



## Digital Accessibility Centre

### Accessibility Audit Report for National Archives – Transfer Data

Company	National Archives
Date	21st March 2023
DAC Ref.	001160
Version	v1.0 Final
Standard	WCAG 2.1

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## Document Control

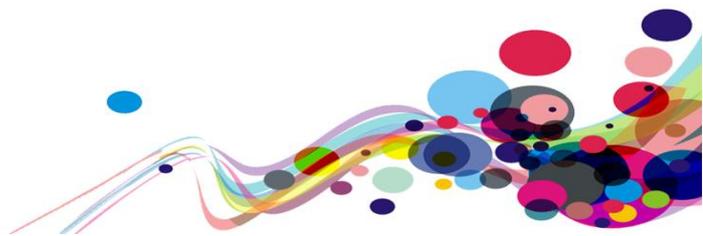
Service:	Transfer Data
Client:	National Archives
Project lead:	Dan Nicholas
User Testing Support:	James Bradley
Technical Auditing Report Author:	Dan Nicholas
Quality checked by:	Georgina Williams / Deborah Roberts
Address:	Digital Accessibility Centre Stephen Lloyd Suite (Unit 18) Darcy Business Park Llandarcy Neath SA10 6FG
Contact details:	<a href="mailto:Gavin.evans@digitalaccessibilitycentre.org">Gavin.evans@digitalaccessibilitycentre.org</a> 079366 85804  <a href="mailto:Cam.nicholl@digitalaccessibilitycentre.org">Cam.nicholl@digitalaccessibilitycentre.org</a> 07597 690358
Phone:	01792 815267
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## Executive Summary

An accessibility audit for **National Archives – Transfer Digital Records** service was carried out by the Digital Accessibility Centre (DAC) user/ technical team on **8<sup>th</sup> March 2023**.

The service 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 are examples of any assistive technology barriers which were encountered during accessibility testing, and information has been provided detailing how to resolve them.

**Please note** additional instances of these barriers may exist in other pages of the service; wherever these barriers are present, they will also need to be resolved.

During the accessibility audit, our user analysts generally found the service easy to navigate with a small amount of high-level and medium level accessibility issues.

The high-level issues encountered in the service mostly affected the screen reader user group. Screen reader users found it difficult to identify pages in the service which had non-descriptive page titles and page titles which were repeated over multiple pages.

Screen reader users also found difficulty in identifying and interacting with interactive elements such as links and custom elements which were found to be non-descriptive and or unlabelled.

The error handling in the service was also found to be problematic, where users focus was not placed in the correct position to enable users to rectify errors effectively.

Further issues were discovered in relation to the consistency of the error handling which does not follow the GOV.UK Design System guidelines.

Low-vision users found the service generally easy to navigate, but two medium-level issues were discovered in relation to colour contrast and the presentation of information when low-vision users used reflow settings (1280 CSS pixels wide at 400% zoom).

A small number of low-level issues were also encountered related to colour contrast and the purpose of links for screen reader users navigating outside of the context of the page and several usability issues have been added to the end of the report which although do not affect the accessibility of the service, if fixed would give visitors to the service a better overall user experience.



## Audit Summary

The report details the issues that have been identified with the service. To meet government accessibility requirements, and comply with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 it is important to ensure that the service meets level AA of the [Web Content Accessibility Guidelines 2.1](#) (WCAG 2.1) as a minimum and all WCAG 2.1 level A and AA issues listed are resolved.

For the service to be eligible for a Digital Accessibility Centre certification, issues listed as WCAG 2.1 level AAA should also be addressed.

We highly recommend that all issues from the [Usability feedback](#) section of the report are also addressed to ensure a fully accessible, usable, and inclusive service.



**A**

[Link purpose / Non-text Content \(A\)](#)

[Page title \(A\)](#)

[Error handling focus \(A\)](#)

[JavaScript dialog box \(A\)](#)

[Custom elements \(A\)](#)

[Headings \(A\)](#)

[Link purpose \(A\)](#)



**AA**

[Contrast \(Minimum\) AA](#)

[Reflow \(AA\)](#)



## Scope

## Tasks

Brief Task and/ or URLs are listed below along with the specific browser and AT set.

URL: <https://tdr-staging.nationalarchives.gov.uk/>

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	Chrome (Latest version)	JAWS 2019 or above
		Chrome (Latest version)	NVDA (Latest version)
Mobility	Windows	Chrome (Latest version)	Dragon Voice Activation v15 or above
Mobility	Windows	Chrome (Latest version)	Keyboard
		Chrome (Latest version)	Keyboard
Deaf	Windows	Chrome (Latest version)	-
Colour Blind/ Dyslexia	Windows	Chrome (Latest version)	-
Low Vision	Windows	Chrome (Latest version)	Screen Magnification Reflow, Text Spacing
		Chrome (Latest version)	Windows Magnifier
		Edge (Latest version)	ZoomText
Cognitive Impaired/ Asperger's/ Anxiety	Windows	Edge (Latest version)	System inverted colours



## Mobile/ Tablet

User type	Operating System (OS)	Browser	Assistive Technology
Blind	iOS	Safari (V12 or later)	VoiceOver
	Android	Chrome (Latest version)	TalkBack/ Voice Assistant
Mobility	iOS	Safari (V12 or later)	-
	Android	Chrome (Latest version)	-
Deaf	iOS	Safari (V12 or later)	-
Colour Blind/ Dyslexia	iOS/Android	Safari (V12 or later) / Chrome (Latest version)	-
Low Vision	Android	Chrome (Latest version)	Magnification
	iOS	Safari (V12 or later)	Pinch to Zoom
	iOS/Android	Safari (V12 or later)/ Chrome (Latest version)	System inverted colours



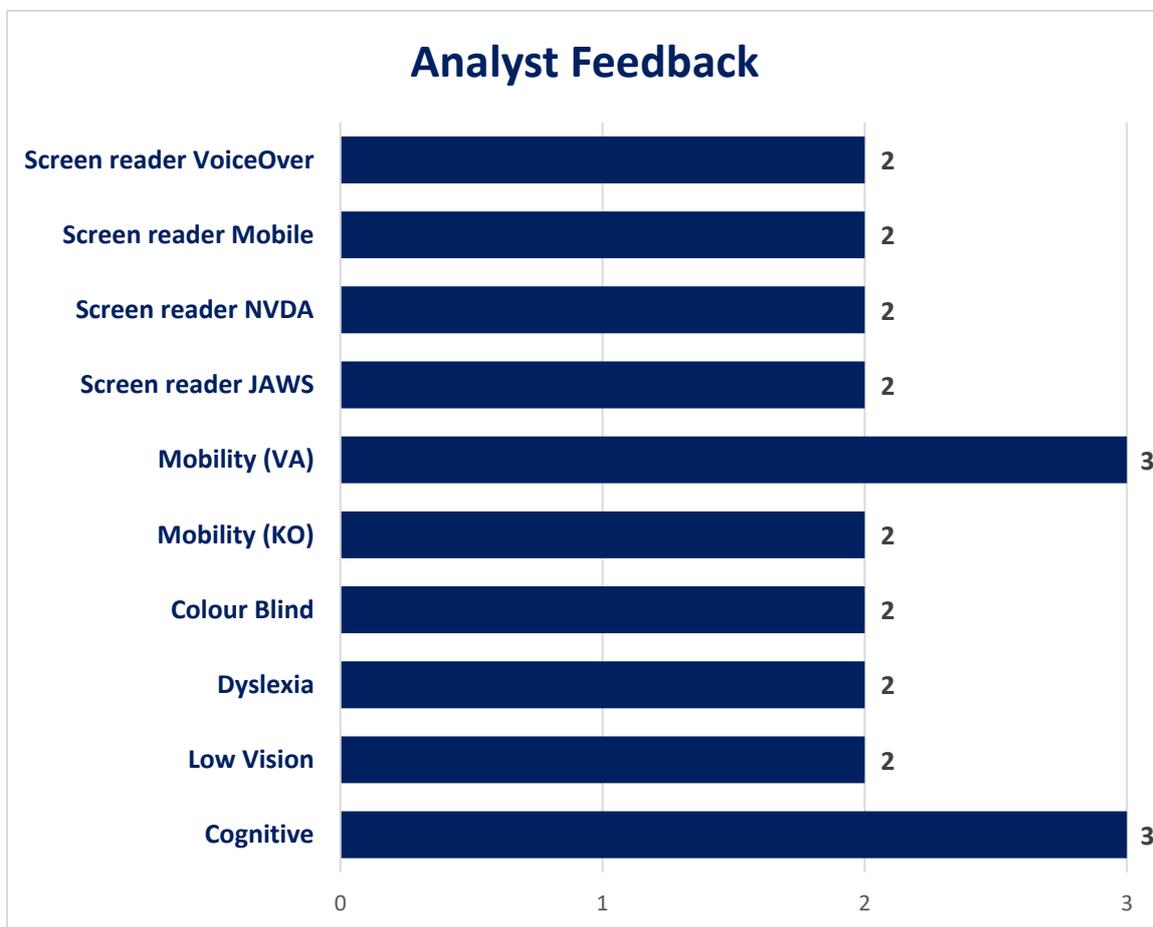
## Summary Graphs

### Analyst Feedback

Our analysts provided their overall feedback on the service.

This was rated from 0 – could not complete to 3 – Completed independently, no issues.

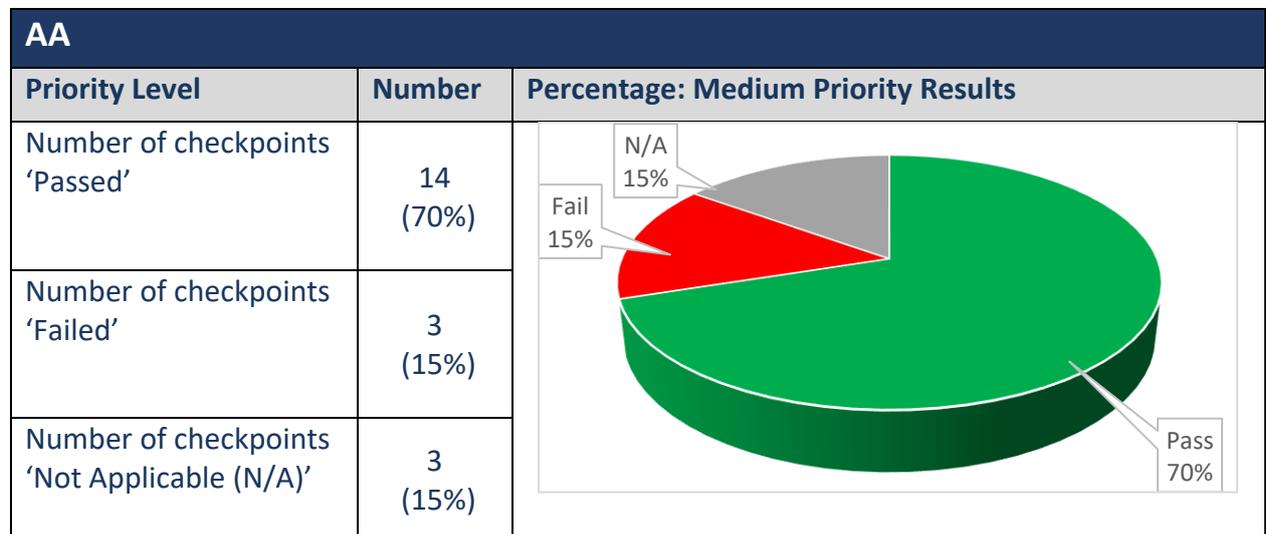
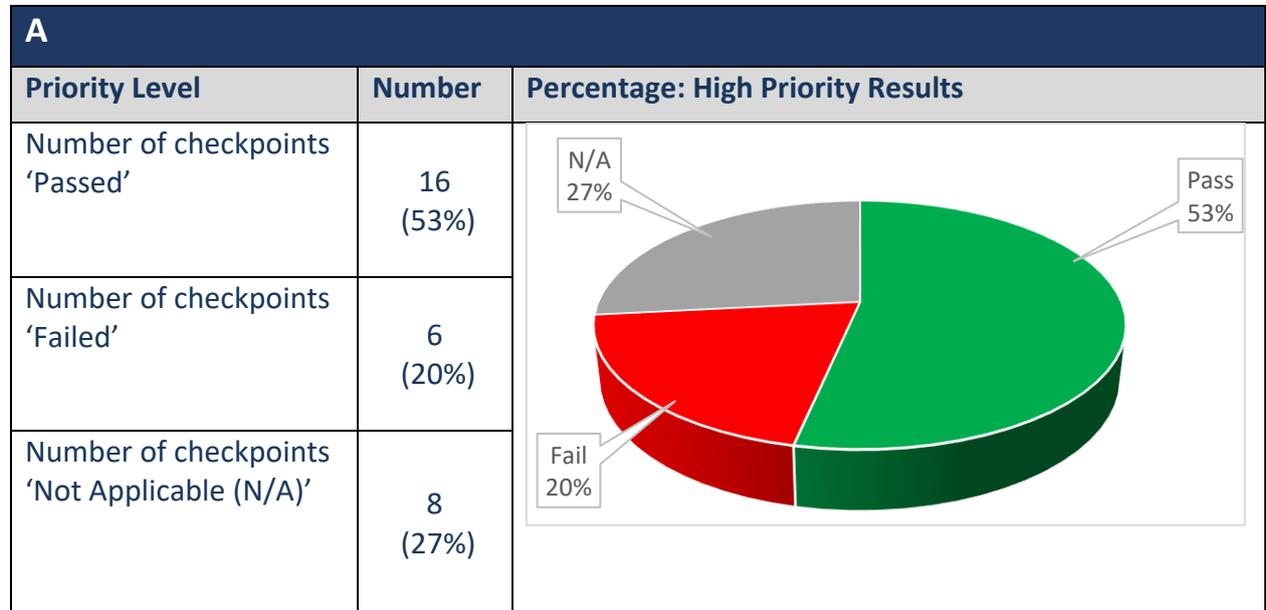
Key:	
0	Could not complete on my own
1	Completed independently but with major issues
2	Completed independently but with minor issues
3	Completed independently, no issues



## WCAG 2.1 Breakdown

The graphs below detail the number of checkpoints that passed, failed or were not applicable to the service.

Please refer to the [Classification of Accessibility Issues](#) for more information.



## Audit Results

These are the results of the Digital Accessibility Centre accessibility audit organised by A, AA, AAA priorities.

Each area contains a reference to the WCAG 2.1 success criteria, a brief overview of the issue encountered, a description of issues found along with user testing commentaries and solutions.



## High Priority WCAG Level A

The following section contains areas that failed to meet WCAG 2.1 A. For the service to fall in line with WCAG 2.1 requirements, all A issues must be resolved.

### Link purpose / Non-text Content (A)

Non-text content does not have a suitable alternative for screen reader users.

#### WCAG Reference:

1.1.1 Non-text Content (Level A)

[Understanding Non-text Content](#) | [How to Meet Non-text Content](#)

2.4.4 Link Purpose (In Context) (Level A)

[Understanding Link Purpose \(In Context\)](#) | [How to Meet Link Purpose \(In Context\)](#)

2.4.9 Link Purpose (Link Only) (Level AAA)

[Understanding Link Purpose \(Link Only\)](#) | [How to Meet Link Purpose \(Link Only\)](#)

3.1.4 Abbreviations (Level AAA)

[Understanding Abbreviations](#) | [How to Meet Abbreviations](#)

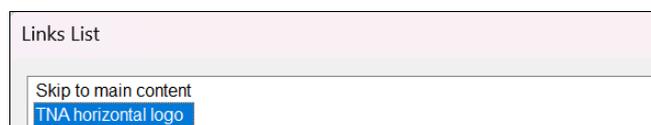
Issue ID: DAC\_Non\_Text\_Content\_01

URL: <https://tdr-staging.nationalarchives.gov.uk/homepage>

Page title: Welcome

Journey 1, step 1 – **This issue is present throughout the service.**

Screenshot:



'The National Archives' image link in the header has been assigned non-descriptive alternate text which acts as the accessible name for the link and uses an abbreviation which screen reader users may not understand. This may be problematic for screen reader users who may be unable to distinguish the purpose of the image link in their journey.



**Current code ref(s):** body > header > div > div.govuk-header\_\_tna-logo

```
<div class="govuk-header__tna-logo">  
  <a href="/" class="govuk-header__tna_link govuk-header__tna_link--homepage">  
      
  </a>  
</div>
```

**Screen reader comments:**

“While viewing the JAWS links list with insert and F7, I found that blind users are not able to identify what the graphic-link ‘TNA logo’ is meant to convey with regards to the acronym at the time of testing. Some users who are not familiar with this service are likely to become confused by this, as a full meaning of the acronym should be announced first, to cause less confusion in the future. This also applies to NVDA.”

