



HTM02-01 Design Consulting Specialist in HTM02-01 Design.

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Accessibility Support Information for Online Training Course

1. Online Course Accessibility Features

Platform Accessibility

- **Fully Accessible LMS:** Our Learning Management System is WCAG 2.1 AA compliant
- **Responsive Design:** Accessible on desktop, tablet, and mobile devices
- **Consistent Navigation:** Predictable layout and navigation throughout the course
- **Session Timeouts:** Extended time limits with clear warnings before timeout
- **Progress Tracking:** Accessible progress indicators and completion tracking

Digital Content Accessibility

- **Closed Captioning:** All pre-recorded videos include accurate closed captions
- **Live Captioning:** Real-time captioning available for live virtual sessions
- **Transcripts:** Downloadable transcripts for all video and audio content
- **Screen Reader Friendly:** Compatible with JAWS, NVDA, VoiceOver, and TalkBack
- **Keyboard Navigation:** Full course navigation using keyboard only
- **Alt Text:** Descriptive alternative text for all informative images
- **Color Contrast:** Minimum 4.5:1 contrast ratio for all text and interface elements
- **Text Resizing:** Text can be enlarged up to 200% without breaking the layout
- **Focus Indicators:** Clear visual focus indicators for keyboard navigation

2. Requesting Accommodations for Online Learning

How to Request Support

Online Accommodation Request System:

- Email: info@htm02-01designconsult.com
- Online Portal: <https://htm02-01designconsult.com/>
- Phone: +66(0) 63 082 9692

Response Timeline:

- Automated confirmation within 1 hour
- Initial human response within 24 business hours
- Standard accommodations implemented within 3 business days
- Complex accommodations within 5-7 business days

Common Online Learning Accommodations

- **Extended time** for quizzes, exams, and assignments
- **Alternative formats** for course materials (audio, large print, braille)
- **Assistive technology** support and configuration
- **Note-taking support** or recording permission
- **Flexible participation** in discussion forums
- **Alternative assessments** (oral exams, projects instead of timed tests)
- **Sign language interpreters** for live virtual sessions



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- **Breaks during prolonged online activities**

3. Technical Requirements for Online Access

Supported Assistive Technologies

- **Screen Readers:** JAWS, NVDA, VoiceOver, TalkBack, Narrator
- **Screen Magnifiers:** ZoomText, Magnifier, browser zoom functions
- **Speech Recognition:** Dragon NaturallySpeaking, Windows Speech Recognition
- **Reading Support:** Read&Write, Kurzweil 3000, ClaroRead
- **Braille Displays:** Refreshable braille displays with screen reader support
- **Switch Access:** Compatible with switch control devices

Browser and Device Compatibility

Recommended Browsers with Accessibility Features:

- Chrome 90+ (with accessibility extensions)
- Firefox 85+ (with accessibility features)
- Safari 14+ (with VoiceOver)
- Edge 90+ (with accessibility features)

Mobile Accessibility:

- iOS with VoiceOver
- Android with TalkBack
- Responsive design for tablet accessibility

Internet Requirements

- **Minimum speed:** 5 Mbps download/1 Mbps upload for video content
- **Alternative low-bandwidth options** available
- **Downloadable content** for offline access
- **Mobile data-friendly** options for video streaming

4. Online Learning Support Services

For Visual Impairments

- **Screen reader compatibility** with all course elements
- **High contrast mode** toggle in course settings
- **Audio descriptions** for essential visual content
- **Text-to-speech** for all written materials
- **Compatible with braille displays**
- **Keyboard-only navigation** support

For Hearing Impairments

- **Closed captions** for all pre-recorded videos
- **Live captioning** for virtual classroom sessions
- **Transcripts** for all audio and video content
- **Visual notifications** for alerts and announcements
- **Sign language interpretation** for live sessions
- **Email-based Q&A** as alternative to audio discussions



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For Motor Impairments

- **Full keyboard accessibility** without mouse dependency
- **Voice control compatibility** with platform
- **Extended time limits** for timed activities
- **Alternative input methods** supported
- **Speech-to-text** for written assignments
- **Customizable response time** for interactive elements

For Cognitive and Learning Disabilities

- **Clear, consistent navigation** and layout
- **Multiple content formats** (text, audio, video)
- **Simplified language option** for complex content
- **Extended time** for readings and assessments
- **Breaks allowed** during longer activities
- **Memory aids** and downloadable reference materials
- **Text customization** options (font, spacing, colors)

