



## Growing Technology Quotient through Accessibility

*Assistive technology is helping this U.K.-based IT Service Management analyst **hear** his way through a digital upskilling program.*

### WHY RELEVANT

**Accessibility is essential to do the job**—As a person who is completely blind, Mr Carson\* uses a screen reader for his work. The pandemic evolved his role, so he is currently handling customer-facing inquiries for one of his company’s Communications industry clients in Europe and monitoring two internal email in-boxes. Assistive technology makes his work possible. He types on his PC and the screen reader uses text-to-speech technology to speak the information back to him.

### VALUE REALIZED

**Technology Quotient (TQ) experience was 100% accessible**—TQ is based on an inclusive design that adheres to the Web Content Accessibility 2.0 guidelines. This means it is possible to use a screen reader (instead of a mouse) to navigate in TQ and follow hyperlinks, select buttons, check boxes and take the multiple-choice quizzes.

**Understanding through people’s voices**—There is rich information to absorb with TQ. This made it challenging when Mr Carson first started, but he knew more about technology than he realized. His favourite part was the TQ videos because he could listen to real-life voices of experts as they talked about the various technologies. (Unlike TQ, other trainings may require him to scroll through text and hear it in a synthetic voice, which is tiresome to the brain.)

### QUICK TIP

**Inclusivity gives everyone the same chance to grow**—Mr Carson believes wholeheartedly in inclusive design, so he is also involved with his company’s accessibility center of excellence. TQ is usable for all types of abilities and supports a wide variety of learning styles. For example, people may prefer to read transcripts of TQ video content and others like to turn on subtitles while watching the videos. His advice is to do what works best for you!

*Notes: Edited for U.K. English. \*Name changed.*