**Screen reader user comments:**

“When testing the logo VoiceOver announced it to me as ‘Tna horizontal logo link image banner landmark logo other number plate’. This is a very ambiguous image alt that may confuse some Screen Reader Users. A clear image alt may resolve this issue. I particularly did not understand the ‘number plate’ section the information that was announced to me.”

**Solution:**

Ensure the alternative text describes the destination of the link, in this case when the service has been developed users would expect the link to direct them to the National Archives Homepage which should be reflected in the alternative text. This will enable screen reader users to understand the information provided in the image effectively in their journey.

**Example:**

```
<div class="govuk-header__tna-logo">  
  <a href="/" class="govuk-header__tna_link govuk-header__tna_link--homepage">  
      
  </a>  
</div>
```



## Page title (A)

The page title is non-descriptive.

### WCAG Reference:

2.4.2 Page Titled (Level A)

[Understanding Page Titled](#) | [How to Meet Page Titled](#)

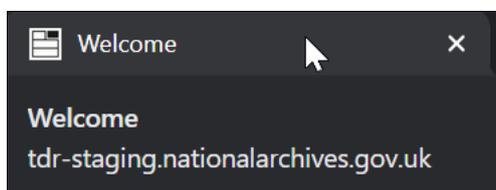
Issue ID: DAC\_Page\_Title\_01

URL: <https://tdr-staging.nationalarchives.gov.uk/homepage>

Page title: Welcome

Journey 1, step 1.

Screenshot:



The page title is non-descriptive and reads as 'Welcome' this may be problematic for screen reader users for whom the page title is the first element they encounter when they visit the page.

Screen reader users would also expect the page title to match the h1 heading and describe the page and its purpose. The title should also contain the name of the service and suffix of 'GOV.UK' as the service is part of the 'GOV.UK' domain.

**Current code ref(s):** head > title

```
<title>Welcome</title>
```

### Screen reader comments:

"When testing the page title, I found that it does not clearly indicate the purpose of the page currently in view. In order to make this clearer including national archives or words that are more descriptive would be beneficial."



### Screen reader comments:

“Accessing the landing page when logged in using JAWS, shows an ambiguous page title at the time of testing. Currently users will hear ‘welcome’ announced, however this does not confirm the main focus of the page. Some users may be confused by this, as a clear indication of the main focus of the page once logged in, will clarify that users are on their required page.

Including a clear page title which is consistent with the GOV.UK Design System, will cause less confusion in the future.”

### Examples of additional instances:

URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/4e0ae2b8-9500-427f-94f2-cd1e268fcd45/series>

Page title: Series Information

Journey 1, step 5.

### Current code ref(s): head > title

```
<title>Series Information</title>
```

URL: <https://tdr-staging.nationalarchives.gov.uk/#main-content>

Page title: Introduction

Journey 2, step 1.

### Current code ref(s): head > title

```
<title>Introduction</title>
```

Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

### Solution:

Change the description of the page title to reflect the page and its purpose, it is recommended that the page title matches the h1 heading on the page to enable screen reader users to identify the page and its purpose more easily. Additionally, add the service name and suffix ‘GOV.UK’.

### Example:

```
<title>Welcome to the Transfer Digital Records service - Transfer Digital Records - GOV.UK</title>
```

```
<h1 class="govuk-heading-1">Welcome to the Transfer Digital Records service</h1>
```

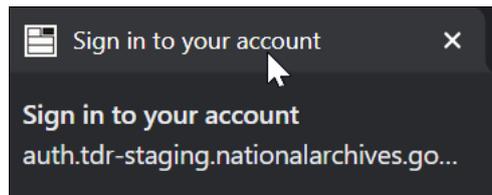


URL: [https://auth.tdr-staging.nationalarchives.gov.uk/realms/tdr/login-actions/authenticate?execution=49bb8f84-b0b9-4985-9875-916d4dc98ea5&client\\_id=tdr&tab\\_id=VyoNWGYbs20](https://auth.tdr-staging.nationalarchives.gov.uk/realms/tdr/login-actions/authenticate?execution=49bb8f84-b0b9-4985-9875-916d4dc98ea5&client_id=tdr&tab_id=VyoNWGYbs20)

Page title: Sign in to your account

Journey 2, step 3.

Screenshot:



The page title and h1 heading 'Sign in to your account' has been repeated over two pages and is the same as the previous page. This may be problematic for screen reader users who may be unable to distinguish between the two different pages in their journey.

Screen reader users would expect each page to have a unique, descriptive page title to enable them to distinguish between each page in the service.

The page title is also non-descriptive as it does not contain the service name to enable users to identify the service which is mentioned in [DAC Page Title 01](#).

**Current code ref(s):** head > title

```
<title>Sign in to your account</title>
```

Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

**Solution:**

Ensure each page in the service has a unique, descriptive title which matches the h1 heading on the page.

**Example:**

```
<title>Sign in to your account using a one-time code - Transfer Digital Records - GOV.UK</title>
```

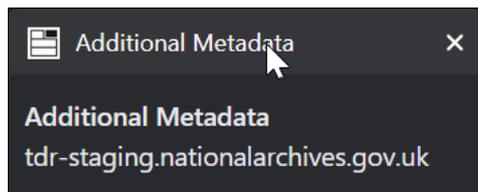
```
<h1 class="govuk-heading-1">Sign in to your account using a one-time code</h1>
```



URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/Offad53d-cb51-43c4-af36-389879350849/additional-metadata/files/descriptive>

Page title: Additional Metadata  
Journey 1, step 12.

Screenshot:



The page title 'Additional Metadata' has been repeated over two pages for both the 'Descriptive metadata' and 'Closure metadata' pages. This may be problematic for screen reader users who may be unable to distinguish between the two different pages in their journey.

Screen reader users would expect each page to have a unique, descriptive page title to enable them to distinguish between each page in the service.

The page title is also non-descriptive as it does not contain the service name to enable users to identify the service which is mentioned in [DAC Page Title 01](#).

**Current code ref(s):** head > title

```
<title>Additional Metadata</title>
```

**Examples of additional instances:**

URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/Offad53d-cb51-43c4-af36-389879350849/additional-metadata/files/closure>

Page title: Additional Metadata  
Journey 1, step 12.

**Current code ref(s):** head > title

```
<title>Additional Metadata</title>
```

Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.



**Solution:**

Ensure the page titles are unique and descriptive, which match the h1 heading on the page.

**Example:**

```
<title>Add Descriptive Metadata</title>
```

```
<title>Additional Closure Metadata</title>
```



## Error handling focus (A)

When users commit an error, the error handling is not sufficient enough to enable them to identify the error or what is required to rectify the issue.

### WCAG Reference:

2.4.3 Focus Order (Level A)

[Understanding Focus Order](#) | [How to Meet Focus Order](#)

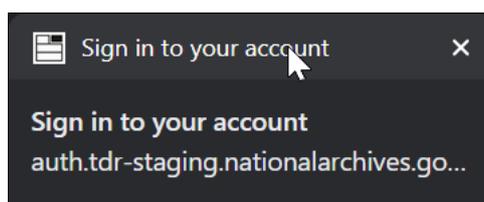
Issue ID: DAC\_Error\_Handling\_Focus\_01

URL: [https://auth.tdr-staging.nationalarchives.gov.uk/realms/tdr/login-actions/authenticate?execution=29b36288-4342-46fd-a7e8-4b82fa7f59ab&client\\_id=tdr&tab\\_id=6OBdTI8GmLw](https://auth.tdr-staging.nationalarchives.gov.uk/realms/tdr/login-actions/authenticate?execution=29b36288-4342-46fd-a7e8-4b82fa7f59ab&client_id=tdr&tab_id=6OBdTI8GmLw)

Page title: Sign in to your account

Journey 1, step 2.

Screenshot:



### Sign in to your account

**There is a problem with this form**

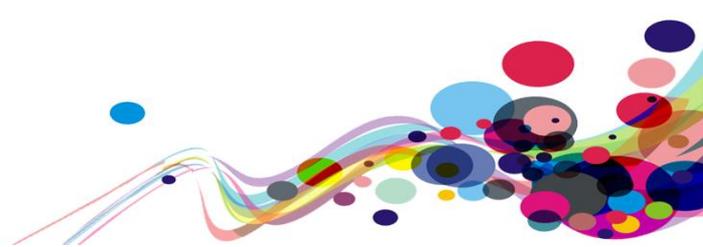
[Invalid username or password.](#)

Email address

Password

**Invalid username or password.**

When users commit an error, the inline error message which matches the non-descriptive link in the error summary has been placed below the input fields and the error skip link upon activation directs users past the input fields to the error message.



For users navigating with the tab key the focus is placed on the 'Sign in' button bypassing the input fields in error, users would expect focus to be placed on the first input field in error.

Further usability issues are that page title does not update and contain the word 'Error:', the error summary has been placed below the h1 heading and the h2 heading in the error summary is not consistent with the GOV.UK Design System guidelines which should read 'There is a problem'.

**Current code ref(s):** #main-content > div > div > div

```
<div class="govuk-error-summary" aria-labelledby="error-summary-title"
role="alert" data-module="govuk-error-summary">
  <h2 class="govuk-error-summary__title" id="error-summary-title">
    There is a problem with this form
  </h2>
  <div class="govuk-error-summary__body">
    <ul class="govuk-list govuk-error-summary__list">
      <li>
        <a href="#error-kc-form-login">Invalid username or password.</a>
      </li>
    </ul>
  </div>
</div>
```

#### Examples of additional instances:

URL: [https://auth.tdr-staging.nationalarchives.gov.uk/realms/tdr/login-actions/authenticate?execution=49bb8f84-b0b9-4985-9875-916d4dc98ea5&client\\_id=tdr&tab\\_id=VyoNWGYbs20#error-kc-form-login](https://auth.tdr-staging.nationalarchives.gov.uk/realms/tdr/login-actions/authenticate?execution=49bb8f84-b0b9-4985-9875-916d4dc98ea5&client_id=tdr&tab_id=VyoNWGYbs20#error-kc-form-login)

Page title: Sign in to your account

Journey 1, step 3.

URL: [https://auth.tdr-staging.nationalarchives.gov.uk/realms/tdr/login-actions/authenticate?execution=29b36288-4342-46fd-a7e8-4b82fa7f59ab&client\\_id=tdr&tab\\_id=fIkqexIMvYc#error-kc-form-login](https://auth.tdr-staging.nationalarchives.gov.uk/realms/tdr/login-actions/authenticate?execution=29b36288-4342-46fd-a7e8-4b82fa7f59ab&client_id=tdr&tab_id=fIkqexIMvYc#error-kc-form-login)

Page title: Sign in to your account

Journey 2, step 2.

Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

#### Solution:

Ensure the inline error message is positioned above the input fields in error and that when users activate the error skip link, the focus is placed in the first input field in error.

Ensure the page title updates and contains the word 'Error:' and place the error summary above the h1 on the page and ensure the h2 heading displays the text 'There is a problem' which is consistent with the GOV.UK Design System.



Further information can be found in the [Error summary](#), [Error messages](#) and [Help users to recover from validation errors](#) in the GOV.UK Design System.



## JavaScript dialog box (A)

Screen reader users are not read out all the information in the JavaScript dialog box.

### WCAG Reference:

1.3.1 Info and Relationships (Level A)

[Understanding Info and Relationships](#) | [How to Meet Info and Relationships](#)

4.1.3 Status Messages (Level AA)

[Understanding Status Messages](#) | [How to Meet Status Messages](#)

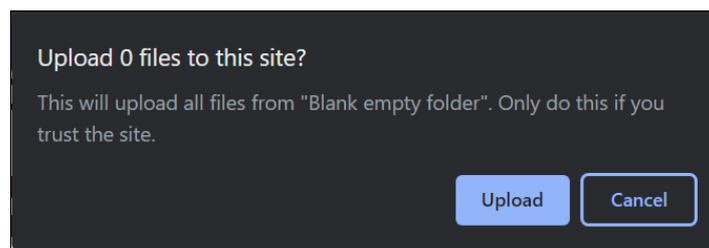
Issue ID: DAC\_JavaScript\_Dialog\_Box\_01

URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/c7ca098b-a156-40c3-be9e-de105f1f9106/upload>

Page title: Upload your records

Journey 1, step 8.

Screenshot:



When users select a file to upload, a JavaScript dialog box appears at the top of the page. There is no alert to inform screen reader users that the dialog box has appeared and not all the information is read out to screen reader users who hear 'Upload 0 files to this site dialog cancel button'.

This may be confusing for screen reader users who are not read out all the information in the dialog box to fully understand its purpose.

**Current code ref(s):** #selection-area > div.drag-and-drop\_\_dropzone > label

```
<label for="file-selection" class="govuk-button govuk-button--secondary drag-and-drop__button">Choose folder</label>
```

### Solution:

Ensure that screen reader users can read all of the information in the JavaScript dialog box. Alternatively, use an accessible modal dialog box. Further information can be found in [Modal Dialog Example – W3.org](#).



## Custom elements (A)

Custom elements have been implemented which are inaccessible for users of assistive technologies and keyboard-only users.

### WCAG Reference:

1.3.1 Info and Relationships (Level A)

[Understanding Info and Relationships](#) | [How to Meet Info and Relationships](#)

2.1.1 Keyboard (Level A)

[Understanding Keyboard](#) | [How to Meet Keyboard](#)

4.1.2 Name, Role, Value (Level A)

[Understanding Name, Role, Value](#) | [How to Meet Name, Role, Value](#)

2.1.3 Keyboard (No Exception) (Level AAA)

[Understanding Keyboard \(No Exception\)](#) | [How to Meet Keyboard \(No Exception\)](#)

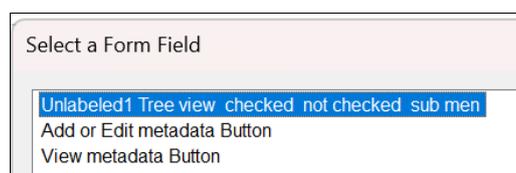
Issue ID: DAC\_Custom\_Elements\_01

URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/Offad53d-cb51-43c4-af36-389879350849/additional-metadata/files/descriptive>

Page title: Additional Metadata

Journey 1, step 12.

Screenshot:



The page contains a custom element which is focusable by keyboard, but users are unable to open and interact with the element which is only accessible for mouse users. The element is unlabelled which means users of assistive technologies are unable to identify or interact with the element effectively in their journey.

#### Current code ref(s): #file-selection

```
<div class="tna-tree" id="file-selection">
  <fieldset class="govuk-fieldset">
    <legend class="govuk-fieldset__legend govuk-fieldset__legend--s">
      <p class="govuk-body">Select the file you wish to add or edit descriptive
metadata.</p>
    </legend>
    <ul tabindex="0" class="tna-tree__root-list" id="radio-tree" role="tree">
      <li class="tna-tree__node-item-radios" role="treeitem" id="radios-list-
8f670e75-f3a3-4d90-a985-dbbc5e7feba9" aria-expanded="false" aria-selected="true"
aria-level="1" aria-setsize="1" aria-posinset="1" tabindex="0" aria-
checked="true">
        <div class="tna-tree__node-item__container">
          <span class="tna-tree__expander js-tree__expander--radios"
tabindex="-1" id="radios-expander-8f670e75-f3a3-4d90-a985-dbbc5e7feba9">
            <span class="govuk-visually-hidden">Expand</span>
          </span>
          <div class="js-radios-directory tna-radios-directory">
            <span class="govuk-label tna-radios-directory__label">
              
                Blank Folder
              </span>
            </div>
          </div>
          <ul class="tna-tree__nested-list tna-tree__nested-list--radios"
role="group" id="radios-node-group-8f670e75-f3a3-4d90-a985-dbbc5e7feba9">
            <li class="tna-tree__item govuk-radios--small" role="treeitem"
id="radios-list-c0492e07-53f1-433d-858e-cb35de49a891" aria-level="2" aria-
setsize="1" aria-posinset="1" aria-selected="false" aria-checked="false">
              <div class="tna-tree__node-item__radio govuk-radios__item">
                <input type="radio" name="nested-navigation" class="govuk-
radios__input" id="radio-c0492e07-53f1-433d-858e-cb35de49a891" value="c0492e07-
53f1-433d-858e-cb35de49a891">
                  <label class="govuk-label govuk-radios__label" for="radio-
c0492e07-53f1-433d-858e-cb35de49a891">
                    Blank doc.docx
                  </label>
                </div>
              </li>
            </ul>
          </li>
        </ul>
      </li>
    </ul>
  </fieldset>
</div>
```



### Screen reader comments:

“While reviewing the JAWS forms list, I found that the item announced as ‘Unlabeled1 Tree view checked not checked sub men’ may cause confusion for users at the time of testing. Although it is possible to identify that the item relates to a tree view where users can select the document for editing in relation to meta data, a clear indication of the function of the review such as 'select a document to add or edit meta data', will resolve this issue in the future. It is also likely that a combo box may be more familiar to users where they can select a document for editing, however it is understood that this may be user preference rather than a specific accessibility issue.

