to include other ‘fields’ id references from the table row.

Target Size (AAA)

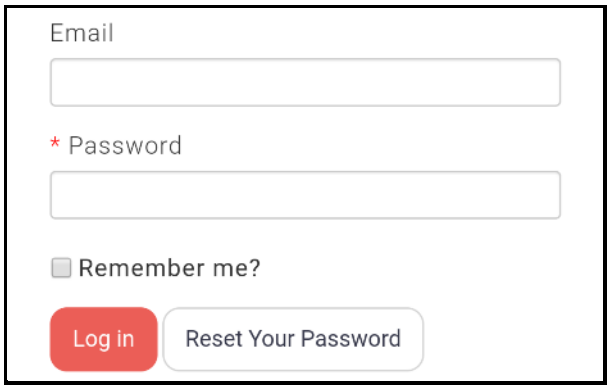
The size of the target for pointer inputs is less than 44 by 44 CSS pixels making it hard for mobility impaired users to accurately click on the element.

WCAG Reference:
2.5.5 Target Size – Level AAA
Understanding Target Size |How to Meet Target Size

Issue ID: DAC_Actionable_Area_01

Page title: Log in · SCW Portal
URL: https://www.scwonline.wales/en/SignIn?ReturnUrl=%2Fen%2Fapplication%2Fapply-to%2F
Task: 2.1

Screen shot:



While the clickable width includes the label and therefore larger than 44px,
the height is only 24.8px and so is not large enough for users without fine motor control to use.

Mobility user comments:
"The tick box for 'remember me' is small. This meant that it was difficult for me to select it as it was a small target area to aim for."

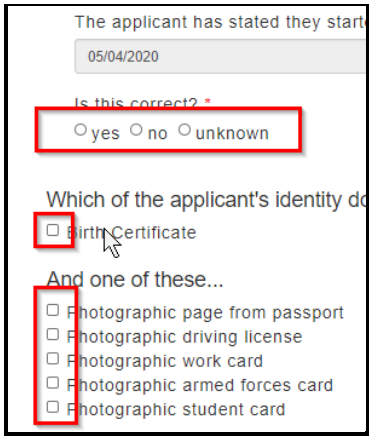
Location(s): #RememberMe

Solution:
Enlarge the checkboxes so that the target area is at least 44x44px.

Issue ID: DAC_Actionable_Area_02

Page Title: Application Endorsement · SCW PortalTask:
URL:
https://www.scwonline.wales/en/organisation/endorsement/endorse/?emid=d8a4b46e-9ab4-ea11-8b71-00155d8cba3c&etid=108550001&id=8116f8da-7251-4e7e-a476-1af815fec49a
Task: 7.11 And most “group” inputs

Screen Shot:



While the clickable width includes the label and therefore larger than 44px,
the height is only 24.8px and so is not large enough for users without fine motor control to use.

Location(s): #acg_iscorrect_0

Solution:
Enlarge the checkboxes so that the target area is at least 44x44px.

Usability

These are suggestions that do not fail WCAG 2.1 but could help to improve interaction of the website with users.

TITLE used for labelling (N/A)

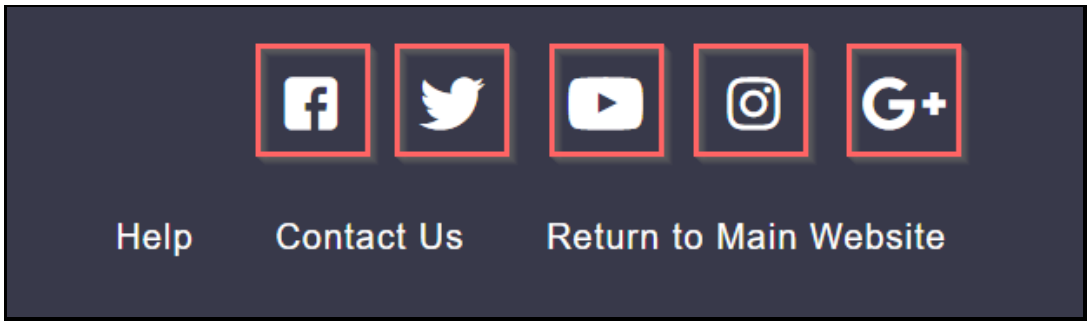
The title attribute has solely been given as distinguishing text. Some (and older) screen reading software do not read this out to users.

WCAG Reference:
None. Advisory.

Issue ID: DAC_Link_Text_TitleOnly_01

Page title: Welcome to SCWonline · SCW Portal
URL: https://www.scwonline.wales/en/
Task: 1.1 (Systemic)

Screen Shot:



Titles are not read out to screen reader users in some older screen reading software.

Screen reader user comments:
"While navigating through the link out of context when testing with NVDA, I found that several are announced as 'unlabelled'. It would be beneficial if these could be given a clear link text so that users can better understand the purpose of theses links."
Tested in Firefox

Current Code Ref(s): body > footer > div > div:nth-child(1) > div.col-md-5 > div > ul > li:nth-child(1) > a

```
<a class="footer-social-icon-facebook"
href="https://www.facebook.com/GofalCymdeithasolCymruSocialCareWales/"
title="Facebook"></a>
```

Related Elements(s):

- body > footer > div > div:nth-child(1) > div.col-md-5 > div > ul > li:nth-child(2) > a
- body > footer > div > div:nth-child(1) > div.col-md-5 > div > ul > li:nth-child(3) > a
- body > footer > div > div:nth-child(1) > div.col-md-5 > div > ul > li:nth-child(4) > a
- body > footer > div > div:nth-child(1) > div.col-md-5 > div > ul > li:nth-child(5) > a

Solution:

Add visually hidden text to the links advising their purpose.
Text can be visually hidden using CSS. See the “sr-only” class in Appendix IV for an example.

Scripting: JS Debugger (N/A)

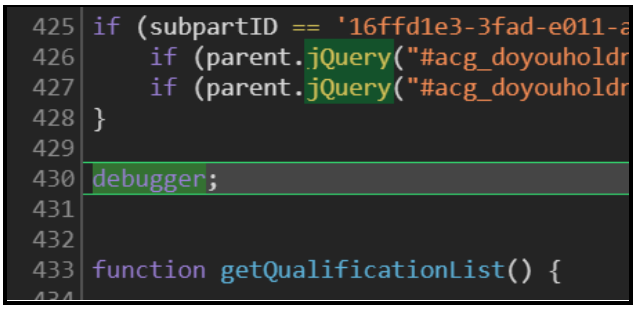
There is a "`debugger;`" statement in the JavaScript code that is suspending the process and displaying the "DevTools" window.

