

Accessibility training for creating PDFs and HTML from source files

G-Cloud 15

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Accessibility training for creating PDFs and HTML from source files

Our content and customer experience services reach from behavioural insight and inclusivity strategy, through human-centred service design, to digital experience platform strategy and out into digital, creative, content and UX design and delivery. CDS' comprehensive suite of customer experience services deliver compelling, intuitive and accessible user journeys, improving engagement and supporting the effortless delivery of digital services to our clients' customer bases.

CDS' multidisciplinary agile teams, user research specialists, design studio and accessibility teams provide digital experience platform strategy and implementation, behavioural insight, research and analysis, accessibility and inclusivity strategy definition and implementation, audience engagement/UX services, content strategy and content creation and communications planning and delivery.

We work with trusted open-source and low-code partners to define, architect and build engaging front ends with minimal cost and effortless maintenance, and our content strategists provide clear, concise copy with robust information architectures, keeping our customers' content fresh and accurate.

CDS' content and customer experience services include:

- Accessibility consultancy, training, workshops and support
- Accessibility training: creating PDFs and HTML from source files
- Accessibility training in PDF remediation using Adobe Acrobat
- Accessibility audit and accessibility testing
- Inclusivity consultancy, user testing and research services
- Content strategy, measurement and optimisation services
- Content strategy and design consultancy
- Content design, strategy and editorial services
- Content design for digital channels
- Content production cloud solutions
- Web editing and proofing and content services
- Discovery research and design
- Experience and service optimisation
- Service design and strategy
- User journey mapping and analysis
- Design system and DesignOps
- User experience design consultancy
- Digital experience platform (DXP) design and performance.

Our user-centred approach aligns with the GDS Standard and supports users with a range of digital literacy/skills and accessibility needs.

Case study

Wakefield Council

Following the successful completion of Wakefield Council's accessible website redesign, CDS delivered targeted accessibility training to build internal capacity for creating accessible documents. The training addressed the council's need to ensure all supporting documents uploaded to their new accessible website met the same accessibility standards. The project involved three half-day workshops tailored to different teams and their specific roles in document creation and remediation, focusing on the practical application of the council's existing documents and workflows.

Services delivered

- Accessibility overview and discovery for design and print teams to understand current processes
- InDesign accessibility training delivered in person, combining practical application with expert guidance on creating accessible PDFs and HTML. The sessions were tailored to specific teams and their documents, ensuring relevance and application.
- Adobe Acrobat training to create accessible PDFs and remediation training for legacy documents.
- Process improvement recommendations to embed accessibility throughout the production process.
- Custom training guides and documentation.

Key outcomes

- Successfully delivered 3 half-day training interactive workshops to staff members across design and digital teams, enabling faster delivery of accessible content that meets WCAG 2.2 Level AA standards.
- Developed comprehensive training guides for InDesign and Acrobat, empowering teams to produce high-quality, accessible standards-compliant content that improves user experience.
- Built organisational capability for independent accessible content creation, reducing third-party costs and accelerating delivery.
- Accessibility is embedded in processes, ensuring all content is accessible from the outset.
- Equipped teams with practical accessibility skills, ensuring ongoing compliance that enhances the inclusivity, usability, and value of content delivered by the council.

Service overview

CDS provides software-specific training in best practices when setting up Adobe InDesign and Microsoft Word files to produce accessible tagged PDF documents and HTML.

Each training course comprises:

- An introduction to digital accessibility.
- Software-specific training.

This structured approach will not only give you and your team specific best practices when using software, but also raise awareness about the importance of accessibility, aligning with Public Sector Regulations and ethical considerations.

Introduction to digital accessibility

- Understanding accessibility as the inclusive practice of ensuring everyone can interact with websites and apps, including people with disabilities.
- Types of disability, including visual, auditory, physical, speech, cognitive and neurological disabilities.
- Overview of assistive technologies and adaptations, including screen readers, magnification software and speech recognition software.
- How accessibility benefits everyone, not just people with disabilities.
- Introduction to the Web Content Accessibility Guidelines (WCAG).
- Overview of the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018 and your responsibilities.
- The importance of incorporating accessibility from the outset of a project.