While testing this functionality using NVDA, I found that blind users will hear the announcement ‘unlabelled 1’ for the tree view item at the time of testing.”

### Screen reader comments (IOS):

“I found that adding descriptive meta data was highly challenging as it was not immediately obvious what the process was to do this. It was also difficult as I expected a field but located a checkbox related to the previously uploaded document followed by an edit field to enter a description. This is convoluted and very complex and some Screen Reader Users may find this tough to understand and navigate. This is consistent for closing meta data entry.”

Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

### Solution:

We strongly recommend using standard HTML elements to ensure that roles, states and controls are exposed correctly, enabling all users regardless of assistive technology to access and interact with them. The main considerations when implementing custom elements:

1. Ensure that the element is focusable and that users can gain access via the keyboard and determine this clearly
2. Ensure that the element is operable via keyboard alone
3. Ensure that the element operates as expected using the standard keys
4. Ensure a clear indication of focus
5. Ensure that the element is labelled and is exposed as an accessible name in accessibility APIs
6. Ensure that the role is exposed in accessibility APIs i.e. role="button"
7. Ensure that all states and properties are clearly defined and exposed in accessibility APIs
8. Ensure that in high contrast mode the control is visible and usable in High Contrast Mode (colour inversion).



## Headings (A)

The page has two h1 headings which creates an illogical heading structure.

### WCAG reference:

1.3.1 Info and Relationships (Level A)

[Understanding Info and Relationships](#) | [How to Meet Info and Relationships](#)

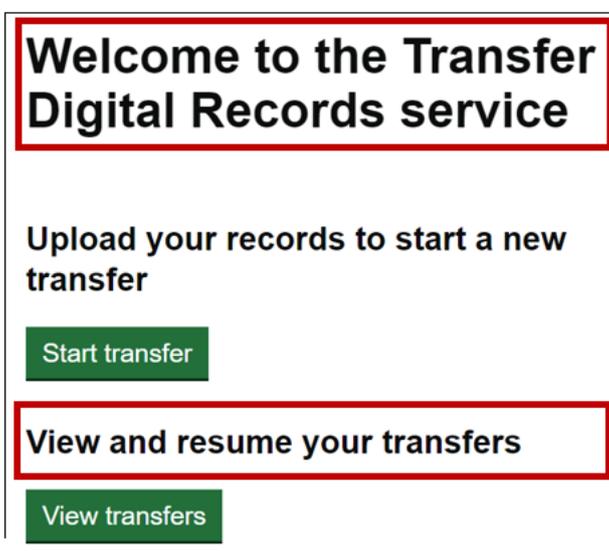
Issue ID: DAC\_Headings\_01

URL: <https://tdr-staging.nationalarchives.gov.uk/homepage>

Page title: Welcome

Journey 1, step 1.

Screenshot:



The page has two h1 headings. The visual presentation in this case implies a hierarchical structure as the first h1 is visually larger than the second on the page.

This creates an illogical heading structure and may be problematic for screen reader users who use headings to identify the structure of the page and use the h1 heading to identify the page and its purpose.

**Current code ref(s):** #main-content > div > div > h1

```
<h1 class="govuk-heading-1">Welcome to the Transfer Digital Records service</h1>
```



**Current code ref(s):** #main-content > div > div > form > h1

```
<h1 class="govuk-heading-m">View and resume your transfers</h1>
```

**Screen reader comments:**

“When viewing the headings on the ‘welcome’ page I found two headings at level 1. As h1’ indicate main content on the page to Screen Reader Users, some may find this confusing.”

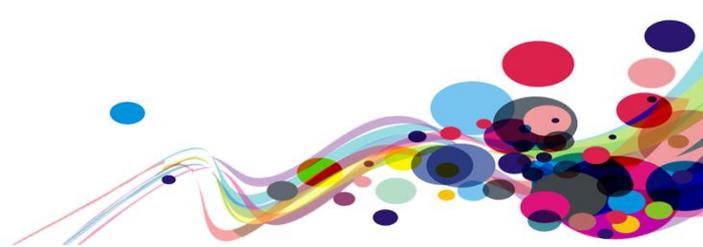
Additional instances of this issue may exist on other pages throughout the service; wherever this issue occurs, they too will need to be resolved.

**Solution:**

Ensure the page has only one h1 heading which introduces the page and its purpose. The succeeding heading should be logical and hierarchical, this will enable screen reader users to identify and navigate to different sections of the page more easily in their journey.

**Example:**

```
<h1>Main heading</h1>  
  <h2>Sub-heading of h1</h2>  
  <h2>Sub-heading of h1</h2>  
    <h3>Sub-heading of h2</h3>  
  <h2>Sub-heading of h1</h2>  
    <h3>Sub-heading of h2</h3>  
      <h4>Sub-heading of h3</h4>  
  <h2>Sub-heading of h1</h2>  
  <h2>Sub-heading of h1</h2>
```



URL: <https://tdr-staging.nationalarchives.gov.uk/judgment/c05c3657-9f7d-41d1-b80d-4fb71d5fed8f/before-uploading>

Page title: Check your file before uploading  
Journey 2, step 5.

Screenshot:

Select [judgments@nationalarchives.gov.uk](mailto:judgments@nationalarchives.gov.uk) to generate an automatic email, with the transfer reference included, in order to:

- Attach and send supplementary material for this judgment.
- Flag when your judgment is a new version; quote the details of the original document being replaced.
- Flag when your judgment is subject to an anonymisation order.

The level 2 heading ‘Select [judgements@archives.gov.uk](mailto:judgements@archives.gov.uk) to generate an automatic email, with the transfer reference included, in order to:’ contains a link which has been used for styling purposes and a large amount of text.

This may be confusing and time consuming for screen reader users to navigate and would expect headings to be clear and concise to introduce different sections of the page.

**Current code ref(s):** #main-content > div > div.govuk-grid-column-two-thirds > h2

```
<h2 class="govuk-heading-s">Select <a href="mailto:judgments@nationalarchives.gov.uk?subject=Ref: TDR-2023-CBF2">judgments@nationalarchives.gov.uk</a> to generate an automatic email, with the transfer reference included, in order to:</h2>
```



### Screen reader comments:

“While navigating the page using the JAWS headings list, I found a heading which appears to contain paragraph text, rather than descriptive text used to introduce a section of the page. Content starting at a level 2 with ‘select send mail link’ followed by additional information, appears to indicate a paragraph.

Currently users would usually expect heading text to briefly introduce a section of the page, with the paragraph text and related content such as links after the heading. I also found when navigating using the up or down cursor keys, that the heading appears to be separated into multiple level 2 items.

Including a consistent level of navigation by allowing for a content heading to briefly introduce information, and structuring additional content within each section, will resolve this issue in the future.”

Additional instances of this issue may exist on other pages throughout the service; wherever this issue occurs, they too will need to be resolved.

### Solution:

Remove the heading tags from the paragraph and mark it up as plain text, this will enable screen reader users to navigate the text more easily.

### Example:

```
<p>Select <a href="mailto:judgments@nationalarchives.gov.uk?subject=Ref: TDR-2023-CBF2">judgments@nationalarchives.gov.uk</a>  
to generate an automatic email, with the transfer reference included, in  
order to:  
</p>
```



## Link purpose (A)

The purpose of the link is unclear for screen reader users.

### WCAG Reference:

2.4.4 Link Purpose (In Context) (Level A)

[Understanding Link Purpose \(In Context\)](#) | [How to Meet Link Purpose \(In Context\)](#)

2.4.9 Link Purpose (Link Only) (Level AAA)

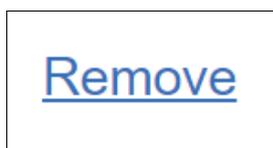
[Understanding Link Purpose \(Link Only\)](#) | [How to Meet Link Purpose \(Link Only\)](#)

Issue ID: DAC\_Link\_Purpose\_01

URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/23fe10a4-9530-4353-ac00-93f816d8935f/upload>

Page title: Upload your records  
Journey 1, step 8.

Screenshot:



The 'Remove' link is non-descriptive and may be problematic for screen reader users who may be unable to understand the purpose of the link as it is not clear what will be removed if the link is activated.

**Current code ref(s):** #remove-file-btn

```
<a class="success-message-flexbox-item" id="remove-file-btn" href="#">Remove</a>
```

**Examples of additional instances:**

URL: <https://tdr-staging.nationalarchives.gov.uk/judgment/4ff822e6-40b3-41ea-92e1-0738795de2f5/upload>

Page title: Upload your judgment  
Journey 2, step 6.

**Current code ref(s):** #remove-file-btn

```
<a class="success-message-flexbox-item" id="remove-file-btn" href="#">Remove</a>
```

Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

### Solution:

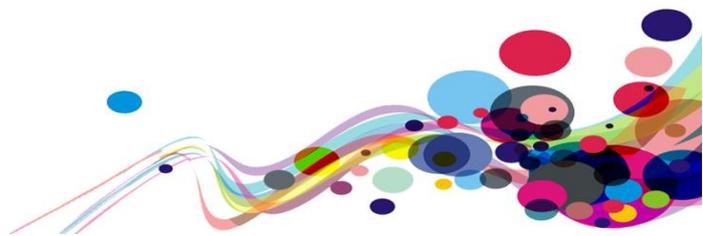
Add more description to the link to enable screen reader users to understand the purpose of the link.

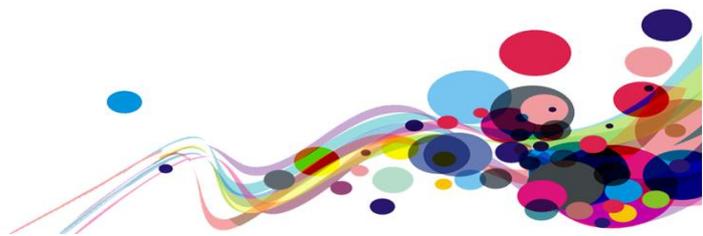
### Example:



```
<a class="success-message-flexbox-item" id="remove-file-btn" href="#">Remove  
uploaded file</a>
```







## Medium Priority WCAG Level AA

The following section contains areas that failed to meet WCAG 2.1 AA. For the service to fall in line with WCAG 2.1 requirements, all A and AA issues must be resolved.

### Contrast (Minimum) AA

Elements containing text fail to meet WCAG 2.1 guidelines for contrast minimum.

#### WCAG Reference:

1.4.3 Contrast (Minimum) (Level AA)

[Understanding Contrast \(Minimum\)](#) | [How to Meet Contrast \(Minimum\)](#)

1.4.6 Contrast (Enhanced) (Level AAA)

[Understanding Contrast \(Enhanced\)](#) | [How to Meet Contrast \(Enhanced\)](#)

Issue ID: DAC\_Contrast\_Minimum\_01

URL: <https://tdr-staging.nationalarchives.gov.uk/homepage>

Page title: Welcome

Journey 1, step 1 - **This issue is present throughout the service.**

Screenshot:



When 'The National Archives' image link receives focus, the text in the image link fails to meet WCAG 2.1 colour contrast minimum guidelines. This issue may affect low-vision users who may be unable to distinguish the white text against the yellow background colour.

To meet WCAG 2.1 guidelines for contrast minimum, the minimum contrast ratio is 4.5:1 (it is currently 1.3:1).

**Current code ref(s):** body > header > div > div.govuk-header\_\_tna-logo > a

```
<a href="/" class="govuk-header__tna_link govuk-header__tna_link--homepage">
  
</a>
```



## CSS:

```
.govuk-header__tna_link:focus {  
  outline: 3px solid transparent;  
  color: #0b0c0c;  
  background-color: #fd0;  
  box-shadow: 0 -2px #fd0, 0 4px #0b0c0c;  
  text-decoration: none;  
}
```

## Solution:

For sites to pass AA, they must comply with WCAG 2.1 checkpoint 1.4.3 for colour contrast, which is 4.5:1.

As far as contrast ratio is concerned, it must at least be:

1. if text is not bold and its size is less than 18pt/24px/1.5em/150%:  
4.5:1 for AA level
2. if text is not bold and its size is at least 18pt/24px/1.5em/150%:  
3:1 for AA level
3. if text is bold and its size is less than 14pt/19px/1.2em/118%:  
4.5:1 for AA level
4. if text is bold and its size is at least 14pt/19px/1.2em/118%:  
3:1 for AA level.



## Reflow (AA)

Information on the page appears truncated when reflow settings are applied.

### WCAG Reference:

1.4.10 Reflow (Level AA)

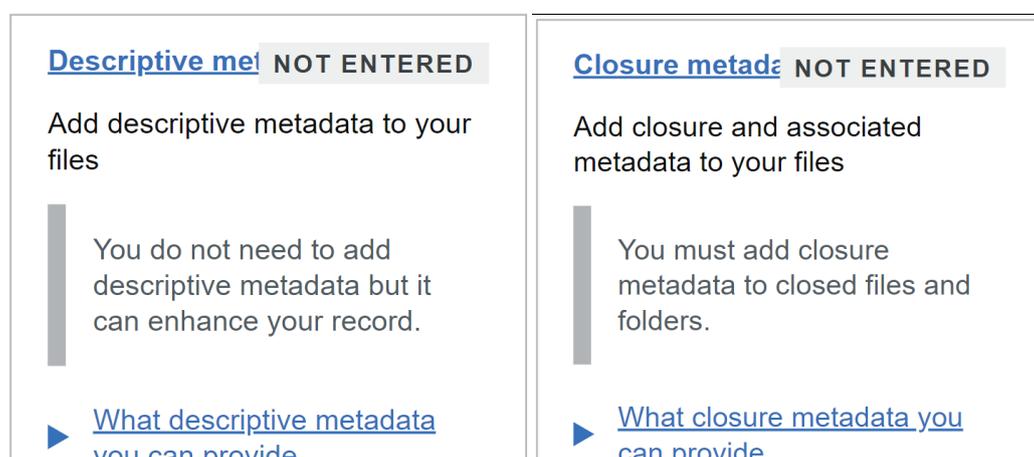
[Understanding Reflow](#) | [How to Meet Reflow](#)

Issue ID: DAC\_Reflow\_01

URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/7607bdca-2d31-43e6-8a1a-7a60d816e7c4/additional-metadata>

Page title: Descriptive and closure metadata  
Journey 1, step 12.

Screenshot:



When the page was set to reflow settings (1280 CSS pixels wide at 400% zoom), the heading links on the page appear truncated and low-vision users who use reflow settings to read webpages may be unable to read the headings effectively.

All information and interactive elements on the page should be able to be viewed in reflow setting without any loss of information and functionality.



**Current code ref(s):** #main-content > div > div.govuk-grid-column-two-thirds-from-desktop > div:nth-child(5) > div > h2

```
<h2 class="govuk-heading-s">
  <a class="govuk-link govuk-link--no-visited-state"
href="/consignment/7607bdca-2d31-43e6-8a1a-7a60d816e7c4/additional-
metadata/files/descriptive">Descriptive metadata</a>
</h2>
```

**Current code ref(s):** #main-content > div > div.govuk-grid-column-two-thirds-from-desktop > div:nth-child(6) > div

```
<h2 class="govuk-heading-s">
  <a class="govuk-link govuk-link--no-visited-state"
href="/consignment/7607bdca-2d31-43e6-8a1a-7a60d816e7c4/additional-
metadata/files/closure">Closure metadata</a>
</h2>
```

### Low vision user comments:

“When viewing this page with “Reflow 1280x1024 at x 400% zoom”, I found that the “Descriptive metadata” link has become overlapped by the “Not entered” content. This is an issue for the user because they are prevented from reading all the text on the “Descriptive metadata” link due to it being obscured. It would be beneficial when viewing this page With “Reflow 1280x1024 at x 400% zoom” the “Not Entered” content is displayed below the “Descriptive Metadata” link therefore, helping the user to fully read the text on the link.”

Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

### Solution:

Ensure that all content maintains its structure and functionality when a user navigates the page with the browser width set to 1280px, whilst resizing the content to 400%.



## Low Priority WCAG Level AAA

Areas of the service which fail to meet the WCAG 2.1 AAA requirements are not in scope for the purposes of this audit, however, where issues were encountered by our analysts, these have been reported. We highly recommend that these issues are resolved.

### Contrast (Enhanced) (AAA)

Text was found to fail WCAG 2.1 guidelines for contrast enhanced.