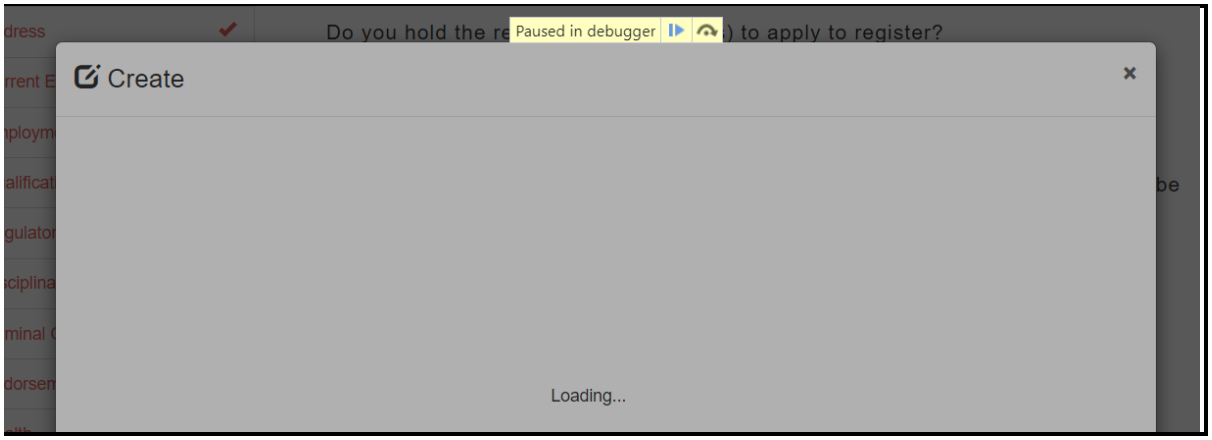
WCAG Reference:
None. Advisory.

Issue ID: DAC_Scripting_Debugger_01

Page Title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/qualifications/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c&entityName=sb_application
Task: 2.20

Screen Shot:





There is a "`debugger;`" statement in the "_portal/modal-form-template-path/" at line 430, which is suspending the process and displaying the "DevTools" (F12).
This can confuse most users.

Solution:
Remove the debugger statement from any live implementation of the website.

Also found when endorsing an application.
https://www.scwonline.wales/en/organisation/endorsement/endorse/?emid=305e3189-74b1-ea11-8b71-00155d8cd18c&etid=108550001&id=8116f8da-7251-4e7e-a476-1af815fec49a
Line: 1814

Long field labels (N/A)

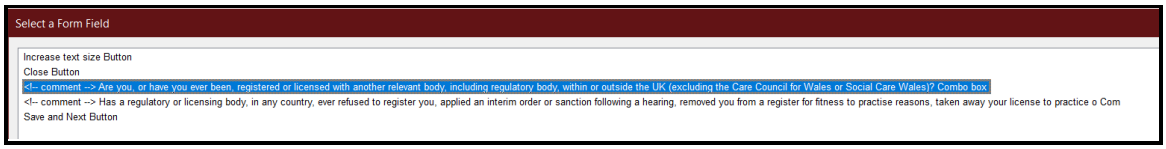
Although descriptive, some of the form labels were unadvisedly long and could confuse screen reader users.

WCAG Reference:
None. Advisory.

Issue ID: DAC_Form_Label_Long_01

Page Title: My Application · SCW Portal
URL: https://www.scwonline.wales/en/application/regulatory-bodies/?id=6c1c8b42-67b0-ea11-8b71-00155d8cd18c&entityName=sb_application
Task: 2.23

Screen Shot:



Two of the form labels on this page are so long that screen reader users may have difficulty in understanding it.

Current Code Ref(s): #acg_everregisteredwithrelevantbody_label

```
<label for="acg_everregisteredwithrelevantbody"
id="acg_everregisteredwithrelevantbody_label">Are you, or have you ever been,
registered or licensed with another relevant body, including regulatory body,
within or outside the UK (excluding the Care Council for Wales or Social Care
Wales)?</label>
```

Related Element(s): #sb_everbeenremovedforconductreasons_label

Solution:
While a full description is needed, the label itself could be shortened so that it does not take long to listen to. Alternatively, labels could be "Font Loaded" (with the premise at the start). For example:
"**Registration body status.** Are you, or have you ever been, registered or licensed with another relevant body, including regulatory body, within or outside the UK (excluding the Care Council for Wales or Social Care Wales)?"

Page title not reading correctly (N/A)

The page title reads to screen reader users with extra, nonsense information.

WCAG Reference:
None. Advisory.

Issue ID: DAC_Page_Title_Char_01

Page title: Welcome to SCWonline · SCW Portal
URL: https://www.scwonline.wales/en/
Task: 1.1 (Systemic)
Also:
https://www.scwonline.wales/en/account/login/login?returnUrl=https://www.scwonline.wales/en/SignIn?ReturnUrl=%2Fen%2Fapplication%2Fapply-to%2F

Page title reads back as “Welcome to SC Won line times SCW Portal”
(Also see Issue ID: DAC_Pronunciation_01)

Current Code Ref(s): title

```
<title>
      Welcome to SCWonline · SCW Portal
</title>
```

Solution:
The “·” may be reading out as an asterisk, which is being interpreted as a multiplication symbol (“times”). It appears that there may be additional, non-printable characters in the page title.
Ensure that page titles only have discernible characters.

Error messages best practice (N/A)

Error messages are not very clear, and often must be actively looked for.
Best practice is to have a list of errors at the top of the page under a heading.

WCAG Reference:
None. Advisory

Issue ID: DAC_Form_Error_BestPractice_01

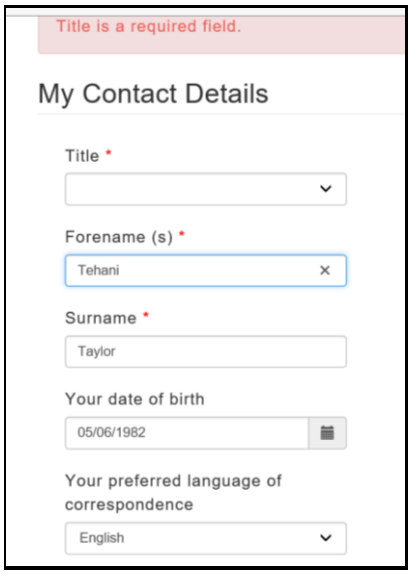
Page: My Contact Details · SCW Portal
URL:
https://www.scwonline.wales/en/mycontactdetails/?ReturnUrl=%2Fen%2Fapplication%2Fapply-to%2F
Task: 2.4 (Systemic)

The error message is not very prominent and could possibly missed by screen reader users.

