

# Accessibility statement for Dentrain Professionals Ltd

This accessibility statement applies to [www.dentrain.co.uk](http://www.dentrain.co.uk)

This website is run by Dentrain. We want as many people as possible to be able to use this website. For example, that means you should be able to:

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

We've also made the website text as simple as possible to understand.

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

## How accessible this website is

We know some parts of this website are not fully accessible:

- the text will not reflow in a single column when you change the size of the browser window
- you cannot modify the line height or spacing of text
- most older PDF documents are not fully accessible to screen reader software
- live video streams do not have captions

- some of our online forms are difficult to navigate using just a keyboard
- you cannot skip to the main content when using a screen reader
- there's a limit to how far you can magnify the map on our 'contact us' page

## Feedback and contact information

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

- email [info@dentrain.net](mailto:info@dentrain.net)
- call 01204528652

We'll consider your request and get back to you in 14 days.

## Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact: Zoe Gee [zoe@dentrain.net](mailto:zoe@dentrain.net)

## Enforcement procedure

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

# Contacting us by phone or visiting us in person

We provide a text relay service for people who are D/deaf, hearing impaired or have a speech impediment. 07809398984

## Technical information about this website's accessibility

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

### Compliance status

This website is fully compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard.

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

### PDFs and other documents

Some of our PDFs and Word documents are essential to providing our services. For example, we have PDFs with information on how users can access our services, and forms published as Word documents. By September 2020, we plan to either fix these or replace them with accessible HTML pages.

The accessibility regulations [do not require us to fix PDFs or other documents published before 23 September 2018](#) if they're not essential to providing our services. For example, we do not plan to fix [example of non-essential document].

Any new PDFs or Word documents we publish will meet accessibility standards.

### **Live video**

We do not plan to add captions to live video streams because live video is [exempt from meeting the accessibility regulations](#).

## **What we're doing to improve accessibility**

Our accessibility roadmap [add link to roadmap] shows how and when we plan to improve accessibility on this website.

## **Preparation of this accessibility statement**

This statement was prepared on 01/01/2021. It was last reviewed on 01/01/2022

This website was last tested on 01/01/2022]. The test was carried out by ourselves.

We used this approach to deciding on a sample of pages to test – we tested all pages