#### WCAG Reference:

1.4.6 Contrast (Enhanced) (Level AAA)

[Understanding Contrast \(Enhanced\)](#) | [How to Meet Contrast \(Enhanced\)](#)

Issue ID: DAC\_Contrast\_Enhanced\_01

URL: [https://auth.tdr-staging.nationalarchives.gov.uk/realms/tdr/login-actions/authenticate?execution=29b36288-4342-46fd-a7e8-4b82fa7f59ab&client\\_id=tdr&tab\\_id=f1KqexIMvYc](https://auth.tdr-staging.nationalarchives.gov.uk/realms/tdr/login-actions/authenticate?execution=29b36288-4342-46fd-a7e8-4b82fa7f59ab&client_id=tdr&tab_id=f1KqexIMvYc)

Page title: Sign in to your account

Journey 2, step 2 – **This issue is present wherever this colour combination has been used.**

Screenshot:



The link text on the page fails to meet WCAG 2.1 guidelines for contrast enhanced. This issue may affect users with low vision who may find it difficult to distinguish the links against the white background colour on the page.

To meet WCAG 2.1 guidelines for contrast enhanced, the minimum contrast ratio is 7:1 (it is currently 5.2:1).

**Current code ref(s):** #main-content > div > div > p:nth-child(4) > a

```
<a href="/realms/tdr/login-actions/reset-credentials?client_id=tdr&tab_id=f1KqexIMvYc">Forgot Your Password?</a>
```

#### CSS:

```
a {
  color: #1d70b8;
}

.govuk-template__body {
  margin: 0;
  background-color: #fff;
}
```



**Solution:**

For sites to meet AAA, they must comply with WCAG 2.1 checkpoint 1.4.6 for colour contrast.

As far as contrast ratio is concerned, it must at least be:

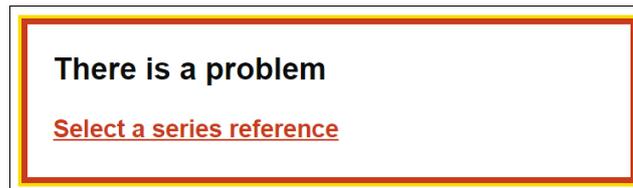
1. if text is not bold and its size is less than 18pt/24px/1.5em/150%:  
7:1 for AAA level
2. if text is not bold and its size is at least 18pt/24px/1.5em/150%:  
4.5:1 for AAA level
3. if text is bold and its size is less than 14pt/19px/1.2em/118%:  
7:1 for AAA level
4. if text is bold and its size is at least 14pt/19px/1.2em/118%:  
4.5:1 for AAA level.



URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/c7ca098b-a156-40c3-be9e-de105f1f9106/series>

Page title: Error: Series Information  
Journey 1, step 5.

Screenshot:



The error skip link fails to meet WCAG 2.1 guidelines for contrast enhanced. This issue may affect users with low vision who may find it difficult to distinguish the links against the white background colour on the page.

To meet WCAG 2.1 guidelines for contrast enhanced, the minimum contrast ratio is 7:1 (it is currently 4.9:1).

**Current code ref(s):** #main-content > div > div.govuk-grid-column-two-thirds > div > div > ul > li > a

```
<a href="#error-series">Select a series reference</a>
```

**CSS:**

```
.govuk-error-summary__list a:link, .govuk-error-summary__list a:visited {  
  color: #d4351c;  
}
```

**Solution:**

For sites to meet AAA, they must comply with WCAG 2.1 checkpoint 1.4.6 for colour contrast.

As far as contrast ratio is concerned, it must at least be:

1. if text is not bold and its size is less than 18pt/24px/1.5em/150%:  
7:1 for AAA level
2. if text is not bold and its size is at least 18pt/24px/1.5em/150%:  
4.5:1 for AAA level
3. if text is bold and its size is less than 14pt/19px/1.2em/118%:  
7:1 for AAA level
4. if text is bold and its size is at least 14pt/19px/1.2em/118%:  
4.5:1 for AAA level.



URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/c7ca098b-a156-40c3-be9e-de105f1f9106/file-checks-results>

Page title: Results of your checks

Journey 1, step 11.

Screenshot:

A screenshot of a link labeled "View transfers" with a green underline. The text is in a dark green color and is enclosed in a thin black rectangular border.

The link text on the page fails to meet WCAG 2.1 guidelines for contrast enhanced. This issue may affect users with low vision who may find it difficult to distinguish the links against the white background colour on the page.

To meet WCAG 2.1 guidelines for contrast enhanced, the minimum contrast ratio is 7:1 (it is currently 6.2:1).

**Current code ref(s):** #main-content > div > div.govuk-grid-column-two-thirds > div.govuk-notification-banner.govuk-notification-banner--success > div.govuk-notification-banner\_\_content > p > a

```
<a class="govuk-notification-banner__link" href="/view-transfers">View transfers</a>
```

**CSS:**

```
.govuk-notification-banner--success .govuk-notification-banner__link:link, .govuk-notification-banner--success .govuk-notification-banner__link:visited {  
  color: #00703c;  
}
```

Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.



**Solution:**

For sites to meet AAA, they must comply with WCAG 2.1 checkpoint 1.4.6 for colour contrast.

As far as contrast ratio is concerned, it must at least be:

1. if text is not bold and its size is less than 18pt/24px/1.5em/150%:  
7:1 for AAA level
2. if text is not bold and its size is at least 18pt/24px/1.5em/150%:  
4.5:1 for AAA level
3. if text is bold and its size is less than 14pt/19px/1.2em/118%:  
7:1 for AAA level
4. if text is bold and its size is at least 14pt/19px/1.2em/118%:  
4.5:1 for AAA level.



URL: <https://tdr-staging.nationalarchives.gov.uk/view-transfers>

Page title: View Transfers

Journey 1, step 17.

Screenshot:



The colour contrast of the green text against the light green background colour on the tag element fails to meet WCAG 2.1 guidelines for contrast enhanced. This issue may affect users with low vision who may find difficulty in distinguishing the text against the blue background colour.

To meet WCAG 2.1 guidelines for contrast enhanced, the minimum contrast ratio is 7.1 for regular sized text (it is currently 6.2:1).

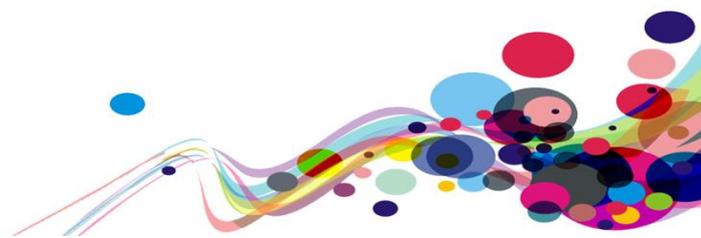
**Current code ref(s):** #main-content > div > div > div > table > tbody > tr:nth-child(2) > td:nth-child(4) > strong

```
<strong class="govuk-tag govuk-tag--green">Transferred</strong>
```

**CSS:**

```
.govuk-tag--green {  
  color: #005a30;  
  background: #cce2d8;  
}
```

Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.



**Solution:**

For sites to meet AAA, they must comply with WCAG 2.1 checkpoint 1.4.6 for colour contrast.

As far as contrast ratio is concerned, it must at least be:

1. if text is not bold and its size is less than 18pt/24px/1.5em/150%:  
7:1 for AAA level
2. if text is not bold and its size is at least 18pt/24px/1.5em/150%:  
4.5:1 for AAA level
3. if text is bold and its size is less than 14pt/19px/1.2em/118%:  
7:1 for AAA level
4. if text is bold and its size is at least 14pt/19px/1.2em/118%:  
4.5:1 for AAA level.



## Link purpose (Link only) (AAA)

Links were found to be non-descriptive for screen reader users navigating out of the context of the page.

### 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\_Purpose\_Link\_Only\_01

URL: <https://tdr-staging.nationalarchives.gov.uk/view-transfers>

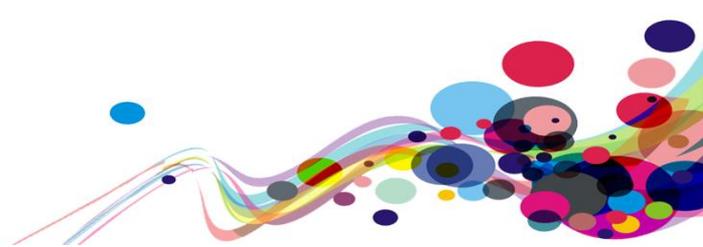
Page title: View Transfers

Journey 1, step 17.

Screenshot:

Reference	Date started	Date transferred	Status	Actions
▶ TDR-2023-CBFV	10/03/2023 11:07:38	N/A	IN PROGRESS	<a href="#">Resume transfer</a>
▶ TDR-2023-CBFN	09/03/2023 12:09:04	10/03/2023 10:27:00	TRANSFERRED	<a href="#">Download report</a>
▶ TDR-2023-CBFH	09/03/2023 09:31:26	N/A	IN PROGRESS	<a href="#">Resume transfer</a>
▶ TDR-2023-CBFG	09/03/2023 09:20:39	N/A	IN PROGRESS	<a href="#">Resume transfer</a>
▶ TDR-2023-CBFF	09/03/2023 09:05:26	N/A	IN PROGRESS	<a href="#">Resume transfer</a>
▶ TDR-2023-CBD6	08/03/2023 13:26:18	N/A	IN PROGRESS	<a href="#">Resume transfer</a>
▶ TDR-2023-CBD5	08/03/2023 13:20:14	N/A	IN PROGRESS	<a href="#">Resume transfer</a>
▶ TDR-2023-CBD4	08/03/2023 13:11:47	N/A	IN PROGRESS	<a href="#">Resume transfer</a>
▶ TDR-2023-CBD3	08/03/2023 12:40:25	N/A	IN PROGRESS	<a href="#">Resume transfer</a>

Links List
<a href="#">Resume transfer</a>
<a href="#">Download report</a>
<a href="#">Resume transfer</a>



The 'Resume transfer' links in the table have duplicated text which does not include the reference number for each transfer.

This may be confusing for screen reader users navigating out of the context of the page to be able to distinguish between each of the links in the table effectively.

**Current code ref(s):** #main-content > div > div > div > table > tbody > tr:nth-child(1) > td:nth-child(5) > a

```
<a href="/consignment/10645ac5-e965-4f3e-8aa9-1da4787a8b09/file-checks-results">Resume transfer</a>
```

**Solution:**

Add visually hidden text to each of the links with the reference number for each transfer, this will enable screen reader users to identify and distinguish between the links in the table when navigating out of the context of the page.

**Example:**

```
<a href="/consignment/10645ac5-e965-4f3e-8aa9-1da4787a8b09/file-checks-results">Resume transfer<span class="visually-hidden">&nbsp; of TDR-2023-CBFV</span></a>
```



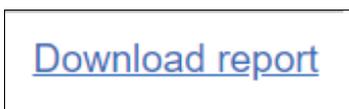
Issue ID: DAC\_Link\_Purpose\_Link\_Only\_02

URL: <https://tdr-staging.nationalarchives.gov.uk/view-transfers>

Page title: View Transfers

Journey 1, step 17.

Screenshot:



The 'Download report' link is non-descriptive and does not contain information on the reference number the report is related to or that the file type is 'CSV'.

This may be problematic for screen reader users navigating out of the context of the page using the links dialog list to understand which report they are downloading or the type of file.

**Current code ref(s):** #main-content > div > div > div > table > tbody > tr:nth-child(2) > td:nth-child(5) > a

```
<a href="/consignment/0ffad53d-cb51-43c4-af36-389879350849/additional-metadata/download-metadata/csv">Download report</a>
```

#### Screen reader comments:

"While viewing the JAWS links list using insert and F7, I found that the 'download' link does not inform me of the reference number for the report or alert users to the CSV file format at the time of testing. Users are likely to become confused by this, as it is unclear what will happen when choosing to select the link.

Including a clear indication of the file reference number and format together with the file title, will resolve this issue in the future."

Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

#### Solution:

Add visually hidden text to the link which include the reference number for the transfer and the file type. This will enable screen reader users to understand the purpose of the link when navigating out of the context of the page using the links dialog list.

#### Example:

```
<a href="/consignment/0ffad53d-cb51-43c4-af36-389879350849/additional-metadata/download-metadata/csv">Download report<span class="visually-hidden">&nbsp;for TDR-2023-CBFV - (CSV file)</span></a>
```



URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/23fe10a4-9530-4353-ac00-93f816d8935f/series>

Page title: Series Information

Journey1, step 5 – **This issue is present in several areas of the service.**

Screenshot:



The 'Cancel' link is non-descriptive and may be problematic users who may not understand the purpose of the link and what will be cancelled if the link is activated. As the purpose of the link is to cancel the transfer, this should be reflected in the link text.

**Current code ref(s):** #main-content > div > div.govuk-grid-column-two-thirds > form > div.govuk-button-group > a  
<a class="govuk-link" href="/homepage">Cancel</a>

**Screen reader comments:**

“Reviewing the JAWS links list with insert and F7, I found that blind users are not able to identify the destination page or function of the item announced as ‘cancel’ at the time of testing. Although this is likely a useability issue as the link is associated with the paragraph text, a clear description of the link to alert users to the function such as ‘cancel download,’ will resolve this issue in the future. This also applies to NVDA.”

**Screen reader comments:**

“When viewing the links out of context on the ‘series information’ page I found a ‘cancel’ link. This is confusing to me as it is not obvious what I will be cancelling when activating the link.”

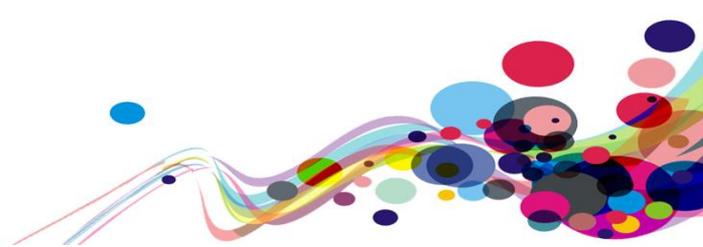
Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

**Solution:**

Add more description to the link to enable users to understand the purpose of the link.

**Example:**

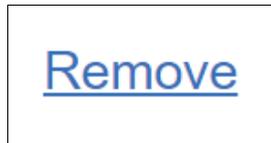
<a class="govuk-link" href="/homepage">Cancel transfer</a>



URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/23fe10a4-9530-4353-ac00-93f816d8935f/upload>

Page title: Upload your records  
Journey 1, step 8.

Screenshot:



The 'Remove' link is non-descriptive and may be problematic for screen reader users who may be unable to understand the purpose of the link as it is not clear what will be removed if the link is activated.

**Current code ref(s):** #remove-file-btn

```
<a class="success-message-flexbox-item" id="remove-file-btn" href="#">Remove</a>
```

**Examples of additional instances:**

URL: <https://tdr-staging.nationalarchives.gov.uk/judgment/4ff822e6-40b3-41ea-92e1-0738795de2f5/upload>

Page title: Upload your judgment  
Journey 2, step 6.

**Current code ref(s):** #remove-file-btn

```
<a class="success-message-flexbox-item" id="remove-file-btn" href="#">Remove</a>
```

Additional instances of this issue may exist on other pages throughout the website; wherever this issue occurs, they too will need to be resolved.

**Solution:**

Add more description to the link to enable screen reader users to understand the purpose of the link.

**Example:**

```
<a class="success-message-flexbox-item" id="remove-file-btn" href="#">Remove  
uploaded file</a>
```



## Abbreviations (AAA)

Abbreviations have been used which some users may not understand.

### WCAG Reference:

3.1.4 Abbreviations (Level AAA)

[Understanding Abbreviations](#) | [How to Meet Abbreviations](#)

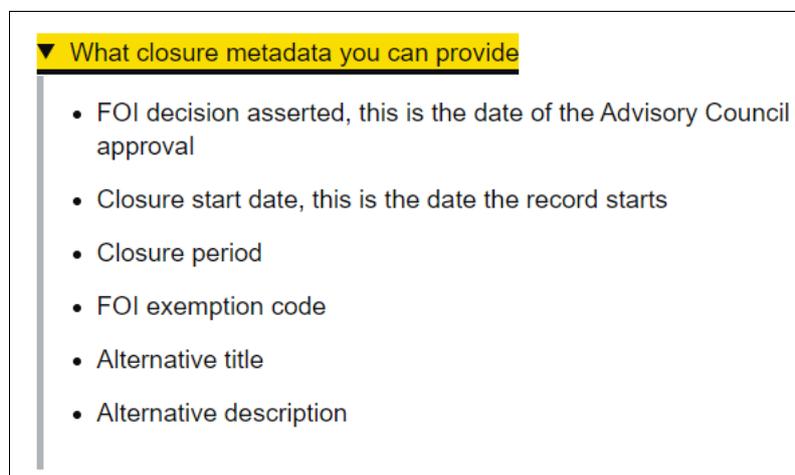
Issue ID: DAC\_Abbreviations\_01

URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/43dd2d40-1d48-41ec-bf2e-157239d6e214/additional-metadata>

Page title: Descriptive and closure metadata

Journey 1, step 12.