Screen reader user comments:

"When saving my contact details, I found that Jaws announced the presence of an error on the page. When I moved to the top of the page the only indication of the error is that the title field is announced as 'title is a required field'. It would be beneficial if a heading could be present at the top of the page with a list of same page link errors beneath it. This would enable me to correct errors more efficiently."

Screen Shot:



Solution:
It is advised to follow best practice techniques.
See the example in Appendix IV

Possible headings [Suggestion] (N/A)

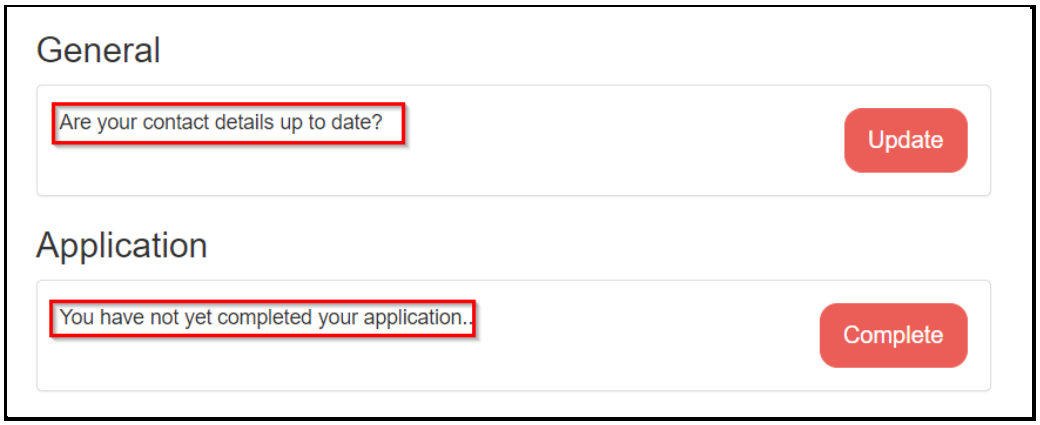
The screen reader analyst suggests that some elements could be marked up as headings to aid in navigation.

WCAG Reference:
None. Advisory

Issue ID: DAC_Heading_Visual_Possible_01

Page title: My Notifications · SCW Portal
URL: https://www.scwonline.wales/en/my-notifications/
Task: 2.5

Screen shot:



It has been suggested that the questions before the buttons under the list of actions be given heading mark up.

Screen reader user comments:

"When swiping through the page I became confused when I located 'apply to register' as a text element with an apply button beneath. It may be easier to understand if the 'apply to register' were marked up as a heading rather than as a text element."

Current Code Ref(s): #profileUpdate

```
<h3 class="subheadings03">General</h3>
<div class="panel panel-default">
  <div class="panel-body">
    <script type="text/javascript"> … </script>
    <div id="profileUpdate">
    <script type="text/javascript"> … </script>
      Are your contact details up to date?
      <a class="btn btn-primary pull-right" href="/en/mycontactdetails/">
        <script type="text/javascript"> … </script>
        Update
      </a>
    </div>
  </div>
</div>
```

Solution:

If marked up as headings they should be displayed “inline” and be set at level h4.

Postcode autofill (N/A)

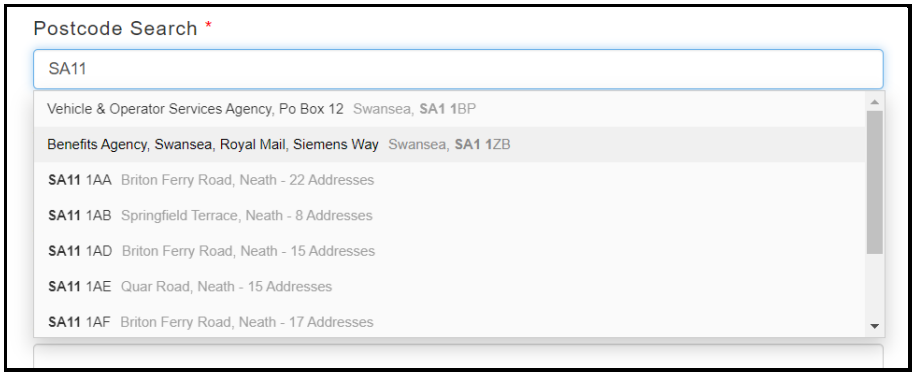
The postcode autofill functionality is not available to screen reader users; but they do have an alternative.

WCAG Reference:
None. Advisory

Issue ID: DAC_Form_Autofil_SR_01

URL: https://www.scwonline.wales/en/application/address/?id=804dbb45-adac-ea11-8b71-00155d8cd18c&entityName=sb_application
Page: my application – address page
Task: 2.13

Screen shot:



Screen reading software does not work with the automatic search on the "Postcode" field in the "Address" section of the application.

Screen reader user comments:
"When navigating to the postcode search form field I entered a postcode and expected to locate a search button. A member of the support team advised me that there is a method of address selection available on the page, but JAWS does not read this out and moves to the first manual address entry field. While there is a method to enter the address, it would be beneficial to provide the same access to the auto fill for screen reader users."

Location(s): body > div.pca > div:nth-child(1) > div.pca.pcalist

Solution:
Make all functionality available to all users.

Dragon and input type="file" (N/A)

The 'input type of file' does not display like other elements; but instead adds a button and a text field that assistive technology has difficulty in interacting with.

WCAG Reference:
None. Advisory

Issue ID: DAC_Dragon_InputTypeFile_01

URL: https://www.scwonline.wales/en/edit-endorser/?id=47090d48-dcb6-ea11-bf21-00155d8c8ba3
Page: Apply to become an additional signatory – copy of signature layer
Task: 4.3

Screen shot:

The "Browse" button (in IE11, or "Choose files" button on Chrome) cannot be accessed via the Dragon's basic commands of "Click browse" or "Click button".

