

Accessibility statement for ABRSM's new online exam booking service

1. Summary

We know that our new online exam booking service is not yet fully accessible and that there are issues that prevent it conforming to WCAG 2.1 AA guidelines.

The main issues are:

- Not accessible with a screen reader / inability to access areas via a keyboard
- Heading structure not sufficiently logical
- Missing form labels
- Form errors not conveyed to assistive technology

2. What to do if you cannot access the new online exam booking service

For help with making an exam booking, please contact our Customer Communications Team. They are available from Monday to Friday on:

- Telephone: +44 (0)20 7636 5400
- Email: abrsm@abrsm.ac.uk

3. How we tested our new online exam booking service

The online exam booking service was tested between 11 and 15 November 2019. The test was carried out by the RNIB (Royal National Institute of Blind People). Their audit tested a representative sample of pages against all of the Level A and Level AA checkpoints in the WCAG 2.1 guidelines.

- The exam booking service was first checked using an automated checking tool to highlight aspects of the site that needed to be examined more closely.
- A representative sample of pages was then examined using a combination of semi-automatic evaluation tools and manual evaluation in detail.
- Code, technical and manual reviews were carried out, to produce in-depth audit reports containing examples, solutions and strategies for improvement.

4. What we are doing to improve accessibility

We are working closely with our providers and with the RNIB to fix the issues listed above. We are addressing the issues that cause most problems first, before moving on to others in order of priority. We are working towards resolution of all issues by the end of July 2020.

5. Reporting accessibility problems with our online exam booking service

We are aware of the issues highlighted by the RNIB report. However, if you find any other accessibility issues relating to our exam booking service, please contact us:

- Telephone: +44 (0)20 7636 5400
- Email: abrsm@abrsm.ac.uk

This statement was prepared on 9 March 2020.