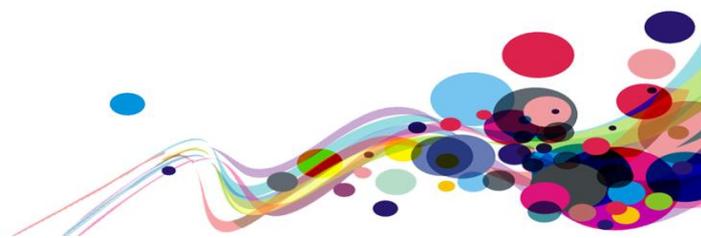
Screenshot:



Inside the detail's component, information has been presented using an abbreviation 'FOI' which some users may not understand.

**Current code ref(s):** #main-content > div > div.govuk-grid-column-two-thirds-from-desktop > div:nth-child(6) > div > details > div > ul > li:nth-child(1)  
<li>FOI decision asserted, this is the date of the Advisory Council approval</li>

**Current code ref(s):** #main-content > div > div.govuk-grid-column-two-thirds-from-desktop > div:nth-child(6) > div > details > div > ul > li:nth-child(4)  
<li>FOI exemption code</li>



**Cognitive user comments:**

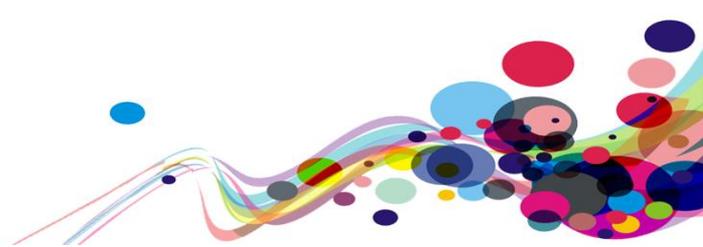
“While I read through the content on the page, I encountered the acronym FOI without any information of its meaning. This meant I had to carry out research to understand the acronym. By doing this, it’s common for me to lose my place on the page, or outright forget the task I was doing because of this.”

**Solution:**

In the first instance on the page, we recommend using the full meaning of the abbreviation to enable users to understand the purpose of information.

**Example:**

```
<li>Freedom of Information - (FOI) decision asserted, this is the date of the  
Advisory Council approval</li>
```



## Usability feedback

The following section contains feedback from our analysts that although do not fail to meet WCAG 2.1 may prove challenging for users of the service.

### Hint-text (Usability)

The hint text has not been programmatically associated to the input field using the aria-describedby attribute.

#### Reference:

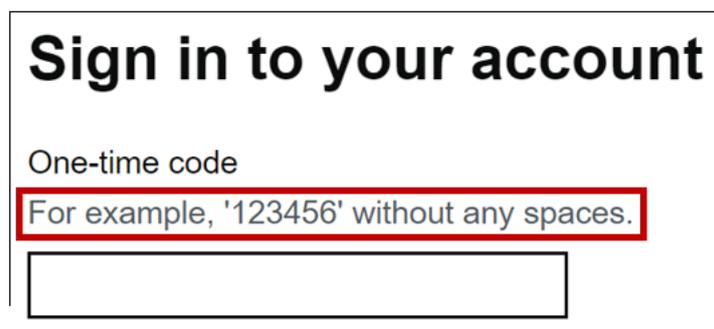
Usability & GOV.UK Design System requirement

Issue ID: DAC\_Usability\_01

URL: [https://auth.tdr-staging.nationalarchives.gov.uk/realms/tdr/login-actions/authenticate?execution=49bb8f84-b0b9-4985-9875-916d4dc98ea5&client\\_id=tdr&tab\\_id=VyoNWGYbs20](https://auth.tdr-staging.nationalarchives.gov.uk/realms/tdr/login-actions/authenticate?execution=49bb8f84-b0b9-4985-9875-916d4dc98ea5&client_id=tdr&tab_id=VyoNWGYbs20)

Page title: Sign in to your account  
Journey 2, step 3.

Screenshot:



The hint text for the input field has not been programmatically associated to the input field. This may be problematic for screen reader users who would expect to hear the hint text after the label when they enter the input field when navigating in the context of the page.



### Current code ref(s): #otp-login-form > div > div

```
<div class="govuk-form-group">
  <label class="govuk-label" for="otp">
    One-time code
  </label>
  <div id="otp-hint" class="govuk-hint">
    For example, '123456' without any spaces.
  </div>
  <input id="otp" name="otp" autocomplete="off" type="text"
class="govuk-input govuk-!-width-two-thirds" autofocus="">
</div>
```

### Solution:

Use the `aria-describedby` attribute to associate the hint text with the input field. Further information can be found in [Hint text example – GOV.UK Design System](#).

### Example:

```
<div class="govuk-form-group">
  <label class="govuk-label" for="otp">
    One-time code
  </label>
  <div id="otp-hint" class="govuk-hint">
    For example, '123456' without any spaces.
  </div>
  <input id="otp" name="otp" aria-describedby="otp-hint"
autocomplete="off" type="text" class="govuk-input govuk-!-width-two-thirds"
autofocus="">
</div>
```



## Focus indication (Usability)

The focus indication is not consistent with the GOV.UK Design System guidelines.

### Reference:

Usability & GOV.UK Design System requirement

Issue ID: DAC\_Usability\_02

URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/fde3c2c5-9639-4368-8840-426f667967d9/series>

Page title: Series Information

Journey 1, step 5 – **This issue is present in several areas of the service.**

Screenshot:

### Choose a series reference

If you cannot see the correct series reference for the records, you need a new one adding, or you're transferring records on behalf of another transferring body, contact [tdr@nationalarchives.gov.uk](mailto:tdr@nationalarchives.gov.uk).

The focus indication is not consistent with the GOV.UK Design System guidelines. This may affect the consistency of the service for low-vision users who would expect the focus indication to be consistent across all services in the 'GOV.UK' domain.

**Current code ref(s):** #main-content > div > div.govuk-grid-column-two-thirds > p > a  
<a href="mailto:tdr@nationalarchives.gov.uk">tdr@nationalarchives.gov.uk</a>

### CSS:

```
a:-webkit-any-link:focus-visible {  
  outline-offset: 1px;  
}
```

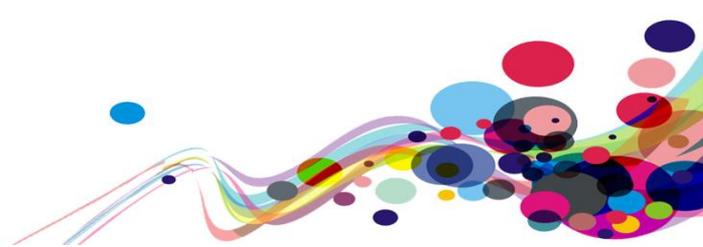
### Keyboard only user comments:

"There is a non-GDS focus box around 'tdr@nationalarchives.gov.uk' which can be found elsewhere within the service. Because of this, it was difficult for me to initially see where my focus had gone, since I would expect the GDS style focus. Other KO users may not even recognize the focus as actionable on the element because of this."



**Solution:**

Please ensure all focus state indication meets the GOV.UK Design System guidelines. Further information can be found in [Focus state colours in the GOV.UK Design System](#).



## Error handling (Usability)

The error handling is not consistent with the GOV.UK Design System guidelines.

### Reference:

Usability & GOV.UK Design System requirement

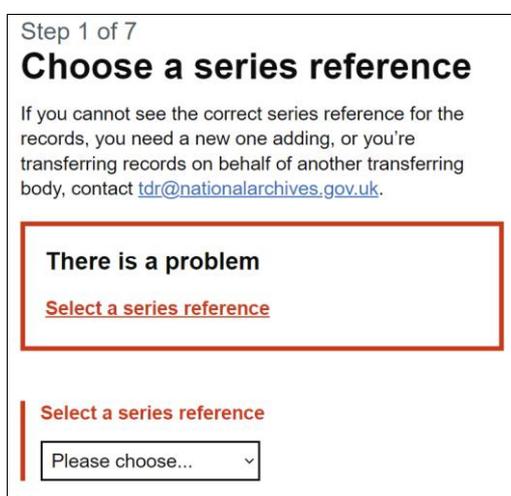
Issue ID: DAC\_Usability\_03

URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/fde3c2c5-9639-4368-8840-426f667967d9/series#error-series>

Page title: Error: Series Information

Journey 1, step 5.

Screenshot:



Step 1 of 7

### Choose a series reference

If you cannot see the correct series reference for the records, you need a new one adding, or you're transferring records on behalf of another transferring body, contact [tdr@nationalarchives.gov.uk](mailto:tdr@nationalarchives.gov.uk).

**There is a problem**

[Select a series reference](#)

**Select a series reference**

Please choose... ▾

The error handling is not consistent with the GOV.UK Design System guidelines. In this case, the error summary has been placed below the h1 heading and paragraph text, this may be problematic for screen reader users who may find difficulty in identifying the errors.

Additionally, the error skip link in the summary does not direct the user to the input field and instead direct the user to the inline error message for the input field.

All users would expect the error summary to be positioned above the h1 heading on the page and for error skip links to direct the user to the input field in error.



**Current code ref(s):** #main-content > div > div.govuk-grid-column-two-thirds > div

```
<div class="govuk-error-summary" aria-labelledby="error-summary-title"
role="alert" data-module="govuk-error-summary">
  <h2 class="govuk-error-summary__title" id="error-summary-title">
    There is a problem
  </h2>
  <div class="govuk-error-summary__body">
    <ul class="govuk-list govuk-error-summary__list">
      <li>
        <a href="#error-series">Select a series reference</a>
      </li>
    </ul>
  </div>
</div>
```

**Current code ref(s):** #main-content > div > div.govuk-grid-column-two-thirds > div > div > ul > li > a

```
<a href="#error-series">Select a series reference</a>
```

**Current code ref(s):** #error-series

```
<p class="govuk-error-message" id="error-series">
  <span class="govuk-visually-hidden">Error:</span>
  Select a series reference
</p>
```

#### Screen reader comments:

“While submitting the page with errors using JAWS, I found that blind users are not directed to the item which requires correction when selecting the in-page error link at the time of testing. Users might become confused by this, as it is not possible to jump to the item as expected.

Although it is possible to use alternative methods of navigation to locate this content, including a clear error link will make this content easier to identify for users who require this functionality.”

#### Examples of additional instances:

URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/c7ca098b-a156-40c3-be9e-de105f1f9106/transfer-agreement>

Page title: Transfer agreement (part 1)

Journey 1, step 5 – **Page title also missing ‘Error:’**

URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/c7ca098b-a156-40c3-be9e-de105f1f9106/transfer-agreement-continued>

Page title: Transfer agreement (part 2)

Journey 1, step 6 – **Page title also missing ‘Error:’**

URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/Offad53d-cb51-43c4-af36-389879350849/additional-metadata/add/descriptive?fileIds=c0492e07-53f1-433d-858e-cb35de49a891#error-Language>

Page title: Add or edit descriptive metadata



Journey 1, step 12 - **Page title also missing 'Error:'**

URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/0ffad53d-cb51-43c4-af36-389879350849/additional-metadata/files/descriptive#file-selection>

Page title: Additional Metadata

Journey 1, step 12 – **Page title also missing 'Error:' and no inline error message.**

URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/0ffad53d-cb51-43c4-af36-389879350849/confirm-transfer>

Page title: Confirm transfer

Journey 1, step 15. – **Page title missing 'Error:'**

Additional instances of this issue may exist on other pages throughout the service; wherever this issue occurs, they too will need to be resolved.

### **Solution:**

Place the error summary is placed above the h1 heading, this enables screen reader users to identify the errors more easily. Ensure the skip link in the error summary directs users to the input field in error. Further information can be found in the [Error summary](#), [Error messages](#) and [Help users to recover from validation errors](#) in the GOV.UK Design System.

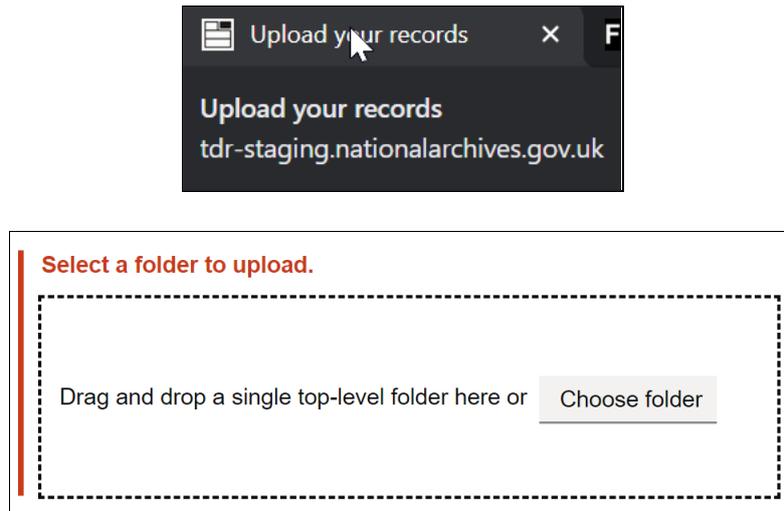


URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/c7ca098b-a156-40c3-be9e-de105f1f9106/upload>

Page title: Upload your records

Journey 1, step 8.

Screenshot:



The error handling on the page is not consistent with the GOV.UK Design System guidelines. This issue may affect all user groups who would expect consistent error handling across all websites in the 'GOV.UK' domain.

In this case, the page title does not contain the word 'Error:' and there is no error summary present on the page containing a skip link to direct the user to the input field.

The focus is placed on the 'Select a folder to upload' error message, but all users would expect the page to have error handling which is consistent with other services in the 'GOV.UK' domain.

These issues may make it difficult for users to identify and rectify errors efficiently in their journey.



**Current code ref(s):** head > title

```
<title>Upload your records</title>
```

**Current code ref(s):** #submission-without-anything-selected-text

```
<p id="submission-without-anything-selected-text" class="govuk-error-message">  
  <span class="govuk-visually-hidden">Error:</span> Select a folder to  
upload.</p>
```

**Keyboard only user comments:**

“My focus here when the error handling is triggered moves it to ‘Select a folder to upload’, however this text is not actionable, so I was confused why my focus was moved there. Normally I would have expected a hyperlink to take me to the element in need of correction.”

**Solution:**

Ensure the error handling is consistent with the GOV.UK Design System. Further information can be found in the [Error summary](#), [Error messages](#) and [Help users to recover from validation errors](#) in the GOV.UK Design System.



## Selectable elements (Usability)

The div containing the uploaded document and 'Remove' link is selectable.

### Reference:

Usability & GOV.UK Design System requirement

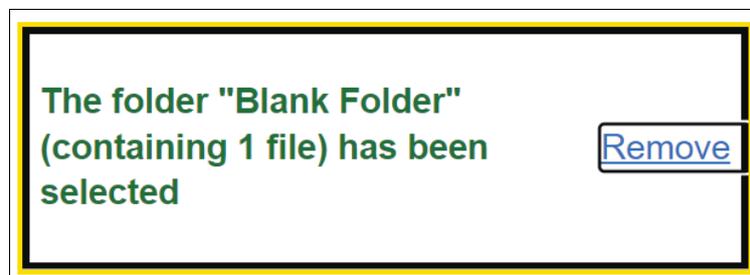
Issue ID: DAC\_Usability\_05

URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/23fe10a4-9530-4353-ac00-93f816d8935f/upload>

Page title: Upload your records

Journey 1, step 8.

Screenshot:



When users upload a file, the div which contains the upload message and 'Remove' receive keyboard focus as one element. Also, screen reader users hear the upload message and remove link in succession.

Users who navigate using keyboard-only would expect to be able to tab just to the remove link and not the whole div and screen reader users would also expect the upload message and 'Remove' links to be separate elements.



### Current code ref(s): #success-and-removal-message-container

```
<div id="success-and-removal-message-container" class="govuk-summary-list govuk-file-upload">
  <div class="govuk-summary-list__row">
    <dd class="govuk-summary-list__value drag-and-drop__success" tabindex="-1" role="alert" aria-describedby="success-message-text">
      <div class="success-message-flexbox-container" id="item-selection-success-container">
        <p id="success-message-text" class="success-message">The folder "<span class="folder-name">Blank Folder</span>" (containing <span class="folder-size">1 file</span>) has been selected </p>
        <a class="success-message-flexbox-item" id="remove-file-btn" href="#">Remove</a>
      </div>
      <div class="success-message-flexbox-container" id="removed-selection-container" hidden="true">
        <p id="removed-selection-message-text" class="govuk-error-message">The folder "<span class="folder-name">Blank Folder</span>" (containing <span class="folder-size">1 file</span>) has been removed. Select a folder.</p>
      </div>
    </dd>
  </div>
</div>
```

### Keyboard only user comments:

"Focus wraps around the whole text field, but also the remove button at the same time with a non-compliant GDS focus. This was especially confusing for me since I couldn't be sure which of these elements was the primary one that had received focus, so had no way to understand what it was I was about to action."