Voice activation user comments:

"The 'Browse' button does not get picked up by Dragon. This meant that I had to use keyboard commands to tab onto it to access it."

Current Code Ref(s): body > section > div > div > div.modal-body > div > div:nth-child(2)

```
<div class="form-group">
  <label aria-label="Attach a file" class="control-label col-sm-3">Upload</label>
  <div class="col-sm-9">
    <div class="form-control-static">
      <input accept="*" aria-label="Attach a file" multiple="multiple"
      name="file" tabindex="0" type="file">
    </div>
  </div>
</div>
```

Solution:

Either: Ensure that the input type is properly labelled
(See Issue ID: Form_Label_NotInName_03);

Or: (Preferably) Replace with a natural button and edit field that activate the hidden (with “display: none;”) input type="file".

End of Report

Appendix I

Journeys

Task 1: Homepage

URL: https://www.scwonline.wales/

1. Check homepage

Task 2: Apply to register

1. Click Apply to register link
2. Click Create account
3. Fill in Email address, Password and Confirm password and click Submit
4. My contact details page. Fill in Title, Forename(s), Surname, your date of birth, preferred language, and E-mail address, then click save.
5. My notifications page. Click apply for Apply to register
6. My application page. Check boxes for agreements and click Next.
7. Have you ever been registered… Select no
8. Expand Social Care Worker and select Domiciliary Care Worker, then click Next
9. Personal details page. Complete areas using dummy data and click Save and next
10. Other names page. Have you ever been… Select Yes
11. Click Add other name, choose Previous for name type and complete areas using dummy data then click Save and close (repeat this step to make another)
12. Click dropdown button (action menu) and select Delete then click Delete. Click Save and Next
13. The address where you live page. Complete using dummy data and click Save and Next
14. Your current employment page. Click Add employment
15. Click What is your current… Select Employed in social care. Ensure that My work address is not enlisted above is checked and that My organisation is not enlisted above is checked too. Select Adoption and fostering for People you work with, anything else is dummy data. And click Save and close
16. There appears to be a popup, click OK.
17. Current employment page. Select Self-Employment in social care. Complete using dummy data. No need to tick the checkboxes. And click Save and Close
18. Click dropdowns (Action Menu) and switch the Main employment around. Click dropdowns again and select End employment and fill with dummy data, then Save and close. Click Save and next
19. Employment history page. Click add previous employment and complete using dummy data. Click Save and close. Click Save and next

20. Qualifications page. Click I hold the required qualification.
21. Select Social Care Wales Principles and Values Award. Fill other fields with dummy data. Click Save and close
22. Click Save and next
23. Regulatory bodies page. Click Yes for both boxes. Click Add regulatory body, then complete using dummy data expect for Current registration states where you need to choose previously registered. Click Save and close
24. Click Save and next
25. Disciplinary Record page. Dummy data all dropdown option expect for Have you ever been… Which should be Yes.
26. Click Add disciplinary declaration. Complete using dummy data and Click submit
27. Click Save and next
28. Criminal offences page. Click Yes for all options.
29. Click Add a criminal offence and complete using dummy data, then click Save and close. Repeat this step for each of the related questions that you have said yes to
30. Click Save and next
31. Endorsements page. Add endorser, complete using dummy data. Save and close
32. Click Add verifier. Complete using dummy data. Save and close then click Save and Next.
33. Health page. Select Yes for the dropdown and Click Add health declaration. Complete using dummy data and click Save and close.
34. Click Save and next
35. Equality and diversity page. The equality Act 2010 states… Select Yes. Dummy data all other options. Click Save and next
36. Documents. Upload a blank document. Click Save and next
37. Personal declaration page. Click Yes radio button and click Confirm and play
38. Application next steps page

Task 3: My Notifications/Payment

URL: https://www.scwonline.wales/en/my-notifications/

1. From the (logged in) dashboard click the menu option “My Notifications”
2. Notifications page. Under “Application” click the View button
3. My Application. Check page, and return to notification via the “back” button
4. Notifications page. Under “General” click the “pay” button
5. Fees and Payments. Press the “Pay now” button
6. Make a payment. Press the pay by credit/debit card button
7. Enter the following details:

   Card Holders Name: Mr Test
   Card Number: 4929000000006
   Card Expiry Date: 0125
   Card Security Code: 123
   Billing Address Line 1: 88
   Billing Address Line 2, Billing Address Line 3 leave blank
   Billing Address Town: Neath
   Billing Country: United Kingdom of Great Britain and Northern Ireland
   Billing Address Postcode: 412

8. Press review details
9. Make a payment: Confirm Details. Check page and press the “Confirm payment of fees”
10. This will fail with the failure “The Card Range not supported by the system. (4021)”

Task 4: Apply to become an additional signatory

URL: https://www.scwonline.wales/

1. Click Apply for signatory
2. Click Next
3. Complete using dummy data. Click Submit
4. Notification page of success

Task 5: Search the Register

1. Click Search the register
2. Search for Rebecca Adams
3. Click on Rebecca Adams registration number

Task 6: Temporary Register of Social Workers

1. Dropdown the Search the register link
2. Click Temporary Register of Social Workers

Task 7: Endorser

1. Log out of your account
2. Login with the following details

   Email: zztest@dac.test
   Password: Password1

3. My notifications page.
4. Click on view button for “You have x outstanding application endorsements” under Organisation
5. For Endorsement page
6. Click on My Organisations,
   and choose My Organisations.
7. Edit the Organisation by using the action menu.
8. Edit Organisation. Make a change and press submit.
9. Organisation. Click For Endorsement
10. For Endorsement. Choose an application, open the actions menu and click on endorse.
11. Application Endorsement. Fill in with Dummy Data and click submit

Appendix II

Classification of Accessibility Issues

The following scoring system was used to indicate the status of the sites with regards to each W3C WAI checkpoint up to and including Level AAA:

Status	Description
Pass (P)	The site meets the requirements of the checkpoint.
Fail (L) Low Priority	The site almost meets the requirements of the checkpoint. Only a small number of minor problems were identified. The site fails to meet the requirements against AAA criteria measured against WCAG 2.1
Fail (M) Medium Priority	The site fails to meet the requirements against AA criteria measured against WCAG 2.1
Fail (H) High Priority	The site fails to meet the requirements against A criteria measured against WCAG 2.1 and more severe accessibility issues were identified.
Not Applicable (N/A)	No content was found on the site to which the checkpoint would relate.