Software training

InDesign

- Best practice for design
- Document title and metadata
- Exporting tags according to their semantic role
- Setting up document navigation
- Hyperlinks
- Setting up content/reading order
- Setting up bulleted/numbered lists
- Tables
- Images
- Footnotes / Endnotes
- Forms
- Export to PDF options
- Exporting HTML

- Using Acrobat's automated accessibility checker

Microsoft Word

- Best practice for design
- Document title and metadata
- Exporting tags according to their semantic role
- Tables
- Images
- Footnotes / Endnotes
- Using Word's automated accessibility checker
- Export to PDF options
- Using Acrobat's automated accessibility checker

Features and Benefits

Features

- Introduction to digital accessibility and Public Sector Regulations
- Overview of assistive technologies, adaptations and responsive design
- Accessible content requirements, best practice and checklists
- Training for designers and content creators
- Training structured around specific software
- Written guidance and checklists.

Benefits

- Raising awareness of accessibility and WCAG
- Considering accessibility early in development saves resources fixing issues later
- Become more inclusive by improving accessibility of digital documents
- Reusable guidance and training materials
- Helps shape digital delivery strategy
- Streamlining the process of making content available digitally
- Meeting Public Sector Bodies Accessibility Regulations.

Business continuity and disaster recovery plans

CDS is committed to minimising and managing its exposure to disruption to the business and the services provided to our customers. This encompasses robust systems and processes necessary to maintain continuity of service and operations.

CDS maintains a comprehensive Business Continuity and Disaster Recovery (BCDR) plan, certified to **ISO 23001**, that defines clear roles, responsibilities, processes, and procedures for assessing and responding to disruptions to ensure continuity during disruptions. **Our plan is tested annually with lessons learned incorporated into plan improvements.**

Our Business Continuity Management System (BCMS) is underpinned by regular business impact assessments and threat and risk analyses, and annual tests to ensure all contingencies remain effective, current, and fit for purpose.

Onboarding and offboarding

Onboarding

CDS provides a tailored onboarding pathway, based on clients' individual requirements.

Onboarding is a collaborative process, through which we fully understand our clients' short-, medium- and long-term goals, and plan our service accordingly, to deliver best value and appropriate resourcing, governance, communication and planning.

Our multi-disciplinary agile teams will work with project stakeholders to understand the client and project needs and requirements.

We will define and capture ways of working, including definitions of 'ready' and 'done', and identify acceptance criteria for each sprint, underpinned by modern test practices and OKRs.

Offboarding

Upon starting the engagement, CDS will provide an exit plan for client approval. This will cover matters such as knowledge transfer and documentation, roll-off schedules, data and asset transfer, intellectual property and removal of access / permissions and return of devices / equipment.

Ownership of data contained in any solution belongs to and rests with the client; as the service is decommissioned, raw data will be transferred to the client. CDS is certified to ISO 27001 for data security and will always adhere to these standards – including data removal and destruction.

Service constraints

Ordering and invoicing

We recommend contacting CDS before placing an order via G Cloud 15, to confirm and agree scope, scale, SLAs, KPIs, outcomes, etc. We will be pleased to support clients to define statements of work that reflect their requirements.

Invoices are issued monthly in arrears, with payment terms of 30 days.

Pricing

Timescales and costs vary, depending on several factors; we recommend a preliminary review to provide a firm cost.

Please refer to our pricing document and rate card.

Industry standards

CDS delivers all its services to internationally recognised standards. CDS is accredited to the following standards:

- ISO 9001 Quality Management System.
- ISO 27001 Information Security Management.
- ISO 20000 IT Service Management and IASME certified.
- ISO 14001 Environmental Management.
- BSI 1008 Electronic Information.
- ISO 22301 Security and Resilience (Business Continuity).
- ISO 45001 Health and Safety Management.
- ISO 10008 Evidential Weight and Legal Admissibility of Electronic Information.
- ISO 50001 Energy Management Standard.
- Cyber Essentials Plus.
- IASME certified.
- ITIL compliant service desk.
- PlanetMark Sustainability.

We comply with the Data Protection Act 2018 and UK GDPR regulations.

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