### Examples of additional instances:

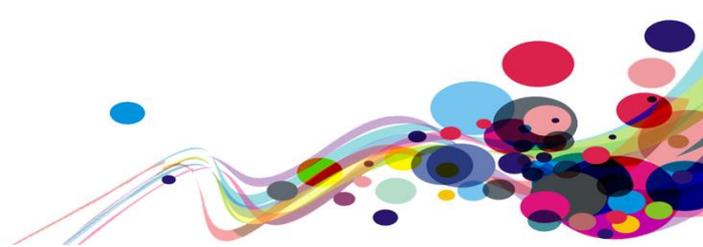
URL: <https://tdr-staging.nationalarchives.gov.uk/judgment/4ff822e6-40b3-41ea-92e1-0738795de2f5/upload>

Page title: Upload your judgment.

Journey 2, step 6.

### Current code ref(s): #success-and-removal-message-container

```
<div id="success-and-removal-message-container" class="govuk-summary-list govuk-file-upload">
  <div class="govuk-summary-list__row">
    <dd class="govuk-summary-list__value drag-and-drop__success" tabindex="-1" role="alert" aria-describedby="success-message-text">
      <div class="success-message-flexbox-container" id="item-selection-success-container">
        <p id="success-message-text" class="success-message">The file "<span class="file-name">Blank doc.docx</span>" has been selected </p>
        <a class="success-message-flexbox-item" id="remove-file-btn" href="#">Remove</a>
      </div>
      <div class="success-message-flexbox-container" id="removed-selection-container" hidden="true">
      </div>
    </dd>
  </div>
</div>
```



```
                <p id="removed-selection-message-text"
class="govuk-error-message">The file "<span class="file-name">Blank
doc.docx</span>" has been removed. Select a file.</p>
                </div>
            </dd>
        </div>
    </div>
```

Additional instances of this issue may exist on other pages throughout the service; wherever this issue occurs, they too will need to be resolved.

**Solution:**

Place the link outside of the <div> which contains the upload message and ensure the container for the message does not receive keyboard focus. This will enable keyboard-only and screen reader users to navigate and read the elements sequentially.



## Phase banner (Usability)

The phase banner does not meet the GOV.UK Design System guidelines.

### Reference:

GOV.UK Design System requirement

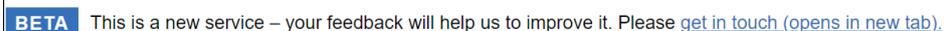
Issue ID: DAC\_Usability\_06

URL: <https://tdr-staging.nationalarchives.gov.uk/homepage>

Page title: Welcome

Journey 1, step 1.

Screenshot:



**BETA** This is a new service – your feedback will help us to improve it. Please [get in touch \(opens in new tab\)](#).

The phase banner is not consistent with the GOV.UK Design System guidelines. In this case the banner contains a link 'get in touch (opens in a new tab)' which is not consistent with the GOV.UK Design System guidelines.

The banner should contain a 'feedback' link which directs users to a feedback page (which doesn't open in a new tab).

### Current code ref(s): body > div > div > p

```
<p class="govuk-phase-banner__content">
  <strong class="govuk-tag govuk-phase-
banner__content__tag">BETA</strong>
  <span class="govuk-phase-banner__text">This is a new service –
your feedback will help us to improve it. Please
  <a class="govuk-link" target="_blank" rel="noreferrer
noopener" href="/contact">get in touch (opens in new tab).</a>
  </span>
</p>
```



**Solution:**

Ensure the phase banner is consistent with the [Phase Banner – Components – GOV.UK Design System](#).

**Example:**

```
<div class="govuk-phase-banner">
  <p class="govuk-phase-banner__content">
    <strong class="govuk-tag govuk-phase-banner__content__tag">
      alpha
    </strong>
    <span class="govuk-phase-banner__text">
      This is a new service - your <a class="govuk-link" href="#">feedback</a>
      will help us to improve it.
    </span>
  </p>
</div>
```



## Back link (Usability)

Pages in the service have no 'Back' link to enable users to go back to the previous page.

### Reference:

GOV.UK Design System requirement

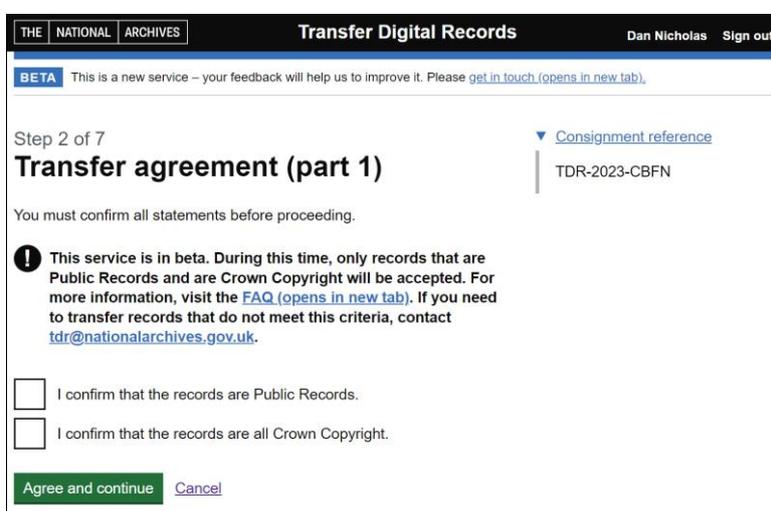
Issue ID: DAC\_Usability\_07

URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/Offad53d-cb51-43c4-af36-389879350849/transfer-agreement>

Page title: Transfer agreement (part 1)

Journey 1, step 6.

Screenshot:



THE NATIONAL ARCHIVES Transfer Digital Records Dan Nicholas Sign out

BETA This is a new service – your feedback will help us to improve it. Please [get in touch \(opens in new tab\)](#).

Step 2 of 7

### Transfer agreement (part 1)

Consignment reference  
TDR-2023-CBFN

You must confirm all statements before proceeding.

**!** This service is in beta. During this time, only records that are Public Records and are Crown Copyright will be accepted. For more information, visit the [FAQ \(opens in new tab\)](#). If you need to transfer records that do not meet this criteria, contact [tdr@nationalarchives.gov.uk](mailto:tdr@nationalarchives.gov.uk).

I confirm that the records are Public Records.

I confirm that the records are all Crown Copyright.

[Agree and continue](#) [Cancel](#)

The pages have no 'Back' links. This is not consistent with pages in the 'GOV.UK' domain which contain multi page transactions. This issue may affect multiple user groups who use the back link to go back to previous pages to check data entries.

### Current code ref(s):

N/A



**Screen reader comments:**

“While reviewing the second step of the transfer service, I found no evidence of a ‘back’ link at the time of testing. Including a ‘back’ link in a step process, will enable users to navigate to the previous screen to verify or change data if they wish. Including this within the format of the GOV.UK Design System, will resolve this issue in the future. This also applies to NVDA.”

Additional instances of this issue may exist on other pages throughout the service; wherever this issue occurs, they too will need to be resolved.

**Solution:**

Ensure the pages which require multiple transactions contain a ‘Back’ link, this enables users to easily navigate to previous pages to check data and make changes to entered data. Further information can be found in [Back link – Components – GOV.UK Design System](#).



## File upload message (Usability)

When users upload a file, the alert message is not announced to screen reader users.

### Reference:

Usability

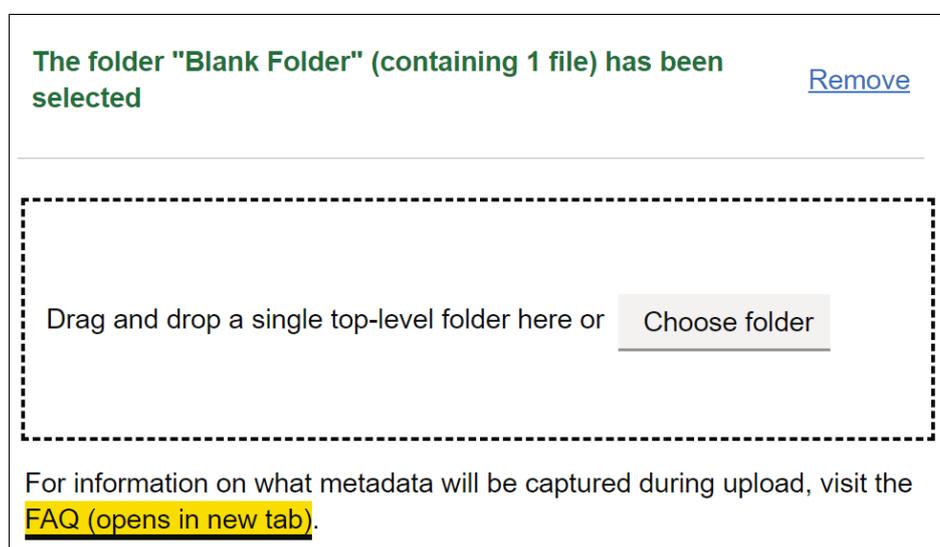
Issue ID: DAC\_Usability\_08

URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/c7ca098b-a156-40c3-be9e-de105f1f9106/upload>

Page title: Upload your records

Journey 1, step 8.

Screenshot:



When users upload a file, focus is directed to text which appears on the page with a link which reads as 'The folder "Blank Folder" (containing 1 file) has been selected remove' but the role of alert has been placed on the <dd> element and is not announced to screen reader users.

Although the message is read out, the role of alert is not announced which may require screen reader users to have to manually navigate to the upload message to understand that the file has been uploaded success fully.



## Current code ref(s): #success-and-removal-message-container > div

```
<div class="govuk-summary-list__row">
  <dd class="govuk-summary-list__value drag-and-
drop__success" tabindex="-1" role="alert" aria-describedby="success-message-text">
    <div class="success-message-flexbox-container"
id="item-selection-success-container">
      <p id="success-message-text" class="success-
message">The folder "<span class="folder-name">Blank Folder</span>" (containing
<span class="folder-size">1 file</span>) has been selected </p>
      <a class="success-message-flexbox-item"
id="remove-file-btn" href="#">Remove</a>
    </div>
    <div class="success-message-flexbox-container"
id="removed-selection-container" hidden="true">
      <p id="removed-selection-message-text"
class="govuk-error-message">The folder "<span class="folder-name">Blank
Folder</span>" (containing <span class="folder-size">1 file</span>) has been
removed. Select a folder.</p>
    </div>
  </dd>
</div>
```

### Screen reader comments:

"Once I uploaded a file, I expected a prompt to be given automatically by VoiceOver that indicates that a file has been uploaded. It was not immediately obvious until I swiped through the page that an upload successfully took place. Allowing VoiceOver to automatically indicate a successful upload would make this process fully accessible with no ambiguity."

### Solution:

Restructure the HTML and use a definition list to present the upload message and link. Place the role of alert on the containing <div> which will be read out to screen reader users.

### Example:

```
<div role="alert">
  <dl>
    <dt><p id="success-message-text" class="success-message">The folder "<span
class="folder-name">Blank Folder</span>" (containing <span class="folder-size">1
file</span>) has been selected</p>
    </dt>
    <dd><a class="success-message-flexbox-item" id="remove-file-btn"
href="#">Remove</a>
    </dd>
  </dl>
</div>
```



## Visual presentation (Usability)

When navigating using high-contrast mode, elements on the page do not receive visual highlighting on mouse hover.

### Reference:

Usability

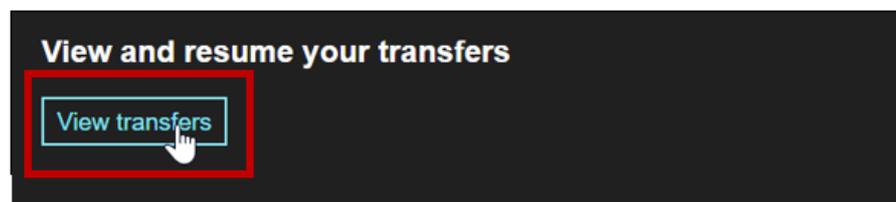
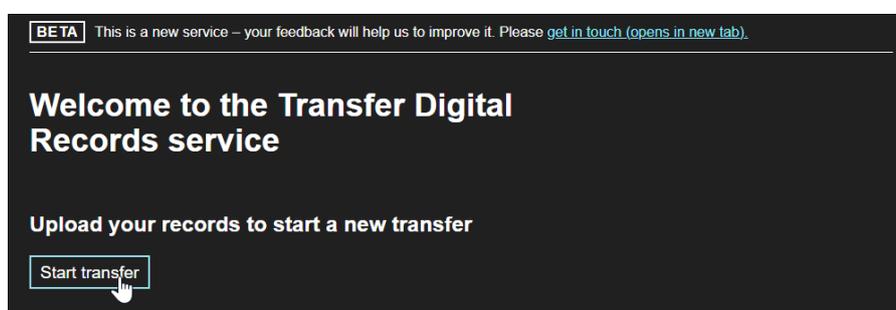
Issue ID: DAC\_Usability\_09

URL: <https://tdr-staging.nationalarchives.gov.uk/homepage>

Page title: Welcome

Journey 1, step 3.

Screen Shot:



The 'View transfers' link does not receive visual highlighting when hovered over in high-contrast mode.

The 'Start transfer' button above the 'View transfers' link receives visual highlighting upon mouse hover which means that users with low-vision may find it difficult to distinguish that focus has been placed on the 'View transfers' button when navigating in high contrast mode.

**Current code ref(s):** #main-content > div > div > form > a

```
<a href="/view-transfers" role="button" draggable="false" class="govuk-button" data-module="govuk-button">
```

**View transfers**

```
</a>
```



### Low vision user comments:

“When viewing this page with “Windows high contrast BLACK” I noticed that the “View transfer” button does not have a highlighted element when I hover the pointer over it. This is an issue for me because of my eye condition it causes me to not clearly see the pointer change state, therefore, causes me to rely on highlighted elements on the button to visibly indicate that I am hovering over it also to indicate that the button is ready to be clicked upon. It would be beneficial for me that the highlighted element on the “Start Transfer” button is replicated on the “View Transfer” button which would help me to determine that I am hovering over the button also to help me determine that the button is ready to be clicked upon.”

### Examples of additional instances:

Additional instances of this issue exist on other pages throughout; wherever this issue occurs, they too will need to be resolved.

URL: <https://tdr-staging.nationalarchives.gov.uk/homepage>

Page title: Welcome

Journey 1, step 3 – **This issue is present throughout the service.**

**Current code ref(s):** body > footer > div > div > div.govuk-footer\_\_meta-item.govuk-footer\_\_meta-item--grow > svg

```
<ul class="govuk-footer__inline-list">
  <li class="govuk-footer__inline-list-item">
    <a class="govuk-footer__link" href="/help">
      Help
    </a>
  </li>
  <li class="govuk-footer__inline-list-item">
    <a class="govuk-footer__link" href="/faq">
      FAQ
    </a>
  </li>
  <li class="govuk-footer__inline-list-item">
    <a class="govuk-footer__link" href="/contact">
      Contact
    </a>
  </li>
  <li class="govuk-footer__inline-list-item">
    <a class="govuk-footer__link" href="/cookies">
      Cookies
    </a>
  </li>
</ul>
```



URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/7607bdca-2d31-43e6-8a1a-7a60d816e7c4/series>

Page title: Series Information

Journey 1, step 4 - **This issue is present throughout the service.**

**Current code ref(s):** #main-content > div > div.govuk-grid-column-two-thirds > form > div.govuk-button-group > a

```
<a class="govuk-link" href="/homepage">Cancel</a>
```

URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/7607bdca-2d31-43e6-8a1a-7a60d816e7c4/transfer-agreement>

Page title: Transfer agreement (part 1)

Journey 1, step 5

**Current code ref(s):** #publicRecord

```
<input class="govuk-checkboxes__input" id="publicRecord" name="publicRecord" type="checkbox" value="true">
```

**Current code ref(s):** #crownCopyright

```
<input class="govuk-checkboxes__input" id="crownCopyright" name="crownCopyright" type="checkbox" value="true">
```

URL: <https://tdr-staging.nationalarchives.gov.uk/consignment/7607bdca-2d31-43e6-8a1a-7a60d816e7c4/additional-metadata/files/descriptive>

Page title: Additional Metadata

Journey 1, step 12.