Principle 1: Perceivable – Information and users interface components must be presentable to users in ways they can perceive.	
Non-text Content: 1.1.1 All non-text content that is presented to the user has a text alternative that serves the equivalent purpose. (**Level A**)	**Pass (P)**
Audio-only and Video-only (Pre-recorded): 1.2.1 For pre-recorded audio-only and pre-recorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labelled as such: Understanding Success Criterion 1.2.1 **Pre-recorded Audio-only:** An alternative for time-based media is provided that presents equivalent information for pre-recorded audio-only content. **Pre-recorded Video-only:** Either an alternative for time-based media or an audio track is provided that presents equivalent information for pre-recorded video-only content. (**Level A**)	**Not Applicable (N/A)**
Captions (Pre-recorded): 1.2.2 Captions are provided for all pre-recorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labelled as such. (**Level A**)	**Not Applicable (N/A)**
Audio Description or Media Alternative (Pre-recorded): 1.2.3 An alternative for time-based media or audio description of the pre-recorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labelled as such. **(Level A)**	**Not Applicable (N/A)**
Captions (Live): 1.2.4 Captions are provided for all live audio content in synchronized media. (**Level AA**)	**Not Applicable (N/A)**

Audio Description (Pre-recorded): 1.2.5 Audio description is provided for all pre-recorded video content in synchronized media. (**Level AA**)	**Not Applicable (N/A)**
Sign Language (Pre-recorded): 1.2.6 Sign language interpretation is provided for all pre-recorded audio content in synchronized media. (**Level AAA**)	**Not Applicable (N/A)**
Extended Audio Description (Pre-recorded): 1.2.7 Where pauses in foreground audio are insufficient to allow audio descriptions to convey the sense of the video, extended audio description is provided for all pre-recorded video content in synchronized media. (**Level AAA)**	**Not Applicable (N/A)**
Media Alternative (Pre-recorded): 1.2.8 An alternative for time-based media is provided for all pre-recorded synchronized media and for all pre-recorded video-only media. (**Level AAA**)	**Not Applicable (N/A)**
Audio-only (Live): 1.2.9 An alternative for time-based media that presents equivalent information for live audio-only content is provided. (**Level AAA**)	**Not Applicable (N/A)**
Info and Relationships: 1.3.1 Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (**Level A**)	**Fail (H)**
Meaningful Sequence: 1.3.2 When the sequence in which content is presented affects it's meaning, a correct reading sequence can be programmatically determined. (**Level A**)	**Fail (H)**

Sensory Characteristics: 1.3.3 Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. (**Level A**)	**Pass (P)**
Orientation : (WCAG 2.1) 1.3.4 Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential. **NOTE:** Examples where a particular display orientation may be essential are a bank check, a piano application, slides for a projector or television, or virtual reality content where binary display orientation is not applicable. **(Level AA)**	**Pass (P)**
Identify Input Purpose: (WCAG 2.1) 1.3.5 The purpose of each input field collecting information about the user can be programmatically determined when : • The input field serves a purpose identified in the Input Purposes for User Interface Components section; and • The content is implemented using technologies with support for identifying the expected meaning for form input data. **(Level AA)**	**Fail (M)**
Identify Purpose: (WCAG 2.1) **1.3.6** In content implemented using mark-up languages, the purpose of User Interface Components, icons, and regions can be programmatically determined. **(Level AAA)**	**Fail (L)**
Use of Colour: 1.4.1 Colour is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. (**Level A**)	**Pass (P)**

Audio Control: 1.4.2 If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. *(**Level A**)*	**Not Applicable (N/A)**
Contrast (Minimum): 1.4.3 The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. (**Level AA**)	**Fail (M)**
Resize text: 1.4.4 Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. (**Level AA**)	**Pass (P)**

Images of Text: 1.4.5 If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: Understanding Success Criterion 1.4.5 • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed. **Note**: Logotypes (text that is part of a logo or brand name) are considered essential. (**Level AA**)	**Fail (M)**
Contrast (Enhanced): 1.4.6 The visual presentation of text and images of text has a contrast ratio of at least 7:1, except for the following: Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 4.5:1; Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. (**Level AAA**)	**Fail (L)**

Low or No Background Audio: 1.4.7 For pre-recorded audio-only content that (1) contains primarily speech in the foreground, (2) is not an audio CAPTCHA or audio logo, and (3) is not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true: Understanding Success Criterion 1.4.7 • No Background: The audio does not contain background sounds. • Turn Off: The background sounds can be turned off. • 20 dB: The background sounds are at least 20 decibels lower than the foreground speech content, with the exception of occasional sounds that last for only one or two seconds. **Note***:* Per the definition of "decibel," background sound that meets this requirement will be approximately four times quieter than the foreground speech content. (**Level AAA**)	**Not Applicable (N/A)**
Visual Presentation: 1.4.8 For the visual presentation of blocks of text, a mechanism is available to achieve the following: Understanding Success Criterion 1.4.8 1. Foreground and background colours can be selected by the user. 2. Width is no more than 80 characters or glyphs (40 if CJK). 3. Text is not justified (aligned to both the left and the right margins). 4. Line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing. 5. Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window. (**Level AAA**)	**Pass (P)**
Images of Text (No Exception): 1.4.9 Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed. **Note:** Logotypes (text that is part of a logo or brand name) are considered essential. (**Level AAA**)	**Fail (L)**

Reflow: (WCAG 2.1) **1.4.10** Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for : • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels. Except for parts of the content which require two-dimensional layout for usage or meaning. **Note**: 320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For web content which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024px at 400% zoom. **Note:** Examples of content which require two-dimensional layout are images, maps, diagrams, video, games, presentations, data tables, and interfaces where it is necessary to keep toolbars in view while manipulating content. **(Level AA)**	**Fail (M)**
Non-text Contrast (WCAG 2.1) **1.4.11** The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s): **User Interface Components** Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author; **Graphical Objects** Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed. **(Level AA)**	**Fail (M)**

Text Spacing (WCAG 2.1) **1.4.12** presentation of graphics is essential to the information being conveyed. In content implemented using mark-up languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property: • Line height (line spacing) to at least 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size. Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script. **(Level AA)**	**Pass (P)**
Content on Hover or Focus (WCAG 2.1) **1.4.13** Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: **Dismissible:** A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content; **Hoverable:** If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing; **Persistent:** The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid. **Exception:** The visual presentation of the additional content is controlled by the user agent and is not modified by the author. **Note:** Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML title attribute. **Note:** Custom tooltips, sub-menus, and other nonmodal popups that display on hover and focus are examples of additional content covered by this criterion. **(Level AA)**	**Pass (P)**

