

# 3D Workshop LCC

# Accessibility Statement

Information about the level of accessibility of [3D Workshop LCC](#) and what to do if you would like content in an alternative format.

## Our commitment and legal obligations

We commit to ensuring the communications we produce are clear and accessible to the widest range of people. We recognise our obligations under The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 and the Equality Act 2010.

## Web standards and technologies

We're working hard to make the website conform to level AA of the World Wide Web Consortium's (W3C) [Web Content Accessibility Guidelines 2.1 \(WCAG 2.1\)](#). We recognise we have more work to do to achieve this. We are currently using the Bookstack platform to display our content but we are looking to move our content to an alternative, more accessible platform. This process is expected to take 18 months.

## Technical information about this website's accessibility

This website is partially compliant with the Web Content Accessibility Guidelines version 2.1AA standard, due to the non-compliances listed below.

## Known limitations

It has not been possible to ensure that the website meets WCAG 2.1 (AA) at the current time because:

- Pages are currently not usable when style sheets are disabled.
- On some pages we have skipped headings, which may cause users to experience difficulty with navigation. For example, an h1 tag is followed by an h4 tag with no intermediate h2 or h3 tags.
- Some pages have a broken ARIA menu which may cause issues with keyboard interactions, for example, tabbing using arrow keys.
- Some file set up guides contain text over imagery to show how to navigate the software used for laser cutting. We have descriptive text below these guides to improve screen reading usage.

- Information on this site can be exported as HTML, PDF or Plain Text. The PDFs are not fully accessible and lack the proper tagging and mark-up.
- Our videos are hosted on YouTube and embedded on the website. While our videos have captions it has not been possible to include audio description at this time due as YouTube doesn't support it.

We are working to meet the compliance as specified in The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 where currently possible.

## How we tested this website

Testing was done in-house and used a mixture manual testing and automated testing tools. This includes the use of the [Web Accessibility Evaluation Tool \(WAVE\)](#) and the Accessibility Insights for Web browser extensions. We also referred to the success criteria included in the Web Content Accessibility Guidelines 2.1 and guidance for [doing a basic accessibility check](#) from gov.uk

We acknowledge that automated tools may not detect all accessibility issues but at this time it has not been possible to test the site with disabled users.

## Contact us

We're always looking to improve the accessibility of this website. If you find any problems that aren't listed on this page or think we're not meeting the requirements of the accessibility regulations, please contact us at [3dworkshop.lcc@arts.ac.uk](mailto:3dworkshop.lcc@arts.ac.uk).

## Alternative versions

If you are not able to access a service or content on the website, contact the 3D Workshop at [3dworkshop.lcc@arts.ac.uk](mailto:3dworkshop.lcc@arts.ac.uk). Please include details of the content you need and the required format. We will then work to get you what you need in an accessible format that is appropriate for your needs.

## Issues and complaints

To report an issue with the website or to make a complaint, please contact the 3D Workshop at [3dworkshop.lcc@arts.ac.uk](mailto:3dworkshop.lcc@arts.ac.uk). We aim to provide you with an initial response within 48 hours and will provide clear information about how we will deal with your enquiry.

If you feel we have not answered your complaint satisfactorily, please contact Natalie Murphy, Technical Coordinator 3D Workshop at [3dworkshop.lcc@arts.ac.uk](mailto:3dworkshop.lcc@arts.ac.uk). Natalie will work with the team who provides the service/content to get you a response.

This statement was prepared on 01/06/20.

# Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the accessibility regulations. If you're not happy with how we respond to your complaint, contact the Equality Advisory and Support Service (EASS).

---

Revision #2

Created 1 June 2020 14:27:39 by Natalie

Updated 13 August 2021 14:24:01 by Natalie