

# Accessibility statement for food allergy and intolerance training

This accessibility statement applies to the FSA website [allergytraining.food.gov.uk](http://allergytraining.food.gov.uk)

This website is run by the Food Standards Agency (FSA). It is designed to be used by as many people as possible. The text should be clear and simple to understand and you should be able to:

- change colours, contrast levels and fonts
- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)
- read subtitles on videos

We've also made the website text as simple as possible to understand. [AbilityNet](#) has advice on making your device easier to use if you have a disability.

## How accessible this website is

We know some parts of this website are not fully accessible. You can see a full list of any issues we currently know about in the non-accessible content section of this statement.

## Feedback and contact information

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille you can contact us.

Write to: please mark your correspondence FAO: The Food Hypersensitivity Policy Team.

FSA, Floors 6 and 7 Clive House,  
70 Petty France,  
London SW1H 9EX

email: [fsa.communications@food.gov.uk](mailto:fsa.communications@food.gov.uk)

Or by phoning our Helpline on 0330 332 7149 (the line is open from 9am to 5pm, Monday to Friday)

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

## Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact us by writing to the FAO: The Food Hypersensitivity Policy Team.

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70 Petty France,

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email: [fsa.communications@food.gov.uk](mailto:fsa.communications@food.gov.uk)

Or by phoning our Helpline on 0330 332 7149 (the line is open from 9am to 5pm, Monday to Friday).

[Read tips on contacting organisation about inaccessible websites.](#)

## Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you're not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).

If you are in Northern Ireland and are not happy with how we respond to your complaint you can contact the [Equalities Commission for Northern Ireland](#) who are responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations') in Northern Ireland.

## Technical information about this website's accessibility

The Food Standards Agency is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

### Compliance status

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard, due to the non-compliances and exemptions listed below.

## Non-accessible content

This online training has been developed using a learning management system (LMS) and an authoring tool. A combination of both systems allows users a greater learning experience of the module lessons whilst allowing navigational ease across the site.

Currently there are some known issues within the authoring tool which means it does not comply entirely with WCAG 2.1 AA standards. However, the FSA has made the service as accessible as possible, for example:

- Using only radio buttons or true/false questions to allow screen reader users to know which answer has been selected.
- Removing content which may distract some users
- Replacing interactions with icons and text
- All images to have alt tags
- An accessible transcript is provided for each module.

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

### Non-compliance with the accessibility regulations

The content that is non-accessible is outlined below:

- The start module button at the beginning of each learning resource is not currently recognised as a button by screen readers. (WCAG 2.1 AA, 2.5.5 Target size)
- Some pages do not allow the pinch and zoom function on the resource pages. This appears to apply to some android mobile phones only. (WCAG 2.1 AA, 1.4.10 Reflow)

The software provider has recently completed an update to the website in attempt to resolve these issues. The platform is currently under review to measure the effectiveness of these changes, this statement will be updated to reflect the results in due course.

## **Disproportionate burden**

At this time, we have not made any disproportionate burden claims.

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

At this time, we have not identified any content that is not within scope of the accessibility regulations.

## **Preparation of this accessibility statement**

This statement was prepared on 11 September 2020 and last reviewing and updated on 4 April 2022.

The software provider has recently completed an update to the website in attempt to resolve these issues. The platform is currently under review to measure the effectiveness of these changes and we hope to resolve the outstanding issues in due course.

We tested the service based on a user's ability to complete key journeys. All parts of the chosen journeys were tested, including documents.