Principle 2: Operable – User interface components and navigation must be operable.	
Keyboard: 2.1.1 All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. **Note 1:** This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not. **Note 2:** This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation. **(Level A)**	**Fail (H)**
No Keyboard Trap: 2.1.2 If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. **Note:** Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. **(Level A)**	**Pass (P)**
Keyboard (No Exception): 2.1.3 All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. (**Level AAA**)	**Fail (L)**

Character Key Shortcuts (WCAG 2.1): 2.1.4 If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true: **Turn off:** A mechanism is available to turn the shortcut off; **Remap:** A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc); **Active only on focus:** The keyboard shortcut for a user interface component is only active when that component has focus. **(Level A)**	**Not Applicable (N/A)**
Timing Adjustable: 2.2.1 For each time limit that is set by the content, at least one of the following is true: **Turn off:** The user is allowed to turn off the time limit before encountering it; or **Adjust:** The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or **Extend:** The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or **Real-time Exception:** The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or **Essential Exception:** The time limit is essential and extending it would invalidate the activity; or **20 Hour Exception:** The time limit is longer than 20 hours. **Note:** This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with Success Criterion 3.2.1, which puts limits on changes of content or context as a result of user action. (**Level A**)	**Fail (H)**

Pause, Stop, Hide: 2.2.2 **For moving, blinking, scrolling, or auto-updating information, all of the following are true:** Understanding Success Criterion 2.2.2 **Moving, blinking, scrolling**: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and **Auto-updating:** For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. **Note 1:** For requirements related to flickering or flashing content, refer to Guideline 2.3. **Note 2:** Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. **Note 3:** Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so. **Note 4:** An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken. **(Level A)**	**Not Applicable (N/A)**

No Timing: 2.2.3 Timing is not an essential part of the event or activity presented by the content, except for non-interactive synchronized media and real-time events. **(Level AAA)**	**Not Applicable (N/A)**
Interruptions: 2.2.4 Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency. (**Level AAA**)	**Not Applicable (N/A)**
Re-authenticating: 2.2.5 When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating. (**Level AAA**)	**Not Applicable (N/A)**
Timeouts (WCAG 2.1): **2.2.6** Users are warned of the duration of any user inactivity that could cause data loss, unless the data is preserved for more than 20 hours when the user does not take any actions. **Note:** Privacy regulations may require explicit user consent before user identification has been authenticated and before user data is preserved. In cases where the user is a minor, explicit consent may not be solicited in most jurisdictions, countries or regions. Consultation with privacy professionals and legal counsel is advised when considering data preservation as an approach to satisfy this success criterion. **(Level AAA)**	**Not Applicable (N/A)**
Three Flashes or Below Threshold: 2.3.1 Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. **Note:** Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. (**Level A**)	**Pass (P)**

Three Flashes: 2.3.2 Web pages do not contain anything that flashes more than three times in any one-second period. (**Level AAA**)	**Pass (P)**
Animation from Interactions (WCAG 2.1): 2.3.3 Motion animation triggered by interaction can be disabled, unless the animation is essential to the functionality or the information being conveyed. **(Level AAA)**	**Not Applicable (N/A)**
Bypass Blocks: 2.4.1 A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. (**Level A**)	**Fail (H)**
Page Titled: 2.4.2 Web pages have titles that describe topic or purpose. (**Level A**)	**Fail (H)**
Focus Order: 2.4.3 If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. (**Level A**)	**Fail (H)**
Link Purpose (In Context): 2.4.4 The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (**Level A**)	**Fail (H)**
Multiple Ways: 2.4.5 More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. (**Level AA**)	**Not Applicable (N/A)**

Headings and Labels: 2.4.6 Headings and labels describe topic or purpose. (**Level AA**)	**Fail (M)**
Focus Visible: 2.4.7 Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. (**Level AA**)	**Fail (M)**
Location: 2.4.8 Information about the user's location within a set of Web pages is available. (**Level AAA**)	**Pass (P)**
Link Purpose (Link Only): 2.4.9 A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general. (**Level AAA**)	**Fail (L)**
Section Headings: 2.4.10 Section headings are used to organize the content. **Note 1:** "Heading" is used in its general sense and includes titles and other ways to add a heading to different types of content. **Note 2:** This success criterion covers sections within writing, not user interface components. User Interface components are covered under Success Criterion 4.1.2. (**Level AAA**)	**Fail (L)**
Pointer Gestures (WCAG 2.1) : **2.5.1** All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential. **Note** This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology). **(Level A)**	**Not Applicable (N/A)**

Pointer Cancellation (WCAG 2.1): 2.5.2 For functionality that can be operated using a single pointer, at least one of the following is true: **No Down-Event** The down-event of the pointer is not used to execute any part of the function; **Abort or Undo** Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion; **Up Reversal** The up-event reverses any outcome of the preceding down-event; **Essential** Completing the function on the down-event is essential. **Note:** Functions that emulate a keyboard or numeric keypad key press are considered essential. **Note:** This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology). **(Level A)**	**Pass (P)**
Label in Name (WCAG 2.1): **2.5.3** For user interface components with labels that include text or images of text, the name contains the text that is presented visually. **Note** A best practice is to have the text of the label at the start of the name. **(Level A)**	**Fail (H)**

Motion Actuation (WCAG 2.1): **2.5.4** Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: **Supported Interface** The motion is used to operate functionality through an accessibility supported interface; **Essential** The motion is essential for the function and doing so would invalidate the activity. **(Level A)**	**Not Applicable (N/A)**
Target Size (WCAG 2.1): **2.5.5** The size of the target for pointer inputs is at least 44 by 44 CSS pixels except when: **Equivalent** The target is available through an equivalent link or control on the same page that is at least 44 by 44 CSS pixels; **Inline** The target is in a sentence or block of text; **User Agent Control** The size of the target is determined by the user agent and is not modified by the author; **Essential** A particular presentation of the target is essential to the information being conveyed. **(Level AAA)**	**Fail (L)**
Concurrent Input Mechanisms (WCAG 2.1): **2.5.6** Web content does not restrict use of input modalities available on a platform except where the restriction is essential, required to ensure the security of the content, or required to respect user settings. **(Level AAA)**	**Pass (P)**