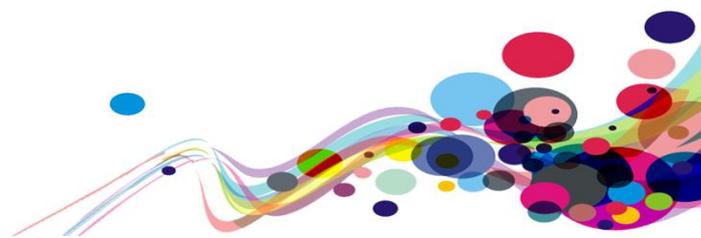
**Current code ref(s):** #radios-list-da83f288-ff45-4eb9-975a-01252428a564 > div

```
<div class="tna-tree__node-item__container">
  <span class="tna-tree__expander js-tree__expander--radios" tabindex="-1" id="radios-expander-da83f288-ff45-4eb9-975a-01252428a564">
    <span class="govuk-visually-hidden">Expand</span>
  </span>

  <div class="js-radios-directory tna-radios-directory">
    <span class="govuk-label tna-radios-directory__label">
      
        Blank Folder
      </span>
    </div>
  </div>
```

### Solution:

Ensure the link is highlighted when users hover over the link when navigating in high-contrast mode.



## End of Report



## Appendix I

### Journeys

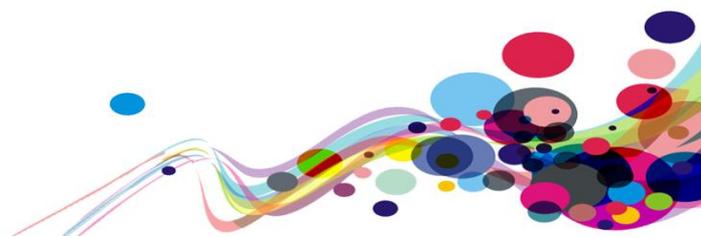
URL: <https://tdr-staging.nationalarchives.gov.uk/>

#### Journey 1

1. Start page – Start Now
2. Sign into your account – Enter your DAC email and password set up previously from email link
3. Enter the OTP code from your authenticator app
4. Welcome to the Transfer Digital Records service – Select “Start Transfer”
5. Choose a series – Choose any option from the dropdown
6. Transfer agreement – test the page
7. Transfer agreement – Check the “I confirm” Check boxes and continue
8. Upload your records (upload ‘bad’ file and ‘good’ file) – Upload a blank file without using a file for error message, then use a good file which will both be sent via email
9. Uploading your records
10. Checking your records – This might take a few seconds to check, when available select “Continue”
11. Results of your checks - Next
12. Add, edit Metadata – Select the option
13. Enter dummy details into the fields and select “Save”
14. Download or view metadata - Next
15. Confirm transfer – Check the check box and Confirm
16. Transfer complete (return to homepage)
17. Transfer history – Test the page

#### Journey 2 – Clerk/Judge Journey

1. Start now – Start now
2. Sign into your account – Enter your DAC +1 Email and password setup from the link received via email
3. Sign into your account (one-time code) from the authenticator app
4. Welcome to the Transfer Digital Records service Select “Start Transfer”
5. Check your file before uploading – This will be sent via email, upload then select “Continue”
6. Upload judgment – Upload Word document and “Start Upload”
7. Uploading judgment
8. Checking your upload - This may take a few seconds, once available select “Continue”
9. Results of checks
10. Transfer complete



## Appendix II

### Classification of Accessibility Issues

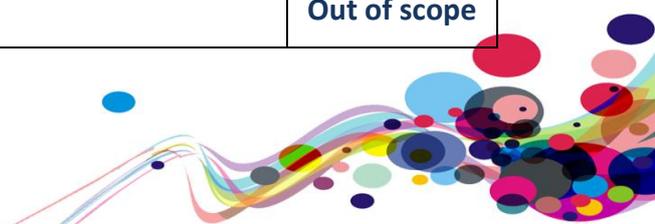
The following scoring system was used to indicate the status of the sites with regards to each W3C WAI checkpoint up to and including Level AA:

Status	Description
<b>Pass (M) Medium Priority</b>	The website meets the requirements of the checkpoint.
<b>Pass (H) High Priority</b>	
<b>Fail (M) Medium Priority</b>	The website fails to meet the requirements against AA criteria measured against WCAG 2.1
<b>Fail (H) High Priority</b>	The website fails to meet the requirements against A criteria measured against WCAG 2.1 and more severe accessibility issues were identified.
<b>Not Applicable (N/A)</b>	No content was found on the website to which the checkpoint would relate.
<b>Out of scope</b>	Areas which fail to meet the requirements against AAA criteria measured against WCAG 2.1 are not in scope for the purposes of this audit.



## Principle 1: Perceivable – Information and users interface components must be presentable to users in ways they can perceive.

<p><b>Non-text Content:</b>  <a href="#">1.1.1</a> All <a href="#">non-text content</a> that is presented to the user has a <a href="#">text alternative</a> that serves the equivalent purpose.  <b>(Level A)</b></p>	<p><b>Fail (H)</b></p>
<p><b>Audio-only and Video-only (Pre-recorded):</b>  <a href="#">1.2.1</a> For <a href="#">pre-recorded audio-only</a> and pre-recorded <a href="#">video-only</a> media, the following are true, except when the audio or video is a <a href="#">media alternative for text</a> and is clearly labelled as such:  <a href="#">Understanding Success Criterion 1.2.1</a></p> <ul style="list-style-type: none"> <li>• <b>Pre-recorded Audio-only:</b> An <a href="#">alternative for time-based media</a> is provided that presents equivalent information for pre-recorded audio-only content.</li> <li>• <b>Pre-recorded Video-only:</b> Either an alternative for time-based media or an audio track is provided that presents equivalent information for pre-recorded video-only content.</li> </ul> <b>(Level A)</b>	<p><b>Not Applicable (N/A)</b></p>
<p><b>Captions (Pre-recorded):</b>  <a href="#">1.2.2 Captions</a> are provided for all <a href="#">pre-recorded audio</a> content in <a href="#">synchronized media</a>, except when the media is a <a href="#">media alternative for text</a> and is clearly labelled as such.  <b>(Level A)</b></p>	<p><b>Not Applicable (N/A)</b></p>
<p><b>Audio Description or Media Alternative (Pre-recorded):</b>  <a href="#">1.2.3</a> An <a href="#">alternative for time-based media</a> or <a href="#">audio description</a> of the <a href="#">pre-recorded video</a> content is provided for <a href="#">synchronized media</a>, except when the media is a <a href="#">media alternative for text</a> and is clearly labelled as such.  <b>(Level A)</b></p>	<p><b>Not Applicable (N/A)</b></p>
<p><b>Captions (Live):</b>  <a href="#">1.2.4 Captions</a> are provided for all <a href="#">live audio</a> content in <a href="#">synchronized media</a>.  <b>(Level AA)</b></p>	<p><b>Not Applicable (N/A)</b></p>
<p><b>Audio Description (Pre-recorded):</b>  <a href="#">1.2.5 Audio description</a> is provided for all <a href="#">pre-recorded video</a> content in <a href="#">synchronized media</a>.  <b>(Level AA)</b></p>	<p><b>Not Applicable (N/A)</b></p>
<p><b>Sign Language (Pre-recorded):</b></p>	<p><b>Out of scope</b></p>



<p><a href="#">1.2.6 Sign language interpretation</a> is provided for all <a href="#">pre-recorded audio</a> content in <a href="#">synchronized media</a>. (Level AAA)</p>	
<p><b>Extended Audio Description (Pre-recorded):</b> <a href="#">1.2.7</a> Where pauses in foreground audio are insufficient to allow <a href="#">audio descriptions</a> to convey the sense of the video, <a href="#">extended audio description</a> is provided for all <a href="#">pre-recorded video</a> content in <a href="#">synchronized media</a>. (Level AAA)</p>	Out of scope
<p><b>Media Alternative (Pre-recorded):</b> <a href="#">1.2.8</a> An <a href="#">alternative for time-based media</a> is provided for all <a href="#">pre-recorded synchronized media</a> and for all pre-recorded <a href="#">video-only</a> media. (Level AAA)</p>	Out of scope
<p><b>Audio-only (Live):</b> <a href="#">1.2.9</a> An <a href="#">alternative for time-based media</a> that presents equivalent information for <a href="#">live audio-only</a> content is provided. (Level AAA)</p>	Out of scope
<p><b>Info and Relationships:</b> <a href="#">1.3.1</a> Information, <a href="#">structure</a>, and <a href="#">relationships</a> conveyed through <a href="#">presentation</a> can be <a href="#">programmatically determined</a> or are available in text. (Level A)</p>	Fail (H)
<p><b>Meaningful Sequence:</b> <a href="#">1.3.2</a> When the sequence in which content is presented affects its meaning, a <a href="#">correct reading sequence</a> can be <a href="#">programmatically determined</a>. (Level A)</p>	Pass (H)
<p><b>Sensory Characteristics:</b> <a href="#">1.3.3</a> 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)</p>	Pass (H)



<p><b>Orientation: (WCAG 2.1)</b>  <a href="#">1.3.4</a> 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.</p> <p>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.  <b>(Level AA)</b></p>	<p><b>Pass (M)</b></p>
<p><b>Identify Input Purpose: (WCAG 2.1)</b>  <a href="#">1.3.5</a> The purpose of each input field collecting information about the user can be <a href="#">programmatically determined</a> when :</p> <ul style="list-style-type: none"> <li>• The input field serves a purpose identified in the <a href="#">Input Purposes for User Interface Components section</a>; and</li> <li>• The content is implemented using technologies with support for identifying the expected meaning for form input data.</li> </ul> <p><b>(Level AA)</b></p>	<p><b>Pass (M)</b></p>
<p><b>Identify Purpose: (WCAG 2.1)</b>  <a href="#">1.3.6</a> In content implemented using mark-up languages, the purpose of User Interface Components, icons, and regions can be programmatically determined.  <b>(Level AAA)</b></p>	<p><b>Out of scope</b></p>
<p><b>Use of Colour:</b>  <a href="#">1.4.1</a> Colour is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.  <b>(Level A)</b></p>	<p><b>Pass (H)</b></p>
<p><b>Audio Control:</b>  <a href="#">1.4.2</a> If any audio on a Web page plays automatically for more than 3 seconds, either a <a href="#">mechanism</a> is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.  <b>(Level A)</b></p>	<p><b>Not Applicable (N/A)</b></p>



<p><b>Contrast (Minimum):</b>  <a href="#">1.4.3</a> The visual presentation of <a href="#">text</a> and <a href="#">images of text</a> has a <a href="#">contrast ratio</a> of at least 4.5:1, except for the following:</p> <ul style="list-style-type: none"> <li>• <b>Large Text:</b> <a href="#">Large-scale</a> text and images of large-scale text have a contrast ratio of at least 3:1;</li> <li>• <b>Incidental:</b> Text or images of text that are part of an inactive <a href="#">user interface component</a>, that are <a href="#">pure decoration</a>, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.</li> <li>• <b>Logotypes:</b> Text that is part of a logo or brand name has no minimum contrast requirement.</li> </ul> <p><b>(Level AA)</b></p>	<p><b>Fail (M)</b></p>
<p><b>Resize text:</b>  <a href="#">1.4.4</a> Except for <a href="#">captions</a> and <a href="#">images of text</a>, <a href="#">text</a> can be resized without <a href="#">assistive technology</a> up to 200 percent without loss of content or functionality.</p> <p><b>(Level AA)</b></p>	<p><b>Pass (M)</b></p>
<p><b>Images of Text:</b>  <a href="#">1.4.5</a> If the technologies being used can achieve the visual presentation, <a href="#">text</a> is used to convey information rather than <a href="#">images of text</a> except for the following:  <a href="#">Understanding Success Criterion 1.4.5</a></p> <ul style="list-style-type: none"> <li>• <b>Customizable:</b> The image of text can be <a href="#">visually customized</a> to the user's requirements;</li> <li>• <b>Essential:</b> A particular presentation of text is <a href="#">essential</a> to the information being conveyed.</li> </ul> <p><b>Note:</b> Logotypes (text that is part of a logo or brand name) are considered essential.</p> <p><b>(Level AA)</b></p>	<p><b>Pass (M)</b></p>



<p><b>Contrast (Enhanced):</b></p> <p><a href="#">1.4.6</a> The visual presentation of <a href="#">text</a> and <a href="#">images of text</a> has a <a href="#">contrast ratio</a> of at least 7:1, except for the following:</p> <ul style="list-style-type: none"> <li>• <b>Large Text:</b> <a href="#">Large-scale</a> text and images of large-scale text have a contrast ratio of at least 4.5:1;</li> <li>• <b>Incidental:</b> Text or images of text that are part of an inactive <a href="#">user interface component</a>, that are <a href="#">pure decoration</a>, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.</li> <li>• <b>Logotypes:</b> Text that is part of a logo or brand name has no minimum contrast requirement.</li> </ul> <p><b>(Level AAA)</b></p>	<p><b>Out of scope</b></p>
<p><b>Low or No Background Audio:</b></p> <p><a href="#">1.4.7</a> For <a href="#">pre-recorded audio-only</a> content that (1) contains primarily speech in the foreground, (2) is not an audio <a href="#">CAPTCHA</a> 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:</p> <p><a href="#">Understanding Success Criterion 1.4.7</a></p> <ul style="list-style-type: none"> <li>• <b>No Background:</b> The audio does not contain background sounds.</li> <li>• <b>Turn Off:</b> The background sounds can be turned off.</li> <li>• <b>20 dB:</b> 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.</li> </ul> <p><b>Note:</b> Per the definition of "decibel," background sound that meets this requirement will be approximately four times quieter than the foreground speech content.</p> <p><b>(Level AAA)</b></p>	<p><b>Out of scope</b></p>



<p><b>Visual Presentation:</b></p> <p><a href="#">1.4.8</a> For the visual presentation of <a href="#">blocks of text</a>, a <a href="#">mechanism</a> is available to achieve the following:</p> <p><a href="#">Understanding Success Criterion 1.4.8</a></p> <ol style="list-style-type: none"> <li>1. Foreground and background colours can be selected by the user.</li> <li>2. Width is no more than 80 characters or glyphs (40 if CJK).</li> <li>3. Text is not justified (aligned to both the left and the right margins).</li> <li>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.</li> <li>5. Text can be resized without assistive technology up to 200 percent in a way that <a href="#">does not require the user to scroll horizontally to read a line of text on a full-screen window</a>.</li> </ol> <p><b>(Level AAA)</b></p>	<p><b>Out of scope</b></p>
<p><b>Images of Text (No Exception):</b></p> <p><a href="#">1.4.9 Images of text</a> are only used for <a href="#">pure decoration</a> or where a particular presentation of <a href="#">text</a> is <a href="#">essential</a> to the information being conveyed.</p> <p><b>Note:</b> Logotypes (text that is part of a logo or brand name) are considered essential.</p> <p><b>(Level AAA)</b></p>	<p><b>Out of scope</b></p>
<p><b>Reflow: (WCAG 2.1)</b></p> <p><a href="#">1.4.10</a> Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for :</p> <ul style="list-style-type: none"> <li>• Vertical scrolling content at a width equivalent to 320 <a href="#">CSS pixels</a>;</li> <li>• Horizontal scrolling content at a height equivalent to 256 <a href="#">CSS pixels</a>.</li> </ul> <p>Except for parts of the content which require two-dimensional layout for usage or meaning.</p> <p><b>Note:</b> 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.</p> <p><b>Note:</b> 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.</p> <p><b>(Level AA)</b></p>	<p><b>Fail (M)</b></p>



<p><b>Non-text Contrast: (WCAG 2.1)</b></p> <p><a href="#">1.4.11</a> The visual <a href="#">presentation</a> of the following have a <a href="#">contrast ratio</a> of at least 3:1 against adjacent color(s):</p> <ul style="list-style-type: none"> <li>• <b>User Interface Components</b> Visual information required to identify <a href="#">user interface components</a> and <a href="#">states</a>, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;</li> <li>• <b>Graphical Objects</b> Parts of graphics required to understand the content, except when a particular presentation of graphics is <a href="#">essential</a> to the information being conveyed.</li> </ul> <p><b>(Level AA)</b></p>	<p>Pass (M)</p>
<p><b>Text Spacing: (WCAG 2.1)</b></p> <p><a href="#">1.4.12</a> presentation of graphics is <a href="#">essential</a> to the information being conveyed.</p> <p>In content implemented using mark-up languages that support the following <a href="#">text style properties</a>, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <ul style="list-style-type: none"> <li>• Line height (line spacing) to at least 1.5 times the font size;</li> <li>• Spacing following paragraphs to at least 2 times the font size;</li> <li>• Letter spacing (tracking) to at least 0.12 times the font size;</li> <li>• Word spacing to at least 0.16 times the font size.</li> </ul> <p>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.</p> <p><b>(Level AA)</b></p>	<p>Pass (M)</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 (M)



## 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:** 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:** This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.