5. Virtual Classroom Accessibility

Live Session Accommodations

- **Real-time captioning** for all webinars and virtual classes
- **Sign language interpreters** available for scheduled sessions
- **Audio enhancement** and clear audio quality
- **Recording access** for review and alternative participation
- **Multiple participation methods** (chat, voice, video)
- **Advance materials** provided before live sessions

Discussion Forum Accessibility

- **Structured forums** with clear threading
- **Alternative participation options** for discussion requirements
- **Extended response times** for forum contributions
- **Compatibility** with screen readers and keyboard navigation
- **Clear formatting guidelines** for accessible posts

6. Assessment and Assignment Accessibility

Accessible Online Assessments

- **Extended time options** for all timed assessments
- **Alternative formats** for exam questions
- **Breaks allowed** during lengthy assessments
- **Compatibility** with assistive technology
- **Clear instructions** in multiple formats
- **Practice assessments** with full accessibility

Accessible Assignment Submissions

- **Multiple submission methods** (text, audio, video)
- **File format flexibility** for different needs



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- **Assistance available** for technical submission issues
- **Clear feedback** in accessible formats
- **Revision opportunities** with accessibility support

7. Communication and Support

Accessible Communication Channels

Primary Support Channels:

- Email: support@yourorganization.com (24-48 hour response)
- Phone: [Phone Number] with relay service support
- Live Chat: Text-based support during business hours
- Video Call: Scheduled sessions with accessibility features
- Course Forums: Moderated, accessible discussion spaces

Technical Support Accessibility

- **Accessibility-trained support staff**
- **Multiple contact methods** for different needs
- **Screen sharing support** with accessibility considerations
- **Step-by-step guides** in multiple formats
- **Quick reference cards** for common tasks

8. Mobile Learning Accessibility

Mobile App Features

- **VoiceOver/TalkBack compatible** mobile application
- **Touch gesture support** for screen reader users
- **Offline content access** with synchronization
- **Mobile-optimized** accessible interface
- **Notification customization** for different needs

Responsive Design

- **Consistent experience** across device sizes
- **Touch target sizes** minimum 44x44 pixels
- **Swipe gestures** compatible with assistive technology
- **Orientation support** for portrait and landscape views

9. Emergency and Technical Issues

Accessible Emergency Information

- **Multiple notification methods** for course interruptions
- **Clear alternative procedures** for technical outages
- **Extended deadlines** automatically during system issues
- **Alternative access methods** during platform maintenance

Technical Problem Resolution

- **Accessibility-focused troubleshooting guides**
- **Priority support** for accessibility-related issues
- **Backup materials** available in multiple formats
- **Grace periods** during technical difficulties



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10. Continuous Improvement and Feedback

Accessibility Feedback System

How to Provide Feedback:

- In-course feedback form (accessible)
- Email: accessibility-feedback@yourorganization.com
- Anonymous feedback option available
- Regular accessibility surveys
- User testing invitations for volunteers with disabilities

Our Commitment to Improvement

- **Regular accessibility audits** of course content
- **User testing** with participants with disabilities
- **Continuous updates** based on feedback and standards
- **Transparency** about accessibility improvements
- **Proactive approach** to identifying and fixing barriers

11. Training and Resources

Student Accessibility Resources

- **Online accessibility orientation** available 24/7
- **Video tutorials** with captions and transcripts
- **Interactive guides** for using accessibility features
- **Peer support forums** moderated for accessibility
- **One-on-one technology training** sessions

Quick Start Accessibility Guides

- [How to navigate the course with a screen reader]
- [Using keyboard shortcuts for efficient learning]
- [Customizing the display for your needs]
- [Mobile accessibility features and tips]
- [Troubleshooting common accessibility issues]

Online Accessibility Commitment

"We are dedicated to providing an inclusive online learning experience that is accessible to all students. Our course platform and materials are designed with accessibility as a core principle, not an afterthought. We believe that every learner deserves equal access to education and are committed to removing barriers in the online learning environment."

Need Immediate Assistance?

- **Technical Support:** info@htm02-01designconsult.com
- **Accessibility Questions:** info@htm02-01designconsult.com
- **Urgent Issues:** Call +66(0) 63 082 9692 during business hours