Principle 3: Understandable – Information and the operation of user interface must be understandable.	
Language of Page: 3.1.1 The default human language of each Web page can be programmatically determined. (**Level A**)	**Pass (P)**
Language of Parts: 3.1.2 The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. (**Level AA**)	**Not Applicable (N/A)**
Unusual Words: 3.1.3 A mechanism is available for identifying specific definitions of words or phrases used in an unusual or restricted way, including idioms and jargon. (**Level AAA**)	**Not Applicable (N/A)**
Abbreviations: 3.1.4 A mechanism for identifying the expanded form or meaning of abbreviations is available. (**Level AAA**)	**Not Applicable (N/A)**
Reading Level: 3.1.5 When text requires reading ability more advanced than the lower secondary education level after removal of proper names and titles, supplemental content, or a version that does not require reading ability more advanced than the lower secondary education level, is available. (**Level AAA**)	**Fail (L)**
Pronunciation: 3.1.6 A mechanism is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation. (**Level AAA**)	**Fail (L)**

On Focus: 3.2.1 When any component receives focus, it does not initiate a change of context. (**Level A**)	**Pass (P)**
On Input: 3.2.2 Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behaviour before using the component. (**Level A**)	**Fail (H)**
Consistent Navigation: 3.2.3 Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. (**Level AA**)	**Pass (P)**
Consistent Identification: 3.2.4 Components that have the same functionality within a set of Web pages are identified consistently. (**Level AA**)	**Fail (M)**
Change on Request: 3.2.5 Changes of context are initiated only by user request or a mechanism is available to turn off such changes. (**Level AAA**)	**Not Applicable (N/A)**
Error Identification: 3.3.1 If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. (**Level A**)	**Not Applicable (N/A)**
Labels or Instructions: 3.3.2 Labels or instructions are provided when content requires user input. (**Level A**)	**Fail (H)**

Error Suggestion: 3.3.3 If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. (**Level AA**)	**Not Applicable (N/A)**
Error Prevention (Legal, Financial, Data): 3.3.4 For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: 1. Reversible: Submissions are reversible. 2. Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. 3. Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. (**Level AA**)	**Fail (M)**
Help 3.3.5 Context-sensitive help is available. • Provide instructions and cues in context to help inform completion and submission. (**Level AAA**)	**Not Applicable (N/A)**
Error Prevention (All): 3.3.6 For Web pages that require the user to submit information, at least one of the following is true: **Reversible:** Submissions are reversible. **Checked:** Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. **Confirmed:** A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. (**Level AAA**)	**Not Applicable (N/A)**

Principle 4: Robust – Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies	
Parsing: 4.1.1 In content implemented using mark-up languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. **Note:** Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete. (**Level A**)	**Fail (H)**
Name, Role, Value: 4.1.2 For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. **Note:** This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification. (**Level A**)	**Fail (H)**
Status Messages (WCAG 2.1) **4.1.3** In content implemented using mark-up languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus. **(Level AA)**	**Fail (M)**

Appendix III

The Process

The website is measured against the Web Accessibility Initiative's (WAI) Web Content Accessibility Guidelines 2.1 (WCAG 2.1) to give an accurate feedback on any non-compliant issues. To attain our standard accreditation all A and AA criteria must be achieved.

To give a more accurate review of the website the DAC team employ two differing testing processes.

The first is a manual technical audit using automated tools and the second a dedicated team of user testers with differing disabilities test using a range of adaptive technologies. The findings of both testing teams are then combined to give the client far more accurate feedback on the website.

By using the testing team in conjunction with an automated procedure a more accurate set of results are made available.

This report combines technical auditing with disabled user feedback. The test does not list each specific area that requires change but highlights patterns of problems where they exist. Each section of the report includes a qualifying statement of pass, fail or recommendation to help developers quickly identify which parts of the website need the most urgent attention.

CRITERIA

Pass

This means that for this section of the report, the website meets the expectations of the testing team and that there were no major issues encountered that would significantly affect their browsing experience.

Fail

Websites that have one or more issues will have a fail flagged for that section. There will be a list of actions that the developers need to address to make sure that the website meets the expectations of the DAC testing team.

Not Applicable

The technology or criteria measured against is not present on the website.

DAC Testing Procedure

The website is tested by a team of experienced auditors, many of who are disabled individuals and users of adaptive technology. The combination of subjective pan-disability user feedback and comprehensive technical auditing allows us to measure how the website performs technically and practically, thereby offering an essential added dimension to our test results that other methods of testing cannot provide.

User Testing

Manual accessibility checking was conducted by a team of disabled individuals, using a range of adaptive technologies (hardware and software designed to facilitate the use of computers by people with disabilities). This may include:

NVDA: a screen reader and application used by those who are blind.

ZoomText: a magnification application used by those with low vision.

JAWS: a screen reader used by blind people to access pages.

Dragon Naturally Speaking: voice activated software used by those that do not use a conventional input device such as a keyboard or mouse.

Switch Access: used by those with severe mobility impairments to input commands to a computer.

Keyboard Only: some users with mobility impairments have difficulty making precise movements required by pointing devices such as a mouse; therefore, a keyboard is used as the exclusive input device.

Readability: Manual checks were made to assess the suitability of a page for those with colour blindness and dyslexia.

Deaf/Hard of hearing: Manual checks were made to assess the suitability of a page for those with hearing impairments.

Learning difficulties: Manual checks were made to assess the suitability of a page for those with learning difficulties.

Technical Auditing

Technical auditing involves the experienced application of a number of technical auditing and standards compliance assessment tools. This combined with an extensive knowledge of WCAG, its application and wider global practice provides the DAC website with further credibility and quality.

Appendix IV

Visually Hidden Text for Screen Reader Users

Adding extra visually hidden text can help Screen Reader Users give context to the information and elements they encounter.