**(Level A)**

Pass (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 (H)

### 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)**

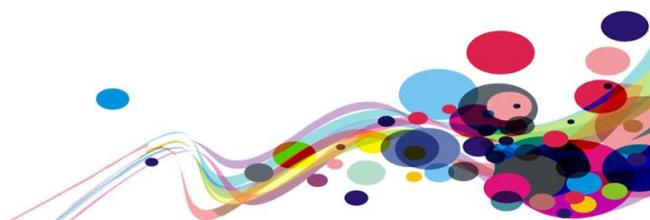
Out of scope



<p><b>Character Key Shortcuts: (WCAG 2.1)</b></p> <p><b>2.1.4</b> If a <a href="#">keyboard shortcut</a> 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:</p> <ul style="list-style-type: none"> <li>• <b>Turn off:</b> A <a href="#">mechanism</a> is available to turn the shortcut off;</li> <li>• <b>Remap:</b> A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc);</li> <li>• <b>Active only on focus:</b> The keyboard shortcut for a <a href="#">user interface component</a> is only active when that component has focus.</li> </ul> <p><b>(Level A)</b></p>	<p><b>Pass (H)</b></p>
<p><b>Timing Adjustable:</b></p> <p><b>2.2.1</b> For each time limit that is set by the content, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>Turn off:</b> The user is allowed to turn off the time limit before encountering it;</li> <li>• <b>Adjust:</b> 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;</li> <li>• <b>Extend:</b> 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;</li> <li>• <b>Real-time Exception:</b> 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;</li> <li>• <b>Essential Exception:</b> The time limit is <a href="#">essential</a> and extending it would invalidate the activity;</li> <li>• <b>20 Hour Exception:</b> The time limit is longer than 20 hours.</li> </ul> <p><b>Note:</b> 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 <a href="#">Success Criterion 3.2.1</a>, which puts limits on changes of content or context as a result of user action.</p> <p><b>(Level A)</b></p>	<p><b>Not Applicable (N/A)</b></p>



<p><b>Pause, Stop, Hide:</b>  <a href="#">2.2.2</a> For moving, <a href="#">blinking</a>, scrolling, or auto-updating information, all of the following are true:  <a href="#">Understanding Success Criterion 2.2.2</a></p> <ul style="list-style-type: none"> <li>• <b>Moving, blinking, scrolling:</b> 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 <a href="#">pause</a>, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is <a href="#">essential</a>; and</li> <li>• <b>Auto-updating:</b> 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.</li> </ul> <p><b>Note:</b> For requirements related to flickering or flashing content, refer to <a href="#">Guideline 2.3</a>.</p> <p><b>Note:</b> 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.</p> <p><b>Note:</b> 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.</p> <p><b>Note:</b> 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.  <b>(Level A)</b></p>	<p style="text-align: center;"><b>Not Applicable (N/A)</b></p>
<p><b>No Timing:</b>  <a href="#">2.2.3</a> Timing is not an <a href="#">essential</a> part of the event or activity presented by the content, except for non-interactive <a href="#">synchronized media</a> and <a href="#">real-time events</a>.  <b>(Level AAA)</b></p>	<p style="text-align: center;"><b>Out of scope</b></p>



<p><b>Interruptions:</b>  <a href="#">2.2.4</a> Interruptions can be postponed or suppressed by the user, except interruptions involving an <a href="#">emergency</a>.  <b>(Level AAA)</b></p>	<p><b>Out of scope</b></p>
<p><b>Re-authenticating:</b>  <a href="#">2.2.5</a> When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating.  <b>(Level AAA)</b></p>	<p><b>Out of scope</b></p>
<p><b>Timeouts: (WCAG 2.1)</b>  <a href="#">2.2.6</a> Users are warned of the duration of any <a href="#">user inactivity</a> that could cause data loss, unless the data is preserved for more than 20 hours when the user does not take any actions.   <b>Note:</b> 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.  <b>(Level AAA)</b></p>	<p><b>Out of scope</b></p>
<p><b>Three Flashes or Below Threshold:</b>  <a href="#">2.3.1 Web pages</a> do not contain anything that flashes more than three times in any one second period, or the <a href="#">flash</a> is below the <a href="#">general flash and red flash thresholds</a>.   <b>Note:</b> 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.  <b>(Level A)</b></p>	<p><b>Not Applicable (N/A)</b></p>
<p><b>Three Flashes:</b>  <a href="#">2.3.2 Web pages</a> do not contain anything that <a href="#">flashes</a> more than three times in any one-second period.  <b>(Level AAA)</b></p>	<p><b>Out of scope</b></p>



<p><b>Animation from Interactions: (WCAG 2.1)</b>  <a href="#">2.3.3 Motion animation</a> triggered by interaction can be disabled, unless the animation is <a href="#">essential</a> to the functionality or the information being conveyed.  <b>(Level AAA)</b></p>	<p><b>Out of scope</b></p>
<p><b>Bypass Blocks:</b>  <a href="#">2.4.1</a> A <a href="#">mechanism</a> is available to bypass blocks of content that are repeated on multiple <a href="#">Web pages</a>.  <b>(Level A)</b></p>	<p><b>Pass (H)</b></p>
<p><b>Page Titled:</b>  <a href="#">2.4.2 Web pages</a> have titles that describe topic or purpose.  <b>(Level A)</b></p>	<p><b>Fail (H)</b></p>
<p><b>Focus Order:</b>  <a href="#">2.4.3</a> If a <a href="#">Web page</a> can be <a href="#">navigated sequentially</a> and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.  <b>(Level A)</b></p>	<p><b>Fail (H)</b></p>
<p><b>Link Purpose (In Context):</b>  <a href="#">2.4.4</a> The <a href="#">purpose of each link</a> can be determined from the link text alone or from the link text together with its <a href="#">programmatically determined link context</a>, except where the purpose of the link would be <a href="#">ambiguous to users in general</a>.  <b>(Level A)</b></p>	<p><b>Fail (H)</b></p>
<p><b>Multiple Ways:</b>  <a href="#">2.4.5</a> More than one way is available to locate a <a href="#">Web page</a> within a <a href="#">set of Web pages</a> except where the Web Page is the result of, or a step in, a <a href="#">process</a>.  <b>(Level AA)</b></p>	<p><b>Pass (M)</b></p>
<p><b>Headings and Labels:</b>  <a href="#">2.4.6</a> Headings and <a href="#">labels</a> describe topic or purpose.  <b>(Level AA)</b></p>	<p><b>Pass (M)</b></p>



<p><b>Focus Visible:</b>  <a href="#">2.4.7</a> Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.  <b>(Level AA)</b></p>	<p><b>Pass (M)</b></p>
<p><b>Location:</b>  <a href="#">2.4.8</a> Information about the user's location within a <a href="#">set of Web pages</a> is available.  <b>(Level AAA)</b></p>	<p><b>Out of scope</b></p>
<p><b>Link Purpose (Link Only):</b>  <a href="#">2.4.9</a> A <a href="#">mechanism</a> 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 <a href="#">ambiguous to users in general</a>.  <b>(Level AAA)</b></p>	<p><b>Out of scope</b></p>
<p><b>Section Headings:</b>  <a href="#">2.4.10 Section</a> headings are used to organize the content.  <b>Note:</b> "Heading" is used in its general sense and includes titles and other ways to add a heading to different types of content.  <b>Note:</b> This success criterion covers sections within writing, not <a href="#">user interface components</a>. User Interface components are covered under <a href="#">Success Criterion 4.1.2</a>.  <b>(Level AAA)</b></p>	<p><b>Out of scope</b></p>
<p><b>Pointer Gestures: (WCAG 2.1)</b>  <a href="#">2.5.1</a> 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.  <b>Note:</b> 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).  <b>(Level A)</b></p>	<p><b>Pass (H)</b></p>



<p><b>Pointer Cancellation: (WCAG 2.1)</b>  <b>2.5.2</b> For <a href="#">functionality</a> that can be operated using a <a href="#">single pointer</a>, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>No Down-Event</b>  The <a href="#">down-event</a> of the pointer is not used to execute any part of the function;</li> <li>• <b>Abort or Undo</b>  Completion of the function is on the <a href="#">up-event</a>, and a <a href="#">mechanism</a> is available to abort the function before completion or to undo the function after completion;</li> <li>• <b>Up Reversal</b>  The up-event reverses any outcome of the preceding down-event;</li> <li>• <b>Essential</b>  Completing the function on the down-event is <a href="#">essential</a>.</li> </ul> <p><b>Note:</b> Functions that emulate a keyboard or numeric keypad key press are considered essential.</p> <p><b>Note:</b> 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).</p> <p><b>(Level A)</b></p>	<p>Pass (H)</p>
<p><b>Label in Name: (WCAG 2.1)</b>  <b>2.5.3</b> For <a href="#">user interface components</a> with <a href="#">labels</a> that include <a href="#">text</a> or <a href="#">images of text</a>, the <a href="#">name</a> contains the text that is presented visually.</p> <p><b>Note:</b> A best practice is to have the text of the label at the start of the name.</p> <p><b>(Level A)</b></p>	<p>Pass (H)</p>



<p><b>Motion Actuation: (WCAG 2.1)</b>  <a href="#">2.5.4 Functionality</a> that can be operated by device motion or user motion can also be operated by <a href="#">user interface components</a> and responding to the motion can be disabled to prevent accidental actuation, except when:</p> <ul style="list-style-type: none"> <li>• <b>Supported Interface</b>  The motion is used to operate functionality through an <a href="#">accessibility supported interface</a>;</li> <li>• <b>Essential</b>  The motion is <a href="#">essential</a> for the function and doing so would invalidate the activity.</li> </ul> <p><b>(Level A)</b></p>	<p><b>Pass (H)</b></p>
<p><b>Target Size (WCAG 2.1):</b>  <a href="#">2.5.5</a> The size of the <a href="#">target</a> for <a href="#">pointer inputs</a> is at least 44 by 44 <a href="#">CSS pixels</a> except when:</p> <ul style="list-style-type: none"> <li>• <b>Equivalent</b>  The target is available through an equivalent link or control on the same page that is at least 44 by 44 CSS pixels;</li> <li>• <b>Inline</b>  The target is in a sentence or block of text;</li> <li>• <b>User Agent Control</b>  The size of the target is determined by the user agent and is not modified by the author;</li> <li>• <b>Essential</b>  A particular presentation of the target is <a href="#">essential</a> to the information being conveyed.</li> </ul> <p><b>(Level AAA)</b></p>	<p><b>Out of scope</b></p>
<p><b>Concurrent Input Mechanisms (WCAG 2.1):</b>  <a href="#">2.5.6</a> Web content does not restrict use of input modalities available on a platform except where the restriction is <a href="#">essential</a>, required to ensure the security of the content, or required to respect user settings.</p> <p><b>(Level AAA)</b></p>	<p><b>Out of scope</b></p>



**Principle 3: Understandable – Information and the operation of user interface must be understandable.**

<p><b>Language of Page:</b>  <a href="#">3.1.1</a> The default <a href="#">human language</a> of each <a href="#">Web page</a> can be <a href="#">programmatically determined</a>.  <b>(Level A)</b></p>	<p><b>Pass (H)</b></p>
<p><b>Language of Parts:</b>  <a href="#">3.1.2</a> The <a href="#">human language</a> of each passage or phrase in the content can be <a href="#">programmatically determined</a> 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.  <b>(Level AA)</b></p>	<p><b>Pass (M)</b></p>
<p><b>Unusual Words:</b>  <a href="#">3.1.3</a> A <a href="#">mechanism</a> is available for identifying specific definitions of words or phrases <a href="#">used in an unusual or restricted way</a>, including <a href="#">idioms</a> and <a href="#">jargon</a>.  <b>(Level AAA)</b></p>	<p><b>Out of scope</b></p>
<p><b>Abbreviations:</b>  <a href="#">3.1.4</a> A <a href="#">mechanism</a> for identifying the expanded form or meaning of <a href="#">abbreviations</a> is available.  <b>(Level AAA)</b></p>	<p><b>Out of scope</b></p>
<p><b>Reading Level:</b>  <a href="#">3.1.5</a> When text requires reading ability more advanced than the <a href="#">lower secondary education level</a> after removal of proper names and titles, <a href="#">supplemental content</a>, or a version that does not require reading ability more advanced than the lower secondary education level, is available.  <b>(Level AAA)</b></p>	<p><b>Out of scope</b></p>
<p><b>Pronunciation:</b>  <a href="#">3.1.6</a> A <a href="#">mechanism</a> is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation.  <b>(Level AAA)</b></p>	<p><b>Out of scope</b></p>



<p><b>On Focus:</b>  <a href="#">3.2.1</a> When any component receives focus, it does not initiate a <a href="#">change of context</a>.  <b>(Level A)</b></p>	<p>Pass (H)</p>
<p><b>On Input:</b>  <a href="#">3.2.2</a> Changing the setting of any <a href="#">user interface component</a> does not automatically cause a <a href="#">change of context</a> unless the user has been advised of the behaviour before using the component.  <b>(Level A)</b></p>	<p>Pass (H)</p>
<p><b>Consistent Navigation:</b>  <a href="#">3.2.3</a> Navigational mechanisms that are repeated on multiple <a href="#">Web pages</a> within a <a href="#">set of Web pages</a> occur in the <a href="#">same relative order</a> each time they are repeated, unless a change is initiated by the user.  <b>(Level AA)</b></p>	<p>Pass (M)</p>
<p><b>Consistent Identification:</b>  <a href="#">3.2.4</a> Components that have the <a href="#">same functionality</a> within a set of <a href="#">Web pages</a> are identified consistently.  <b>(Level AA)</b></p>	<p>Pass (M)</p>
<p><b>Change on Request:</b>  <a href="#">3.2.5</a> <a href="#">Changes of context</a> are initiated only by user request or a <a href="#">mechanism</a> is available to turn off such changes.  <b>(Level AAA)</b></p>	<p>Out of scope</p>
<p><b>Error Identification:</b>  <a href="#">3.3.1</a> If an <a href="#">input error</a> is automatically detected, the item that is in error is identified and the error is described to the user in text.  <b>(Level A)</b></p>	<p>Pass (H)</p>
<p><b>Labels or Instructions:</b>  <a href="#">3.3.2</a> <a href="#">Labels</a> or instructions are provided when content requires user input.  <b>(Level A)</b></p>	<p>Pass (H)</p>
<p><b>Error Suggestion:</b>  <a href="#">3.3.3</a> If an <a href="#">input error</a> 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.  <b>(Level AA)</b></p>	<p>Pass (M)</p>



<p><b>Error Prevention (Legal, Financial, Data):</b>  <b>3.3.4</b> For <a href="#">Web pages</a> that cause <a href="#">legal commitments</a> or financial transactions for the user to occur, that modify or delete <a href="#">user-controllable</a> data in data storage systems, or that submit user test responses, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>Reversible:</b> Submissions are reversible.</li> <li>• <b>Checked:</b> Data entered by the user is checked for <a href="#">input errors</a> and the user is provided an opportunity to correct them.</li> <li>• <b>Confirmed:</b> A <a href="#">mechanism</a> is available for reviewing, confirming, and correcting information before finalizing the submission.</li> </ul> <p><b>(Level AA)</b></p>	<p><b>Not Applicable (N/A)</b></p>
<p><b>Help 3.3.5</b> <a href="#">Context-sensitive help</a> is available.</p> <ul style="list-style-type: none"> <li>• Provide instructions and cues in context to help inform completion and submission.</li> </ul> <p><b>(Level AAA)</b></p>	<p><b>Out of scope</b></p>
<p><b>Error Prevention (All):</b>  <b>3.3.6</b> For <a href="#">Web pages</a> that require the user to submit information, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>Reversible:</b> Submissions are reversible.</li> <li>• <b>Checked:</b> Data entered by the user is checked for <a href="#">input errors</a> and the user is provided an opportunity to correct them.</li> <li>• <b>Confirmed:</b> A <a href="#">mechanism</a> is available for reviewing, confirming, and correcting information before finalizing the submission.</li> </ul> <p><b>(Level AAA)</b></p>	<p><b>Out of scope</b></p>



## 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)**

Pass (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)**

Pass (M)



### The Process

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

To give a more accurate review of the service 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 service.

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 service need the most urgent attention.



## CRITERIA

### High Priority

The digital product has one or more issues that urgently need remediation. There will be a list of actions that the developers need to address to make sure that the product is functional for users of assistive technology.

### Medium Priority

The digital product has one or more issues that need remediation before meeting the WCAG 2.1 AA Standard. There will be a list of actions that the developers need to address to make sure that the product meets the expectations of the DAC testing team.

### Low Priority

The digital product has one or more issues that would cause minor barriers to users of assistive technology. While not necessary to meet the WCAG 2.1 AA Standard, these issues affect users negatively and should be remediated.

### Usability

The digital product may have one or more issues that could cause minor difficulties to users of assistive technology. While not necessary to meet the WCAG 2.1 AA Standard, these issues were found to hinder users.



## DAC Testing Procedure

The service is tested by a team of experienced auditors and analysts, 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 service 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.

**Reflow:** tests with screen size of 1280 x 1024px, at 400% browser magnification

**Text Spacing:** tests with larger Line height, and larger Paragraph, Word and Letter spacing.

### 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 service with further credibility and quality.