By adding the following code to your CSS file, it can be used in many situations where it may be beneficial to Screen Reader Users and their understanding of the page content.

```
.sr-only {
  position:    absolute !important;
  overflow:    hidden   !important;
  white-space: nowrap   !important;
  width:   1px !important;
  height:  1px !important;
  margin: -1px !important;
  padding: 0   !important;
  border:  0   !important;
  clip: rect(1px, 1px, 1px, 1px) !important;
        -webkit-clip-path: inset(50%) !important;
        clip-path: inset(50%) !important;
}
```

Focus Highlight for Keyboard Only Users

Adding a focus highlight enables keyboard users to follow the focus as they navigate through the page.
By adding the following code to your CSS file, keyboard users will be able to see the focus on all actionable elements.
Some bespoke elements in the tab index could need a class added to them. (See the class "`addFocus`" below).

```
a:focus,
area[href]:focus,
input:focus,
select:focus,
textarea:focus,
button:focus,
iframe:focus,
[tabindex]:focus,
[contentEditable=true]:focus,
.addFocus:focus
{
    outline-width: 2px;
    outline-style: solid;
    outline-color: #FD5200;
}
```

If the use of the outline styling cannot be used, then the use of border styling or other visible option must be employed

```
{
   border-style: solid;
   border-width: 2px;
   border-color: #FD5200;
}
```

Skip to content

Keyboard users navigate through the page left to right, top to bottom; this means that on every page they encounter the same navigation menus seen on the top of most webpages. To allow a more fluid experience for these users a “Skip to content” link is added as the first encountered on the page to skip over the many links that could be contained in the navigation menus.

Adding the following HTML and CSS code to your page will allow this to happen.

Assuming you are using the html5 standards (using landmark areas) the following can be added to your main content section.

```
<main id="maincontent" tabindex=-1>
```

This next section is the link itself and should be the first encountered element by keyboard users on the page.

```
<a href="#maincontent" class="skip">Skip to main content</a>
```

Lastly, here is the CSS code to hide the link until it receives focus so no visual change can be seen to your page by adding this.

```
main {
  border: none;
  outline: none;
}

.skip {
  position:absolute;
  overflow: hidden;
  top:   -1px;
  width:  1px;
  height: 1px;
}

.skip:focus {
  position: relative;
  top:      auto;
  width:    auto;
  height:   auto;
  overflow: auto;
}
```

Tooltips

Tooltips are a good way to give secondary information to a user; be that abbreviation expansions, explaining icon uses or adding notes.
Using the title attribute is not accessibly sufficient for tooltips as it has inherent flaws:

- Text cannot be enlarged without assistive software.
- Often not read out by screen reading software.
- Cannot be activated by keyboard alone.

Ensuring that the tooltip is accessible is a simple process of:

- Adding the class of "hasTooltip" to the element
- Adding a span directly after the element with the tool tip in.
- Adding the following CSS and JavaScript code to your page/project.
- When the page is loaded, run the "setTooltipEvents();" function.

If the object does not normally take focus from the keyboard, adding an attribute of tabindex with a value of 0 will allow keyboard users to access the item.

Note about WCAG 2.1 Success **Criterion 1.4.13 Content on Hover or Focus**
This success criterion advises that of anything covering any other content on mouse hover or keyboard focus, it must be 'dismissible' without moving the mouse or keyboard focus. (e.g. by using the 'Esc' key)

CSS:

```
.hasTooltip + span {
	color: black;
	background-color: #FFFFC0;
	display: inline;
	position: absolute;
	height:   1px;
	margin:  -1px;
	padding:  0;
	overflow: hidden;
	border:   0;
	z-index:  10;
}

. hasTooltip [tooltip=active] + span,
. hasTooltip + span:hover {
	border:  2px solid black;
	height:  auto;
	margin:  auto;
	top:     1em;
}
```

JavaScript:

```
<script>
function makeActive(elmnt) {
  elmnt.setAttribute("tooltipStatus", "active");
}

function makeInActive(elmnt) {
  elmnt.setAttribute("tooltipStatus", "inactive");
}

function setTooltipEvents() {
// Add javascript event for all tooltips
  obj = document.querySelectorAll(".hasTooltip");
  for (c = 0; c < obj.length; c++) {
    makeInActive(obj[c]);
    obj[c].addEventListener("mouseenter", function() { makeActive(this);   });
    obj[c].addEventListener("mouseleave", function() { makeInActive(this); });
    obj[c].addEventListener("focus", function() { makeActive(this);   });
    obj[c].addEventListener("blur", function() {  makeInActive(this); });
}

// Check for all tooltip being active an inactivate them when 'Esc' is pressed
  document.addEventListener("keyup", function(e) {
      if ((e.keyCode || e.which) === 27) {
          obj = document.querySelectorAll(".hasTooltip[tooltipStatus=active]");
          for (c = 0; c < obj.length; c++) { makeInActive(obj[c]); }
      }
  });
}
</script>
```

HTML Example:

```
This is an example of a tooltip by the
<abbr class="ng-scope tooltip" tabindex=0 aria-hidden="true"> DAC </abbr>
<span role="tooltip" class="">Digital Accessibility Centre</span>
that pass the WCAG 2.1 Success Criterion 1.4.13: Content on Hover or Focus.
```

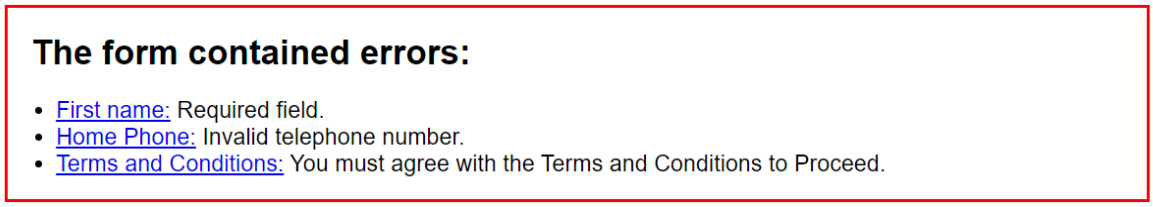
```
<script>setTooltipEvents();</script>
```

Error message best practices

Form errors are problematic issues for users, but especially screen reader users.
The best approach is to have a list of errors at the top of the page (above the top-level heading) so it is visible when the page is refreshed and is immediately focused so it can be read out by screen reading software.

The list should have a heading (level 2) and each field name be a link to the field in question. To become focusable the heading will need a tabindex, and to keep it out of the tab order it should be negative ("-1").

As an example:




```
<div class="border-red">
  <h2 tabindex="-1" >The form contained errors:</h2>
  <p>
    <ul class="errorList">
      <li><a href="#fName">First name:</a> Required field. </li>
      <li><a href="#hTel">Home Phone:</a> Invalid telephone number. </li>
      <li><a href="#TnCs">Terms and Conditions:</a>
        You must agree with the Terms and Conditions to Proceed.
      </li>
    </ul>
  </p>
</div>
```